



PELVIC RADIATION DISEASE ASSOCIATION

Volunteer expenses FAQs

At the Pelvic Radiation Disease Association (PRDA) we are incredibly grateful for the time you give to the charity and believe it is important that you're not left out of pocket for doing so. This FAQs sheet answers the most asked questions about PRDA volunteer expenses.

1. What are volunteer expenses?

A volunteer expense is an expense that you incur when giving your time to PRDA, such as travel or car parking. PRDA reimburses reasonable out-of-pocket expenses as outlined in The Volunteer Expenses Policy. This can be found on our website.

2. What if I don't want/need to claim my expenses?

We strongly recommend that volunteers claim any expenses incurred whilst volunteering with us so that you are not left out of pocket. However, we understand that not all volunteers wish to claim their expenses. If this is the case, you can make a claim and donate the amount back to PRDA.

3. What can I claim for?

Details of what we reimburse are outlined in the Volunteer expenses policy.

4. What do you mean by an actual expense?

This means that we reimburse only the exact amount you have spent rather than using a flat amount to cover your volunteer expenses per day. If you receive more than the actual amount that you were out of pocket in the first place, then it could be interpreted by HM Revenue and Customs that you are making a profit. This can affect any benefit entitlement you may have or imply that you are employed and should therefore be taxed.

5. What do I need to make a claim?

To make a claim you will need the following things:

- full detailed proof of purchase e.g., receipts or an itemised bill highlighting the items you are claiming for
- a volunteer expenses form. This can be found on the PRDA website, or your Staff Contact can send you a copy.
- your bank details – these can be added to the volunteer expenses form

6. How will you handle this personal information?

By making a volunteer expense claim, you will be asked to supply certain details, including address and contact information and bank details. We collect this information to process your expenses claim only. We keep details on record within our finance database for statutory accounting reasons and to be able to expediate any subsequent claims in line with current data protection regulations. No details from the finance database are ever used for any purpose other than to make payment and are never passed to any third party.

7. What if I didn't get a receipt for something I have purchased?

Wherever possible you should obtain a detailed receipt for items purchased. However, we understand that this may not always be possible - for example when claiming for items such as road toll charges. In these cases, you should clearly state on the expenses form that no receipt was available.

8. How long will it take to process my claim?

We do not want to leave you out of pocket, so we aim to process all volunteer expense claims within four weeks from the date the form was submitted. If information is incorrect or missing, we will contact you as quickly as possible to resolve the issue.

9. How will the money be reimbursed to me?

We know people prefer to receive their expenses in different ways. That is why we offer two different options:

- BACS - This is a transfer of money directly into your bank account. We prefer to reimburse your expenses directly into your bank account as this is quicker for you and saves the charity money. The first time you claim expenses by BACS you will also need to complete the bank details section on the volunteer expense claim form.

- Cheque - We can issue a cheque for the amount, which is sent to your home address, which you would need to pay into the bank yourself.

10. I am the main carer for a person living with PRD can I make a claim for a professional carer to stand in while I am volunteering?

No, unfortunately we are not able to cover the costs for carers, except where a training, meeting or event falls outside of your normal volunteer hours.

11. I am currently in receipt of benefits; can I claim expenses?

Volunteers can claim benefits and expenses whilst volunteering with PRDA. It is important you tell your benefits advisor that you are volunteering and that you will be having your actual, out-of-pocket expenses reimbursed. You may need to provide proof of expenses, including photocopies of the original receipts. If your benefits advisor asks you to provide a letter confirming your volunteering status, please contact your Staff Contact who will be able to provide you with one.