

## The Royal Air Forces Association Volunteer Programme Volunteer Agreement

### The RAF Association

The Royal Air Forces Association (the Association), is a membership organisation and registered charity that provides welfare support to the RAF family. Receiving no government contributions, our work is completely funded by the generosity of our members and through vital donations from our supporters in the general public and from businesses.

The RAF family includes all serving and ex-serving personnel and their dependants. The Association exists in the recognition that RAF personnel and their immediate families dedicate their lives to their country, and to ensure that such a sacrifice does not result in suffering, poverty or loneliness.

### Applications of the Agreement

Our volunteers work with us in a variety of ways to help us achieve our aims and the following agreement applies to all individuals volunteering for the Association in a welfare, event, fundraising or general role, whether directly for the Association or for an Association Branch. For the purposes of the following policy, both Branch and all other Association volunteers will be referred to as 'volunteers'.

### What is a Volunteer Agreement with the Association?

The Volunteer Agreement sets out the expectations for volunteers and the Association. This agreement details what you can expect from us and what we expect from you.

This agreement is not a contract of employment with the Association, rather an agreement of behaviour towards others. Volunteers are an important and valued part of Association. We hope that you enjoy volunteering with us and feel a full part of our team.

The Association believes that its volunteers should be treated respectfully, inclusively and fairly wherever possible and asks its volunteers to behave in the same way towards others. We aim to be flexible, so please let us know if there is anything we could change to make your volunteering experience more enjoyable and we will do our best to accommodate it.

### What can I expect as a volunteer for the RAF Association?

As a volunteer, you can expect:

- To be welcomed into the RAF Association's family of staff and volunteers.; To be involved in a programme that is dedicated to supporting the RAF family in times of need, helping to alleviate loneliness;
- Opportunities to either help change a person's life, either directly through our welfare volunteering roles or indirectly, through our fundraising roles;
- A supportive and positive environment to help you enjoy volunteering;
- To be treated fairly and with respect and courtesy;
- For your application to be a volunteer to be assessed fairly, as well as to be treated fairly regardless of any of the protected characteristics as outlined in the Diversity Policy;
- To receive appropriate training for your role and any activities you undertake;
- A named contact for support;
- Managerial support and oversight (the level will depend on the complexity of the role);



- Recognition and thanks;
- To be covered by our employer's liability insurance for your volunteering activities with the Association and to be presented with a safe volunteering environment;
- For your expenses to be covered for out-of-pocket expenses, travel and overnight stays for training, in accordance with the Expenses Policy for Volunteers;
- Respect for your right to privacy;
- For us to handle any complaints from you or about you in accordance with our Complaints Policy and Procedure for Volunteers;
- To be kept updated about volunteering, through our e-newsletters, forum and social media accounts.

**In return we ask that you:**

- Support our vision, mission and values;
- Remember that you are a representative of the Association when volunteering and meeting members of the public;
- Adhere to our Code of Conduct, Health and Safety, Diversity, Data Protection and Confidentiality policies and processes for volunteers;
- Undertake a DBS clearance check if required for your role;
- Follow our instructions, as briefed by your manager, at any events you are volunteering at or when carrying out welfare work (including adhering to the Cash Handling Policy, Car Policy, Safeguarding Policy and Personal Safety and Isolated Activity Policy where applicable);
- Are open and honest in your dealings with us;
- Treat fellow volunteers and staff with courtesy and respect;
- Reach a shared understanding with us regarding your role and commitment;
- Let us know if you wish to no longer be involved in volunteering for the Association or cannot attend a specific event you have signed up for;
- Report, immediately, any unfair treatment by staff, other volunteers or clients to your dedicated point of contact who will take appropriate action;
- Report any risks or health and safety issues that you notice or feel uncomfortable with;
- Let us know if we can improve the service and support that you receive.

Any volunteer failing to follow the above guidelines may be asked to step down from their volunteering role for the Association.

By either signing this form below or ticking the 'I have read and understood the Volunteer Agreement and agree to adhere to this' box, in the terms and conditions when registering online, you agree to abide by the expectations we set for our volunteers, as well as to the Volunteer Code of Conduct and to all instructions and policies that relate to volunteers.

Full name of volunteer:

Signed:

Date:

If you have any queries regarding any of the above referred to agreements, please contact us on [volunteers@rafa.org.uk](mailto:volunteers@rafa.org.uk) or call 0116 266 5224.