NEUK

Volunteer Onboarding Pack

Information and guidance for volunteers

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Welcome

Thank you for volunteering with Neuk Collective.

This Volunteer Onboarding Pack is for your reference. It gives a general introduction to volunteering with Neuk. You will also receive a role handbook or role-specific guidance with more detailed information about your particular volunteer role, responsibilities, and support.

You don't need to read everything at once.

About Neuk

Neuk is a neurodivergent-led arts community rooted in care, access, creativity, and mutual support. We connect neurodivergent (ND) creatives across Scotland, helping reduce isolation and create space for artistic exchange, collaboration, and belonging.

Volunteers are an important part of Neuk. By volunteering with us, you are helping shape the community and supporting the kinds of creative spaces you want to exist.

The Ethos of Neuk

We are:

- **Practical** – we create things (including spaces) that are useful for neurodivergent creatives.
- **Positive** – we celebrate ND artists and take a constructive approach when working with others.
- **Focused** – our attention is on the specific barriers and opportunities facing ND people in the arts.
- **By and for artists** – our projects respond to the needs of our members, not outside agendas.

Volunteering at Neuk

Volunteers play an important role in making Neuk a welcoming, accessible, and supportive community. While volunteering can be a valuable opportunity for learning, connection, and personal development, the primary purpose of every volunteer role is to support our members and participants and help create positive experiences for the people who take part in our activities.

We hope volunteers feel proud of the spaces and projects they help create. We encourage people to bring ideas, enthusiasm, and a sense of investment to their role. At the same time, Neuk's activities are a shared endeavour. We think about volunteering in terms of stewardship rather than ownership – caring for something on behalf of the wider community rather than controlling it. We encourage volunteers to work collaboratively, welcome new people, and help create opportunities for others to get involved.

Volunteer roles sit within the wider work of Neuk and Door in the Wall Arts Access CIC. This means that decisions about projects, activities, and volunteer opportunities sometimes need to take account of organisational priorities, funding requirements, safeguarding responsibilities, and staff capacity. While we value

volunteer ideas and feedback, we may not always be able to support every suggestion or opportunity.

We aim to build volunteering opportunities that are sustainable and resilient. As a general rule, we ask volunteers not to take on more than two delivery roles at the same time (for example, hosting a meetup and coordinating a Neuk Local group). We also aim for each delivery activity to be supported by at least two volunteers wherever possible. This helps ensure activities can continue if someone needs to step back and reduces the pressure on any one individual.

What Happens Next

After signing up, you will receive an email inviting you to book an onboarding meeting with our Volunteer Coordinator.

During the meeting we may:

- Talk through your volunteer role
- Discuss your availability and ideal level of commitment
- Discuss any access needs or adjustments
- Explain how expenses work
- Talk about any training or support you might need
- Discuss safeguarding or PVG checks if relevant to your role
- Answer any questions you may have

After the meeting, we will send you:

- A Volunteer Agreement (online form)
- Any role-specific guidance
- Links to important forms or policies
- Access to relevant shared folders or documents

Access and Wellbeing

You are welcome to share an access rider or discuss any adjustments that would support you while volunteering. If you would like help writing an access rider, we can support you with this.

We know that people's capacity can change. If you are unwell, overwhelmed, or unable to attend something you committed to, please let us know as soon as you can so we can plan around it.

We aim to support flexible and sustainable volunteering wherever possible.

If you have any questions or concerns, please contact: volunteers@doorinthewall.co.uk

What You Can Expect From Neuk

As a volunteer, you can expect:

Support - You can contact the Volunteer Coordinator if you need support, guidance, or a check-in.

Access - We welcome conversations about access needs and reasonable adjustments.

Respect - We expect everyone involved with Neuk to treat one another with dignity and care.

Feedback Opportunities - We welcome feedback and ideas. Volunteers help shape the direction of Neuk.

Learning and Development - Where possible, we may offer:

- Training
- Shadowing opportunities
- Mentoring
- Peer support
- Opportunities to take on new responsibilities

Volunteer Responsibilities

We ask volunteers to:

- Treat others respectfully
- Recognise that volunteer roles are part of a wider team effort and work collaboratively with other volunteers, staff, and members.
- Follow agreed boundaries and guidance
- Communicate with **Neuk staff** if you are unable to attend something or need to make any changes to your volunteering role
- Respect confidentiality where appropriate
- Follow relevant safeguarding and data protection guidance
- Work in ways that support access and inclusion

Keeping Things Safe

Safeguarding

Some volunteer roles involve direct work with Neuk members or the wider public.

If safeguarding is relevant to your role:

- We will provide guidance and training
- We may ask you to complete a PVG check
- We will explain reporting procedures clearly

More detailed safeguarding information is contained in your **role handbook or role description.**

If you are ever concerned about someone's safety or wellbeing while volunteering, please contact a Safeguarding Officer (see contact information below)

Handling Information Safely

Some volunteer roles may involve handling information about members or participants.

If this applies to your role:

- Only collect information you genuinely need
- Keep information secure
- Avoid sharing personal information unnecessarily
- Use password-protected devices

- Delete notes once they have been uploaded or submitted

If you are unsure about anything relating to data protection, please ask.

You can read our full Data Handling Policy here.

Important Policies

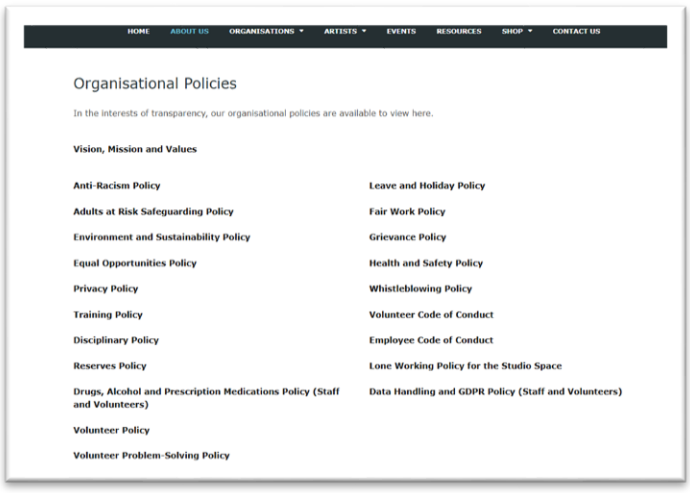
You may be asked to read some organisational policies depending on your role.

These may include:

- Safeguarding Policy
- Anti-Racism Policy
- Health and Safety Policy
- Privacy Policy
- Whistleblowing Policy
- Data Handling Policy
- Drugs, Alcohol and Medication Policy
- Volunteer Policy
- Volunteer Problem-Solving Policy

We will let you know which policies are relevant to your volunteering.

You can read all our policies on the Door in the Wall website.



All our policies are listed at the bottom of the "About Us" page.

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Expenses

You should not be out of pocket because you volunteer with Neuk.

You can claim up to **£10 each month** towards small costs connected with your volunteering. This might include internet or mobile data, phone calls, printing, stationery, postage or refreshments. You do not need receipts for these small costs, but you will need to confirm what kinds of costs you had and confirm that the amount you claim is a reasonable estimate.

Please check with us before committing to larger expenses, such as travel, materials or venue costs. Please upload a receipt where one is available.

Claiming expenses

To claim expenses, please:

- Complete an Expenses Claim Form
- Attach a screenshot or photo of your receipt, if needed (you do not need a receipt for the volunteer allowance).

Paying expenses

To pay your expenses, we will need your bank details.

Please download the Bank Details Form, fill it in, and send it to **tzipporah@doorinthewall.co.uk.**

We pay expenses within 30 days.

Recording Volunteer Hours

To receive your volunteer allowance and any expenses, we ask you to record how many hours you spend volunteering each month.

This helps us understand how volunteering is working, recognise volunteer contributions, and report accurately to funders.

Depending on your role, we may ask you to collect other information, e.g. participant numbers.

Your Volunteer Coordinator will explain how to complete the form during onboarding.

Questions or Concerns

If you ever:

- Need support
- Want to give feedback
- Have concerns
- Need adjustments
- Are unsure about something

Please get in touch.

Volunteer Coordinator contact:

volunteers@doorinthewall.co.uk

07585822616

If you would prefer to give feedback anonymously you can do so here.

General contact:

hello@doorinthewall.co.uk

Safeguarding contacts

Primary Safeguarding Officer

Tzipporah Johnston

tzipporah@doorinthewall.co.uk

07305 853884

Secondary Safeguarding Officer

Dr Catriona Stewart

cas.stewart.101@gmail.com

If someone is in immediate danger, call 999.

Appendix 1: Volunteer Code of Conduct

You will be asked to read and agree to the Volunteer Code of Conduct as part of your online Volunteer Agreement form. We have also included a copy here for reference so you can easily look back at it in future.

Volunteer Code of Conduct

This Code of Conduct sets out how we work together so that everyone feels safe, respected, and supported.

It's not about catching people out – it's about making sure our collective is welcoming and sustainable. We ask all our volunteers to sign up to the Code of Conduct.

What we ask from you

- Do your best to carry out your role safely and responsibly.
- Do any training we ask you to do.
- Follow our policies and any guidance you're given.
- Treat everyone with fairness, dignity, and respect.
- Communicate openly and kindly.

- Show up when you've committed to something, or let us know if you can't make it.
- Help create spaces that reflect the values of Neuk – inclusive, positive, and led by ND artists.
- Keep confidential information private.
- Ask before speaking publicly on behalf of DITWAA/Neuk.

What not to do

- Act in a way that could bring DITWAA/Neuk into disrepute (including on social media).
- Harass, bully, or discriminate against anyone.
- Share someone else's personal or confidential information without permission.
- Turn up under the influence of drugs or alcohol.
- Damage or take property that isn't yours.
- Misrepresent yourself or the organisation.
- Break the law while volunteering.

A note on safety & fairness

We may need to end a volunteer role if someone isn't able to meet these standards. We'd always aim to do this fairly and with kindness.

Volunteering with DITWAA/Neuk does not create an employment relationship.

Appendix 2: Wellbeing Signposts

We know that many people in our community experience stress, burnout, overwhelm, or isolation at times. Below are some optional support services you may find useful.

Wellbeing Resources

Samaritans (24/7)
Phone: 116 123
https://www.samaritans.org/scotland/how-we-can-help/contact-samaritan/

Breathing Space
Opening hours:

- Weekdays (Monday–Thursday): 6pm–2am
- Weekend (Friday 6pm–Monday 6am)
  Phone: 0800 83 85 87
  https://www.breathingspace.scot/

SANEline (4pm–10pm)

Phone: 0300 304 7000

https://www.sane.org.uk/how-we-help/emotional-support/saneline-services

National Suicide Prevention Helpline UK (6pm–Midnight)

Phone: 0800 689 5652

https://www.spuk.org.uk/national-suicide-prevention-helpline-uk/

Shout (text support, 24/7)

Text: 85258

https://giveusashout.org/

LGBT+ Support

Switchboard

Opening hours:

- Phone: 10am–10pm
- Webchat: 1:30pm–10pm

  Phone: 0300 330 0630

  Email: hello@switchboard.lgbt

  https://switchboard.lgbt/