



Hindu Cultural Association

Est. 1991

Wales, U.K.

Charity no. 1002569

Hindu Cultural Association Wales
India Centre
Sanquhar Street
Cardiff CF24 2AA

01 April 2023

Volunteer Information and Agreement

Dear Volunteer,

Thank you for choosing to volunteer at India Centre, Cardiff. This letter sets out what is expected from your volunteering role and please read it carefully before signing the agreement below. We appreciate you volunteering with us, and we are committed to providing volunteers with a supportive environment and an enjoyable and rewarding practical experience.

1. VOLUNTEER ROLE

It is hoped that you will perform your volunteering role to the best of your ability and that you will comply with all our policies, procedures, and standards. For ease of reference, we have summarised the key policies from the Employer Handbook for you and it is included with this letter. In return for your volunteering, we will provide you with suitable training (where required) and treat you fairly in accordance with our equal opportunities policy.

2. INDUCTION AND TRAINING

We will provide an induction explaining what we do and how the role of volunteers fit in within our organisation. We will also provide suitable training if required to assist you to meet the standards we expect from volunteers and to ensure your health and safety. The training will include information regarding the behaviour and etiquette that we expect from all the volunteers. Volunteers will also be informed about the arrangements regarding child protection and protection of all vulnerable groups.

3. SUPERVISION AND SUPPORT

Your main point of contact whilst you are volunteering with us is the SEVA GROUP Team Leader for your designated area who shall be identified to you at the beginning of each volunteering session. Where required and depending on the resources, meetings will take place in order to agree the services for your volunteering role and discuss any problems or complaints you may have. Please give your SEVA GROUP Team Leader as much notice as possible if you are unable to volunteer (for festivals) when expected. If you wish to carry out regular service, please inform the Chairperson and the SEVA GROUP TEAM

4. EXPENSES

Subject to prior approval being obtained from the Volunteer Care Council, we will reimburse certain out-of-pocket expenses incurred in connection with your volunteering for us. Such payment is at the discretion of HCA BOG.

5. CONFIDENTIALITY

5.1 In the course of providing your volunteering services, you may have access to Confidential Information relating to HCA Wales and India Centre. For example, such information may relate to our donors, how we carry out our charitable work and, if you are carrying out health checks on visitors, you will have access to their health information. You agree to keep all such information confidential. We expect you not to use or disclose this information to any person either during your volunteering with us or at any time afterwards.

5.2 The right to privacy is essential to ensure that there is trust and confidence in the organisation.

5.3 HCA Wales recognises that the principle of confidentiality should extend to any information about the internal affairs of the organisation and should be adhered to by trustees, staff and volunteers at all times.

5.4 Any volunteer has the right to expect that any information imparted by them will be used for the purpose for which it was given and should not be released or used for any other purpose, inside or outside the organisation, without prior written approval of the Volunteer care Council.

5.5 This clause 5 applies to, including but not limited to, all personnel records for staff and volunteers, donors including information obtained through recruitment procedures.

5.6 Breach of confidence is likely to result in HCA Wales terminating your services and commencing legal action where it has grounds to do so.

6. LEAVING

Depending on the role you perform, we ask that you give us as much notice as possible if you want to stop volunteering with us.

7. UNDER 18-YEAR-OLD VOLUNTEERS

Only children over the age of 14 are eligible to apply for volunteering at India Centre.

We recommend that school going children only volunteer under the supervision of parent/guardian at all times and in low hazard areas. The parent/guardian will need to agree to take full responsibility of the child.

When it is not possible for a parent or guardian to supervise, we may be able to assign a supervisor from HCA seva team on some occasions. Please note that this opportunity is limited as it is subject to the availability of a HCA team member to supervise and cannot be guaranteed

Every child of school age undertaking paid or voluntary work must be registered with the local authority and have a work permit as per Legislation. This requires completion of a Child Employment application form which must be signed by HCA team and the parent/guardian at the start of the voluntary work

8. VOLUNTEERING SAFELY

When you volunteer for us, you must:

- Not come for service if you have tested positive for Covid-19
- Not come for service if you are unwell with Covid-19 symptoms even if tested negative.
- Keep good hygiene by washing hands regularly

9. BEHAVIOUR

Any behaviour of a volunteer which is one or more of the following:-

- Disruptive;

- violent;
 - Intimidating;
 - results or risks resulting in damage to property;
 - involves the use of inappropriate language or shouting at pilgrims, volunteers or management
 - disrespectful to anyone;
 - involves the taking of unnecessary risks; or
 - involves the refusal to carry out reasonable instructions/requests
- will result in consequences set out below.

Consequences:

Step 1: Meeting with SEVA GROUP team members and Team leader which may result in a verbal warning

Step 2: If behaviour above continues or occurs again a written warning will be handed

Step 3: If the behaviour referred to above continues SEVA GROUP or occurs again the volunteer will not be allowed to serve again.

The SEVA GROUP reserve the right to go straight to Step 3 if the behaviour in questions warrants such action

10. Dress Code and Time keeping

Suitable attire to be worn for the respective area of service and must be in line with the ethos of the Temple.

All volunteers are expected to arrive promptly and leave at the time agreed with Team leader/ SEVA GROUP team.

11. Applicants over the age of 18 are required to provide contact details of two referees and at least one of them must be a HCA member

This Agreement may be terminated at any time at the discretion of either party. Neither party intends an employment relationship to be created either now or at any time in the future as a result of the matters set out above or as a result of the volunteering carried out by the volunteer. It is understood that you have read and agree the contents of this agreement once you begin volunteering with us. If you disagree or wish to discuss any of the points, please email us at sevateam23@yahoo.com

SEVA GROUP team

Annapurna Darbhamulla – Team Lead

Under 18s

Versha Sood

Kumari Podila

Over 18s

Seshakiran Chemudupati

Sumanth Daruri



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Volunteer Agreement

I have read the above document and agree to comply with the terms and conditions listed.

..... Signature of the Applicant

Full Name:

Address:

Phone number:

Contact details of two referees:

1.

2.

Dates requested/available for volunteering:

Office use only

Application processed by:

..... Signature and full name

Signed on behalf of the SEVA GROUP HCA Wales, India Centre

Date:

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