

## VOLUNTEER CONTRACT CHECKLIST

1. Name of the institution
2. Name and contact details of the volunteer
3. Name of the person within the institution who is responsible for the volunteer program (and thus the volunteer) so that the communication channels and chain of command is clear
4. The functions of the volunteer and the workload obligations to which they are committing
5. The level of training or qualifications required of a volunteer before they will be permitted to perform various functions
6. The benefits that the institution will give the volunteer in return for their services
7. The obligation of care that the volunteer must fulfil towards the objects and the administrative system of the institution
8. The volunteers' obligation of care and courtesy towards the members of the public with whom they interact in the course of their services
9. Any dress and appearance standards that are required
10. The obligation of care that the institution has to the volunteer while the volunteer is providing services to and on behalf of the institution
11. The insurance protection that the institution offers to the volunteer
12. The assessment protocols that the institution has in place to ensure the on-going quality of the work provided by the volunteer

13. The ongoing education requirements so that the knowledge of the volunteers is always reasonably current and of suitable standard to their functions
14. The disciplinary procedures that determine the consequences of the volunteer breaching his or her obligations under the agreement
15. The grounds upon which the either party can terminate the agreement and the process by which this will be done
16. A provision that permits the institution to change the terms of the agreement; that sets out how those changes may be communicated to the volunteer and provides the mechanism by which the volunteer confirms their acceptance of such changes. This provision should make it clear that if the volunteer does not accept the change in the terms, their only recourse is termination of the agreement.