

# VOLUNTEER EXPENSES

## Telephone calls

Telephone call reimbursement will need to be discussed with the Community Responder prior to them volunteering. You will need to discuss the number of times per week they are likely to make calls. This, as well as the average time expected for calls, will be clearer after the befriending calls have been set up or calls for shopping have been agreed, so you may need several conversations about it.

In the first instance we should be checking whether Community Responders have access to free calls and whether these are unlimited or if they feel they have sufficient free calls allowance.

If a landline is to be used then please explore whether their network allows calls free of charge at certain times of day. The Community Responder will need to bear in mind the needs of the person they are supporting though so may not be possible.

Pay as you go top up cards may be an option which can be paid for up front to the Community Responder and be issued as part of the lanyard being handed over. Please let your Tasking Officer know if this is needed.

## What we pay

- Travel to and from the place of volunteering which will include travelling to and from the persons address and travel associated with shopping and picking up deliveries.
- Car use at 45p per mile
- An allowance for telephone calls or costs towards pay as you go top up cards, if free minutes or free at certain times of the day call packages aren't an option.

Based on the calls rates below of 20p per minutes you would need Community Responders to complete the expense form with the days, times and duration of calls. We will then calculate the amount and reimburse via an electronic bank transfer (or in cash in exceptional circumstances) within three business days following the request (or at the end of each week or following week at the latest for cash).

Find out more about call rates at [bt.com/landline/calling-costs](http://bt.com/landline/calling-costs)

Calls to	Rates
UK* landlines	20p <sup>2</sup> /min
UK mobiles	Standard 20p <sup>2</sup> /min

[Download the General Tariff Guide PDF 2.7MB](#)

Upfront payments can be made in exceptional circumstances. If you have any queries relating to expenses, please contact your Tasking Manager.

