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## Infographic: 5 questions to ask before you start volunteering

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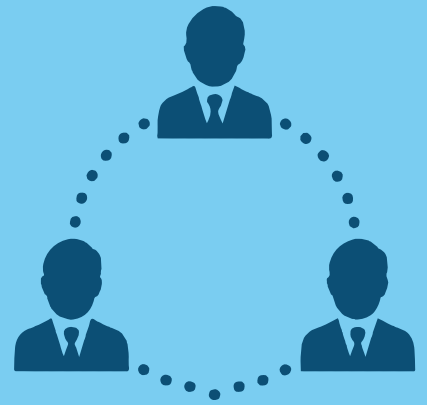
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# VOLUNTEERING

5 questions to ask before you start volunteering with an organisation

## IS THERE A CLEAR ROLE DESCRIPTION?

At the very least, an organisation should provide a potential volunteer with a clear description of their role and responsibilities, expected hours, etc.



## DO YOU NEED TO SIGN A VOLUNTEER AGREEMENT?

This is a type of informal volunteer understanding. It is not a legal contract but further cements the relationship between the volunteer and the organisation by outlining what is expected from both parties.

## IS THERE A VOLUNTEER POLICY IN PLACE?

A volunteer policy will outline both the responsibilities of the volunteer and the organisation. It will define the volunteering relationship and also lay out how any difficulties can be made should they arise.



## IS THERE INSURANCE IN PLACE TO COVER VOLUNTEERS?

Check with the organisation that they have adequate insurance cover in place and that volunteers are explicitly included in this policy.

## IS THERE A COMPLAINTS PROCEDURE IN PLACE?

This may form part of the volunteer policy or be a separate policy. Either way, it's important that the organisation makes it clear how a volunteer's grievances will be addressed.



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