**Guidelines for Volunteers and Volunteer Organizations on Participation in Social Events and Campaigns in the Republic of Kazakhstan**

These guidelines are useful when engaging volunteers in voluntary socially oriented activities, including providing assistance to socially vulnerable groups, environmental protection, working with youth, and other socially beneficial initiatives carried out on a non-profit basis.

*This document has been developed in accordance with the Law of the Republic of Kazakhstan "On volunteer activities" (dated December 30, 2016, No. 42-VI ZRK) and the Methodological recommendations on supporting volunteer activities and the procedure for engaging volunteer organizations and volunteers in the implementation of volunteer programs (projects) and the conduct of volunteer campaigns (Order No. 157-NQ dated April 23, 2024), Chapter 7: "Algorithm for engaging volunteer organizations and volunteers in the implementation of volunteer programs (projects) and the conduct of volunteer campaigns".*

**WHAT DOES THE ORGANIZATION DO FOR VOLUNTEERS?**

FORMALIZATION OF RELATIONS

* The organization may conclude an Agreement with the volunteer.
* The Agreement specifies rights, obligations, and working conditions.
* The Agreement may outline which expenses will be reimbursed and how.
* The Agreement may include additional terms agreed upon by both parties.

TRAINING AND EDUCATION

**The coordinator or another responsible person from the organization:**

* Introduces the basics of volunteering.
* Provides information about the project.
* Conducts additional communication training if necessary.
* Trains volunteers in specific skills required for the work if needed.
* Conducts a safety briefing.

WORK COORDINATION

* The organization appoints a coordinator.
* The coordinator organizes the work of volunteers:
* Assigns tasks and responsibilities among volunteers.

1. *Explains the functions and specifics of the work.*
2. *Monitors task completion.*
3. *Answers volunteers' questions.*
4. *Reports to the organization.*

WORK SUPPORT

* Ensures safe working conditions for volunteers.
* Provides necessary materials and equipment.
* Issues letters of appreciation, certificates, or awards *(if specified in the Agreement)*.
* Reimburses agreed-upon expenses *(if specified in the Agreement).*

WHO CAN BECOME A VOLUNTEER?

* Adults aged 18 and older without restrictions.
* Teenagers under 18 with written parental consent.
* Children under 14 only with parents or their written consent, under the supervision of a responsible teacher or authorized person.

RESTRICTIONS FOR MINORS

**Volunteers under 18 are NOT allowed to:**

* Assist in natural disasters and emergencies.
* Work with individuals who have a criminal record.
* Perform heavy labor or work in hazardous conditions.
* Work with children under 12 without the supervision of a responsible person *(teacher, social worker, psychologist, mentor, etc.).*

**IMPORTANT!**

Individuals with a court prohibition on working with minors **cannot** be involved in projects with children.

VOLUNTEER RIGHTS

* Freely choose where and how to help.
* Carry out volunteer activities in safe working conditions.
* Receive full information about the work.
* Stop volunteering at any time.
* Receive the necessary minimum equipment and branding items for volunteer work, as well as reimbursement of expenses *(if specified in the Agreement).*
* Obtain recommendation letters, certificates, letters of appreciation, and branding items according to the terms of the Agreement.

VOLUNTEER RESPONSIBILITIES

* Honestly and responsibly fulfill assigned tasks.
* Respect the rights of others.
* Follow safety rules.
* Maintain confidentiality of information.
* Handle equipment with care.
* Report completed work to the coordinator.
* Comply with the laws of the Republic of Kazakhstan.

Link to the Law of the Republic of Kazakhstan "On volunteer activities":

[**https://adilet.zan.kz/rus/docs/Z1600000042/history**](https://adilet.zan.kz/rus/docs/Z1600000042/history)

Link to the Methodological recommendations on supporting volunteer activities and the procedure for engaging volunteer organizations and volunteers in the implementation of volunteer programs (projects) and the conduct of volunteer campaigns:

[**https://www.gov.kz/memleket/entities/mam/documents/details/787412?lang=ru**](https://www.gov.kz/memleket/entities/mam/documents/details/787412?lang=ru)

**If your rights are violated, call:**

**Unified Information Line +7 708 706 4242**