

Volunteers from Diverse Communities

Volunteering attracts people for many different reasons, a stepping stone to paid employment, giving back to the community, building confidence or a reason to leave the house.

Below are some scenarios you may encounter.



Receiving Benefits

Individuals can [volunteer and receive benefits](#). There are restrictions with some benefits to the amount of hours and volunteering may be cut short if offered a job. Volunteers on benefits can receive expenses if they are reasonable and documented. Read our guide on Volunteering while claiming benefits [quick](#) and [long](#) guides.



Young People Volunteering

Lots of young people volunteer to improve their job or university applications and gain 'real' world experience. Read our [working with young volunteers quick guide](#) and the [Children and Young Persons Act 1933](#) for more information.



Refugee & Asylum Seekers

Asylum seekers are allowed to volunteer at any stage of the asylum process, and this is actively encouraged by the Home Office. Read our [volunteering for asylum seekers guidance](#) and our [quick table](#) for more information.



Remote Volunteers

Volunteers may want to [work remotely](#) for a number of reasons including childcare commitments, health issues and flexibility to fit around other commitments. Offering remote volunteering diversifies the volunteers you could attract.



Physical Disabilities

Volunteers with physical disabilities may need additional adaptations to make volunteering inclusive. Read our [information sheet](#) reflecting current UK Guidance.



Support Volunteers with lived experience (LEx)

Lived experience refers to the personal perspective, knowledge and insights gained through direct involvement in specific life situations or challenges, such as mental health issues, addiction, homelessness, or disability. Individuals with lived experience possess valuable perspectives that can enhance service delivery, inform advocacy efforts, and shape supportive environments. Their first hand understanding can lead to more empathetic responses, better practices, and tailored programs, ultimately benefiting both the individual and the community as a whole. Please see our [Volunteers with Lived Experience](#) and [Lived Experience as Strength](#) guides for detailed information.

Standards

- ✓ **Peer Support Spaces:** Create regular, safe spaces for reflection and connection
- **Flexible Policies:** Allow time out for pause periods and recovery time
- **Trauma-Informed Supervision:** Train coordinators in trauma awareness and lived experience sensitivity.
- **Inclusive Recruitment:** Share interview questions in advance, offer alternative formats, and allow support companions.
- **Co-Produced Policies:** Involve LEx volunteers in shaping policies that affect them.
- **Develop flexible recruitment processes**



Templates

20. [VfH | Lived Experience Wellbeing Action Plan](#)
21. [VfH | Organisation Letter for a Volunteer's Benefit Office](#)