



## Health and Safety for Volunteers

A strong health and safety framework ensures a safe, supportive, and enjoyable environment for volunteer team members.

Volunteers are a vital part of any organisation, and their well-being should be a top priority. By prioritising health and safety, organisations create a welcoming and secure environment where volunteers can thrive and contribute effectively.

### Policies & Procedures

Policies and procedures should be established and maintained with comprehensive health and safety measures in place, along with clear written procedures. Providing detailed role descriptions sets expectations and responsibilities, while implementing careful application and selection processes ensures a good fit for both the volunteer and the organisation.

### Training & Orientation

A thorough orientation process should be conducted to familiarise volunteers with their roles and the organisation's safety protocols. Ongoing training and regular updates through newsletters and meetings help keep volunteers informed. Encouraging continuous learning and refreshers on safety practices supports a culture of awareness and preparedness.

### Workplace Safety

Workplace safety should be a priority, with regular inspections to identify and remove or minimise hazards. Passageways should be kept clear of obstacles to prevent accidents. Volunteers must read equipment instructions and be aware of potential hazards before use. Promoting hygiene through regular handwashing also plays a key role in maintaining a safe environment.

### Boundaries and Support

Clearly defining and maintaining boundaries for volunteer roles helps prevent confusion and stress. Volunteers should be reimbursed for any agreed-upon expenses to avoid financial strain. They must be aware that they should never feel obligated to perform tasks they are uncomfortable with. Establishing clear communication channels for raising concerns or seeking assistance, along with providing good supervision and regular reviews, ensures volunteers feel supported.

### Confidentiality & Safety Measures

Confidentiality and safety measures should be upheld by keeping volunteers' surnames and contact details private. Street collectors should always work in pairs for safety and accountability. Any incident reports must be followed up promptly, with necessary actions taken. Maintaining an open-door policy encourages volunteers to report anything unusual. Volunteers should be advised to leave any unsafe situation immediately and inform the appropriate personnel. It is also important to ensure that there is always a listening ear available for volunteers needing support.

### Recognition & Wellbeing

Recognising and appreciating volunteers' contributions fosters a sense of belonging. Regular acknowledgments through thank-you events, awards, or simple expressions of gratitude can go a long way in making volunteers feel valued.