

Volunteer Referral Service
Notes to Registered Organization

1. Eligibility and Procedures for Registration :

- ★ All government departments, recognized non-profit organizations or charitable organizations are welcome to register in AVS and recruit volunteers through our Volunteer Referral Service. Successful applicants would be provided the Certificate of Registration, Notes and Volunteer Request Form
- ★ Completed [Volunteer Referral Service – Organization (Unit) Registration or Renewal Form]
- ★ Registration fee of HK\$200 is valid for 2 years and renewable upon expiry. AVS reserves all rights to review and adjust the registration fee irregularly without prior notice
- ★ Supporting documents of being a non-profit organization and certificate of registration of a society may be required
- ★ For different units or sub-units under the registered organizations, in case of using the Volunteer Referral Service, it is necessary to register with the individual unit in order to facilitate the liaison and records

2. Renewal / Re-registration:

- ★ For renewal, only need to fill in the [Organization (Unit) Registration or Renewal Form] and pay the registration fee. If the expiry date is over 3 months, Registered Organization should do the re-registration and the registration number will be kept. For registration, supporting documents of being a non-profit organization and certification of registration of a society may be required

3. Service matching and referral procedures:

- ★ The Registered Organization should complete the "Volunteer Request Form", by fax or by mail to AVS Volunteer Action Centre. After verification of the service details and volunteer requirements, the recruitment of volunteers will be proceeded
- ★ The Registered Organization may request to refer a designated volunteer or a team of volunteers with specific skills [The Hong Kong Jockey Club Community Project Grant - Volunteer Talent Bank] for service. However, successful referrals will depend on whether the volunteer or specialist team is able to participate
- ★ After completing the volunteers' enrolment, AVS will send a referral letter to the Registered Organization and volunteers. Registered Organization should contact the volunteers directly once received the relevant information (volunteers are also encouraged to contact the Registered Organization) to facilitate the attendance, the details of the event, arrangement of interviews and introduction / training of the service (if necessary). [Please refer to the referral service criteria and Hong Kong Volunteer Charter] (AVS only serves as an agent for volunteer referral. Registered Organization should give clear work instructions and supervise the work of the volunteers)
- ★ If the activity is postponed or canceled, Registered Organization should notify the volunteers and AVS for the latest arrangement as soon as possible, to avoid any unnecessary misunderstandings

- ★ Depending on the service's needs, AVS may arrange volunteer leaders to take part in mega volunteer referral services. Registered Organization may convey the service information to the volunteers through AVS leaders, so as to make the liaison work more convenient and efficient
- ★ In order to record the volunteer service hours accurately and enhance the quality of volunteer referral service, the Registered Organization should complete and return the record of the volunteer to AVS within 4 weeks after the completion of the service
- ★ The number of volunteer request is unlimited within the validity of two years' membership

4. Service Referral Criteria:

- ★ The services / activities shall follow the criteria as below:
 - ✓ To comply with the “Personal Data (Privacy) Ordinance”, “Sex Discrimination Ordinance”, the “Disability Discrimination”, the “Family Status Discrimination Ordinance”, the “Race Discrimination Ordinance” and the related law requirements
 - ✓ No commercial or profit-making purpose
 - ✓ No political or religious purpose
 - ✓ No foreseeable risk on content and service environment
 - ✓ No cases of unfairness to volunteers
 - ✓ No cases of abuse to volunteers
- ★ For details, please refer to the following websites:
Office of the Hong Kong Privacy Commissioner for Personal Data (<http://www.pcpd.org.hk>)
Equal Opportunities Commission (<http://www.eoc.org.hk>)
- ★ Regarding Sexual Conviction Record Check, Registered Organization please verify whether the volunteer is suitable for service if the volunteer would be directly engaged in contact with children (under 18 years) or mentally incapacitated persons, in particular the unregulated contact, so as to strengthen the protection of the service recipients, and in a way to avoid from sexual abuses
- ★ Please ensure that the personal information of volunteers shall not be released or transferred for other purposes, or any purpose not authorized by AVS
- ★ AVS will follow up any complaints to the relevant organizations brought up by our volunteers immediately. If the investigation is substantiated, a warning will be given to the Registered Organization concerned. If the situation is serious or repeated, AVS reserves the right to terminate the membership of the Registered Organization

5. Service Information Issuance and Service Application:

- ★ The Registered Organization volunteer request information are regularly released to our volunteers for promotion and recruitment by the following means:
 - ✓ Posting of service information on AVS website
 - ✓ Regular e-mail and postal services to members of “Hong Kong Community Volunteers”
 - ✓ Cold call to qualified members to introduce service details and to invite for participation
 - ✓ “Hong Kong Community Volunteers” can apply services via online platform, App, telephone or e-mail

6. Volunteer Recognition:

- ★ To commend and recognize the contributions of volunteers, AVS has established a volunteer recognition system and set up a number of different types of recognition and meaningful rewards to enhance the status of volunteers and the recognition of the community. (For details of the volunteer award scheme and the guidelines on recognition mechanism, please visit our website). AVS will also invite Registered Organizations to nominate outstanding volunteers who have volunteered with them to receive recognition

- ★ AVS welcomes the appreciation of the Registered Organizations to our support and assistance in their leaflets / posters and web pages. If necessary, please contact our Volunteer Referral Service responsible staff for using the logo of AVS
- ★ AVS encourages our Registered Organizations to express their gratitude to the volunteers who are assisting or have been assisted in the service process for public recognition. If the situation allowed, Registered Organizations may issue the certificate of gratitude to the volunteers on the spot

7. Volunteer Protection:

- ★ “Group Personal Accident Insurance” has been provided for all “Hong Kong Community Volunteers” members. In case the service is postponed or prolonged, the Registered Organization is obliged to inform AVS as early as possible
- ★ “Group Personal Accident Insurance” for AVS only protects the volunteer members who have been referred by AVS; any volunteer service that has not followed the referral procedures of AVS will not be covered
- ★ If volunteer service is outside Hong Kong territory, AVS recommends the Registered Organization should cover the travel insurance or other appropriate insurance for the referred volunteers. Volunteers should be given fair, reasonable and respected treatment and proper protection when they are assisting the Registered Organization in carry out any activities
- ★ In case of conflicts, the Chinese version of the rules and regulations shall prevail