Hong Kong Volunteer Charter

義務工作發展局
AGENCY FOR VOLUNTEER SERVICE
www.avs.org.hk

Hong Kong Institute of Volunteers
香港義工學會
(An Institution of the Agency for Volunteer Service)

The Volunteer Charter stipulates the essence and values of volunteerism, benchmarks volunteer practice and sets out the service environment for volunteering. It applies to both situations where a person volunteers on one's own to serve direct another person in need (informal volunteering), and when one enrols as a volunteer with a volunteer-involving organization which arranges for, or provides one with a service opportunity (formal volunteering).

The Volunteer Charter is drawn up by the Agency for Volunteer Service (AVS) on the occasion of the 10th Anniversary of International Year of Volunteers (IYV+10) proclaimed by the United Nations in 2011.

I. VOLUNTEERISM

1. Volunteerism is universal by nature regardless of culture. It brings to Life the noblest aspirations in the pursuit for universal values such as human dignity and justice.
2. Volunteering is a process people engage in to serve others or Society, out of love and free will, with no expectation of any materialistic return.
3. Volunteerism is manifested through participation to serve, irrespective of age, gender, ethnicity, creed, ability or social status.

II. VALUES

1.Love

- Volunteerism springs from universal love, love for Life and for wholesomeness of Humanity. Volunteers offer compassion for the wellbeing of others and of Society.

2.Human Dignity

- Volunteerism respects human dignity, and recognizes the intrinsic rights of human beings: civil, social, political, cultural and economic.
- Volunteers respect the rights of service recipients; likewise, volunteers are entitled to their dignity and right in servicing.

3.Free Will

- Volunteerism is free expression of care for others or for Society.
- Volunteers spontaneously come forward to serve, and are not compelled to act against their will.

III. PRACTICE

1.Responsibility

- Volunteers will understand and will be committed to what they do, and fulfill what they set about to undertake.
- Volunteers will appreciate their own competence to deliver the expected outcome before committing to serve.
- Volunteers will be responsible and accountable for their own action, and will observe the policies and guidelines of volunteer-involving organizations in formal volunteering.

2.Compassion

- Volunteers will be considerate and empathetic, aspiring to improve the conditions of service recipients or of Society.

3.Rationality

- Volunteers will maintain a rational attitude, will be open-minded, objective and constructive in service or in giving feedback.
- Volunteers will be sensitive to the needs and the expectations of other stakeholders.

4.Integrity

- Volunteers will be honest, impartial and trustworthy in their role.
- Volunteers will act in the interest of service recipients, and in deference to the aims of the volunteer-involving organization in formal volunteering.
- Volunteers will not abuse their role in pursuit of personal gain.

5.Self-Discipline

- Volunteers will maintain a cordial and service-oriented relationship with service recipients, and in formal volunteering, the volunteer-involving organization.
- Volunteers will respect confidentiality of the information to which they have access.
- Volunteers may not, without consent, speak or act to represent service recipients, or in formal volunteering the volunteer-involving organization.

6.Respect

- Volunteers will respect all stakeholders, and in the case of service recipients, their freedom of choice as well, without discrimination for reason of age, gender, ethnicity, religion, creed, ability or social status.
- Volunteers will interact as equal with other volunteers, service recipients and staff of the volunteer-involving organization in formal volunteering.
- Volunteers will respect the customs, norms and laws of where they tender service.

7.Service

- Volunteer will offer their time and ability to serve with no expectation of any materialistic return, but for the wellbeing of service recipients and of Society.
- Volunteers will be prepared to undergo orientation or training to enhance their knowledge and skill.
- Volunteers will endeavour to be flexible to cope with changing requirements or circumstances.
- Volunteers will meet their service goal and complete their assignment in formal volunteering.

8.Risk Management

- Volunteers will assess if the service opportunity will suit their temperament or physique.
- Volunteers will be alert to risks associated with the service or the working environment so as to take the necessary precaution or to undergo training for personal safety and safety of service recipients.
- Volunteers will observe the risk management policy and practice of the volunteer-involving organization in formal volunteering, and comply with safety legislation.
- Volunteers will explore the need for suitable insurance in service.

IV. SERVICE ENVIRONMENT

1.Opportunity

- Volunteers will serve in a role of their choice, regardless of age, gender, ethnicity, creed, ability or social status.
- Volunteers will serve with recognition, experiencing satisfaction, self-actualization and personal development.
- Volunteers will participate in planning, executing and evaluating the task undertaken in formal volunteering.

2.Respect

- Volunteers will be the equal partner with other stakeholders rendering service in dignity and with individuality.
- Volunteers will be free from exploitation, as a volunteer or as an individual.
- Volunteers will not serve under extraneous pressure against their will; otherwise they will have the freedom to exit from their role.

3.Safety

- Volunteers will have the right to know the risk and liability related to their role, and to serve in a safe working environment, with suitable insurance coverage where appropriate.

4.Information

- Volunteers will have access to adequate information related to their expected role including knowledge of service recipients, and in formal volunteering, the volunteer-involving organization.
- Volunteers' personal data and service records should be treated in confidence, and volunteers will have the right to access their information in formal volunteering.

5.Knowledge / Skill and Support

In formal volunteering:

- Volunteers will participate in knowledge and skill transfer activities and receive training and service briefing.
- Volunteers will have access to appropriate tools and resources, and where applicable, organizational support, in discharging their role.

6.Communication

In formal volunteering:

- Volunteers will have ample means to communicate with the volunteer-involving organization, to express their opinion, to give and to receive feedback related to their service.
- Volunteers will have the opportunity to make comment or recommendation relating to their service or role, and to have their complaint, if any, dealt with promptly and fairly.
- Volunteers will be aware of the coordinator of the service; they will have ready access to him / her on the service including provision of resources and feedback on their performance.

ANDROID APP ON Google play

Hong Kong Volunteer Charter

http://www.avs.org.hk/charter/eng/ http://www.avs.org.hk/hkiov/eng/

Tel: 25460694

All rights reserved. Please indicate the source if reproduced.

Hong Kong Volunteer Charter