

Aylesbury Youth Action Volunteer's Charter

Written by AYA volunteers

You are responsible for making sure that you:

- Respect the beliefs, opinions, views, and needs of others
- Respect other people's property and personal space.
- Are punctual and inform the project worker if for any reason you cannot attend.
- Behave appropriately, in accordance with the situation.
- Carry out your responsibilities to the best of your ability by knowing your limitations and being honest.
- Take responsibility for your own actions and return the trust that is placed in you
- Listen to people when they are speaking to you.
- Uphold the reputation of AYA (which is good).
- Do what you are expected or asked to do, as long as it is within reason.
- Maintain confidentiality unless keeping that information in confidence puts someone else in danger.
- Use your best judgement when tokens of thanks are offered to you. Money should be passed on to staff to be donated to AYA, not kept for yourself.
- Include new volunteers and make them feel welcome. Encourage new people to come back.
- Take your commitment seriously.
- Let staff know if you have a problem in your volunteering or are not happy with the way you have been treated

Aylesbury Youth Action is responsible for making sure that:

- You receive appropriate recognition and appreciation for what you do through certificates and letters of thanks
- Projects are discussed and evaluated so that your feedback can be used to improve the service to the community and the volunteers.
- When appropriate, refreshments are supplied
- You have an equal say in having your views, opinions and beliefs respected.
- You can change your mind and not participate in any situation that you don't feel comfortable with.
- You are given as much information as possible on projects, before starting them
- You are safe on any project and feel secure in what you are doing
- Out of pocket expenses are paid. For example travel expenses to any project.
- You have the right to be treated equally at all times.
- You are respected for your volunteering
- You receive appropriate training for each project. For example learning about how to work with people with special needs or how to use a wheel chair safely
- You feel that there is someone that you can talk to in confidence
- You do not do any voluntary activity that takes the place of a paid worker