



Volunteering Auckland
Where Volunteering Begins

Guidelines to make Volunteering a Better Experience

For Volunteers

To promote excellence in service and maximise the quality of my experience as a volunteer I will:

- ◆ Recognise my own motives for being a volunteer and ensure the agency is aware of these.
- ◆ Seek volunteering opportunities appropriate to my skills, interests and aspirations.
- ◆ Be committed to give high quality service.
- ◆ Actively accept opportunities for training and personal development.
- ◆ Carry out all that I agree to do, responsibly and ethically.
- ◆ Speak out about any concerns that might affect my relationships or quality of service. Volunteering for the NGO Group.
- ◆ See myself as a valued team member with the right to contribute to decisions which affect my volunteering.
- ◆ Value and support other team members.

For NGO Groups

To promote excellence in service and maximise the quality of volunteers' experience, our NGO Group will:

- ◆ Empower our volunteers to meet their own and our needs.
- ◆ Offer volunteers voluntary opportunities appropriate to their skills, experience and aspirations.
- ◆ Provide volunteers with clear roles and orientation to their tasks and our agency.
- ◆ Offer training and support for volunteers to achieve personal and volunteering goals.
- ◆ Implement procedures to safe-guard volunteer safety and well-being.
- ◆ Offer re-imbusement or other compensation to cover agreed out-of-pocket expenses.
- ◆ Recognise volunteers as valued team members, with opportunities to participate in relevant agency decisions.
- ◆ Provide mechanisms to acknowledge the different contributions made by volunteers.

For further information and support: www.volunteeringauckland.org.nz, 09-377 7887; FB: VolunteeringAKL