

# GUIDELINES FOR PROVIDING VOLUNTEERS' OUT OF POCKET EXPENSES AND CLAIM FORM

It is good practice to reimburse volunteers for costs incurred while volunteering. For good practice information about providing out of pocket expenses for volunteers, see our [Volunteers and Expenses Information Sheet](#).

The most important message is to only reimburse actual costs, avoid flat rate payments. Volunteering will not affect a person's entitlement to benefits as long as they are only receiving the reimbursement of genuine out of pocket expenses.

## General Guidelines for Administering Expenses

### Provision of receipts

Proof of expenditure incurred (i.e. receipts) should accompany all claims submitted which should be on a claim form (*see template provided below.*) This requirement is based on Inland Revenue instructions.

### Lunch and dinner

A volunteer is entitled to claim the actual outlay for a meal in the course of their volunteering, when that work is carried on over a mealtime, up to a maximum of £4.

### Travel costs

- a. A volunteer required to use public transport when volunteering, may claim the actual cost incurred.
- b. When using one's own vehicle, mileage allowance may be claimed for all miles travelled. Mileage rates should be in line with inland revenue mileage rates which currently permit up to 45p/mile for first 10,000 miles for cars, 24p for motorcycles and 20p for bicycles.

### Telephone Costs

Where a volunteer is using their phone for, e.g. telephone befriending, it is worth talking to them on a one to one basis to identify what phone package they have, e.g. Landline, Mobile with unlimited minutes, Mobile with limited minutes, Mobile pay as you go, and then consider how you could reimburse accordingly.

### Payment of expenses

It is preferred to make payments directly to a volunteer's bank account. For convenience, volunteers should copy and complete the details below and return to their supervisor who must ensure that this information is kept securely for processing of claims. Where this is not suitable other methods need to be made directly with the supervisor. Claims for expenses must be submitted by each month or by arrangement with the organisation.

#### DISCLAIMER

Reasonable precautions have been taken to ensure information in this publication is accurate. However it is not intended to be legally comprehensive; it is designed to provide guidance in good faith without accepting liability. If relevant, we therefore recommend you take appropriate professional advice before taking any action on the matters covered herein. Registered Office: Volunteer Now, Skainos Centre, 239 Newtownards Road, Belfast, BT4 1AF. T: 028 9023 2020 E: [info@volunteernow.co.uk](mailto:info@volunteernow.co.uk) W: [www.volunteernow.co.uk](http://www.volunteernow.co.uk) Charity Registration No. NIC101309. Company Limited by Guarantee No. NI602399. Registered in Northern Ireland.

**Details required for efficient processing of claim forms**

**NAME OF PERSON AND ORGANISATION  
AUTHORISING THE VOLUNTEERING**

**Volunteering Role:**  
*Your name: (as it appears in your bank statement)*  
**Bank Name:**  
**Sort Code:**  
**Account Number:**  
**Email address:**

## VOLUNTEER CLAIM FOR TRAVELLING, SUBSISTENCE & OTHER ALLOWANCES

**NAME AND  
ADDRESS OF  
VOLUNTEER**

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**PERIOD COVERED**

**From:**

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**To:**

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DATE	JOURNEY MADE		Please Give Details of Your Journey	NO. OF MILES	DETAILS OF OTHER OUTLAY (Subsistence, car parking etc) WITH RECEIPTS	Costs of Outlay £
	From	To				
<b>TOTAL MILEAGE</b>					<b>TOTAL COSTS</b>	

**NB CLAIMS WILL NOT BE APPROVED WHERE RECEIPTS ARE NOT PROVIDED**

*I confirm that I actually made the trip(s) specified and incurred the costs claimed, and where claiming mileage, that I possess a valid current driving licence and my personal motor vehicle insurance covers the use of the vehicle for volunteering.*

**CLAIM MADE BY (Signature)**

*I confirm that to the best of my knowledge the facts given in this claim are correct, that entitlement exists, that the expenses were incurred in the most economical manner, and that the allowances comply with our policy.*

**AUTHORISED BY (Signature)**

**FOR OFFICE USE ONLY**

<b>TOTAL OUTLAY</b> £	<b>TOTAL MILEAGE</b> @    per mile    =    £	<b>TOTAL AMOUNT OF CLAIM</b> £
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