Our plans for rewards and reimbursement

An easy guide for service users and carers who volunteer with us
This booklet is by
Oxfordshire Primary Care Trust and
Oxfordshire County Council.

It is our job to help people with things like

- keeping healthy
- housing
- getting support.

This booklet says
This booklet tells you about our new plans for rewards and reimbursement.

This means

- how we give you back money that you spend when you volunteer with us
- how we might pay you money to do work for us.

We read the Government’s report about paying people who volunteer. We have included what they said in our plans for rewards and reimbursement.
We want to do these things

If you volunteer with us we want to make sure that it does not cost you money to volunteer. When you volunteer you might need to spend money on things like travelling to meetings. We want to make sure you can get back any money you have to spend when you volunteer.

We want to talk to you about the work you are going to do. This will help us to know what work you will do and how long you will work for.

We want to make sure that you know what work you will do with us before you start. This will help you to decide if you want to work with us or not.

We want to make sure that you know your work is important. Sometimes we will be able to pay you for the work you do. The amount we can pay you depends on the kind of work you do and how long you work for.
Paying you for work you do

This is sometimes called reward or remuneration. It means that for some kinds of voluntary work we might pay you money. The amount of money we give you depends on what work you do and how long you work for.

We might be able to pay you money when you do work like this

- help us to interview and choose new staff
- come to meetings about making our services better
- help with other projects and tell us what you think about the services you use.

Before you start work we will talk to you about how much you will get paid.

The amount of money we can pay you depends on things like this

- the kind of work you do
- how long you do the work.
Out of pocket expenses

This is money that you have to spend because you do voluntary work for us. You might need to pay for things like this

- bus fares
- food
- something else.

When you ask for money back to pay for out of pocket expenses this is called claiming expenses.

When we pay you back money for expenses this is called reimbursement.

You can get money to pay for out of pocket expenses when we ask you to help with things like this

- meetings
- training
- helping with interviews
- other things like this.
If you already get money from benefits

Benefits means money you get from the government to pay for things you need. You might get benefits like this

- income support
- disability living allowance
- something else.

If you get benefits like this you might need to tell the council when you start volunteering. The amount of money you get in benefits might change if you start working. It is important to make sure you know how your benefits might change.

Before you start

Before you start working for us we will talk to you about these things

- We will tell you if we will pay you or not.
- We will tell you how much we will pay you.

We want to make sure that you understand how much we will pay you before you start volunteering.