

Volunteering

Golden Principles



Simple principles
that make a big
different

Clarity reduces anxiety



Clear, simple and honest information helps people feel confident, prepared and in control

Flexibility increases inclusion



Flexible opportunities, timings and ways of volunteering remove barriers and welcome more people to get involved

Relationships create belonging



Positive connections and a sense of community help volunteers feel valued, included and part of something meaningful

Support should be proactive



Anticipate needs, check in regularly and offer support early, not just when there is a problem

Personalised Communication



People absorb and prefer information in different ways. Personalised communication shows respect and improves understanding

Volunteers are individuals, not just roles



See the person beyond the role. Recognise their interests, strengths and goals. Involve them in meaningful ways

Neurodivergence & lived experience are strengths



Different ways of thinking bring valuable perspectives, creativity and empathy to volunteering

Accessibility benefits everyone



When we design with accessibility in mind, we create better experiences for all volunteers and stronger organisations

Small changes make a big difference



You don't have to be perfect. Every small change you make helps build a more welcoming, inclusive and empowering volunteering experience



Together, we make volunteering welcoming and inclusive for all
Use these principles every day to build confidence, connection and belonging



Cup-O-T:
Wellness and Therapy Services.