

# Volunteer agreement

A warm welcome to DRC Danish Refugee Council (DRC). We are pleased that you want to join us as a volunteer!

This Volunteer Agreement includes a brief introduction to DRC and some practical information as well as the principles for our voluntary activities. To register as a volunteer with DRC Danish Refugee Council you must agree to these principles.

## **A dignified life for all refugees and displaced people around the globe**

As a volunteer with the DRC Danish Refugee Council, you will be part of Denmark's largest NGO. We are present in 28 countries worldwide to protect, advocate for, and create sustainable futures for refugees and other displaced people. Our vision is a dignified life for all who are forced to flee. However, our roots are in Denmark, where, for over 60 years, we have put refugee rights on the agenda. We cooperate with other NGOs, civil society organisations, local authorities, other public authorities, and foundations to improve opportunities for refugees and displaced persons. Our largest programme in Denmark is the nationwide volunteer network, that supports around 30,000 people each year. This includes support with the Danish language, building social networks, organising leisure activities, homework help, job seeking and applying for study programmes, accessing and navigating digital services, identifying the right people to contact and keeping morale high in difficult times. This support often leads to meaningful relationships and friendships.

## **Join the community**

Volunteering with DRC Danish Refugee Council, you become part of a community committed to making a difference for refugees and people with ethnic minority backgrounds in Denmark. It is a community built on democratic values through local associations and volunteer groups and supported by DRC Integration. We hope that you get off to a good start as a volunteer and that you find opportunities to participate in the local community and make a positive impact.

## Historical highlights

### **1956**

The Danish Refugee Council is established in response to the arrival of Hungarian refugees.

### **1966**

The Danish Refugee Council signs an agreement with the Ministry of Justice to provide asylum counselling ensuring the rights of asylum seekers and refugees.

### **1975**

The ship Clara Mærsk rescues 3,628 Vietnamese boat refugees in what is believed to be the largest ever sea rescue operation. Denmark accepts 103 of these refugees.

### **1991**

The war in Yugoslavia breaks out, sending approximately 17,000 war refugees from the Balkans to Denmark. Hundreds of DRC drivers begin driving humanitarian aid convoys to the Balkans.

### **2007**

DRC Danish Refugee Council is designated by the UN as a preferred partner for humanitarian work, enabling faster response in crisis situations.

### **2012**

DRC Danish Refugee Council is named the world's best humanitarian organisation by Global Journey magazine.

### **2015**

Around 300 Syrian refugees walk to Denmark on the motorways, marking the beginning of a larger wave of refugees - primarily from the war in Syria.

### **2018**

DRC Danish Refugee Council is Denmark's largest NGO with operations in 28 countries.

### **2022**

Over 50,000 displaced Ukrainians seek residence in Denmark. The government passes a special act allowing Ukrainians immediate access to the labour market.

# Practical information

## Make use of DRC

### Contact your regional advisor

We are here to support you. Contact your regional advisor or another DRC staff member if you need help.

### Use the Volunteer Advisory Service

Help refugees contact the Volunteer Advisory Service, which provides free, impartial, and interdisciplinary advice on family reunification, permanent residence and citizenship

### Supervision

If you need support setting boundaries for your engagement or dealing with what you see or hear, contact our supervisors.

### Center for Vulnerable Refugees

The center can assist you with questions that arise in your contact with vulnerable refugees. Refugees and their families can also access guidance at [integration.drc.ngo/CUF](https://integration.drc.ngo/CUF)

## Stay tuned

### Volunteer newsletter

We send out the FrivilligNyt email newsletter every other week with key updates.

### Volunteer magazine

Published twice a year with articles and reports.

### Social media

Follow us on:

**Instagram:** [@drcfrivillig](https://www.instagram.com/drcfrivillig)

**Facebook:** [Dansk Flygtningehjælp Frivillig](https://www.facebook.com/DanskFlygtningehjælpFrivillig)

**Facebook group:** [Frivillige i Dansk Flygtningehjælp](https://www.facebook.com/FrivilligeiDanskFlygtningehjælp)

Read more:  
[frivillig.drc.ngo](https://frivillig.drc.ngo)



## Get involved

### Courses

Find relevant courses or webinars in our free programme, offered each spring and autumn. Details are shared via the newsletter and the website.

### Representative Council and Volunteer Forum

Stand for election to the Representative Council, the highest authority in DRC. Volunteer members also form the DRC Volunteer Forum, which advises the DRC Integration's management.

### Regional meetings

Attend regional meetings to share experiences and learn. Contact your regional advisor with ideas or wishes for topics or the agenda.

## Good to know

### Insurance

You are covered by our insurance while carrying out DRC activities. Contact us if an accident occurs.

### Transport subsidies

You may receive support for transport between your home and your volunteer activity.

# As a volunteer

You are legally obliged to report any concerns involving children in distress, sexual exploitation, abuse, or harassment.

## Reporting misconduct

### DRC's code of conduct

DRC Danish Refugee Council has a code of conduct that applies to all staff and volunteers. The purpose of the CoC is to protect the people we work with. If you witness - or suspect - any form of sexual exploitation, abuse of power, harassment, or other serious misconduct by volunteers or DRC staff, we ask that you report it. Details:

[frivillig.drc.ngo/rapportering](https://frivillig.drc.ngo/rapportering)

DRC Danish Refugee Council will then assess how to proceed. This does not replace your legal duty to report to the authorities.

## Mandatory reporting

### Mandatory reporting to the local authorities

All citizens in Denmark, are legally obliged to report to the local authorities if they become aware that a child is subject to neglect or degrading treatment or is living under conditions that may endanger their health or development. The authorities will then assess what measures, if any, should be taken. Reports can be made anonymously.

More info on [borger.dk](https://borger.dk) and our website.

## Uncertain?

If you are unsure about how to fulfil your reporting obligations or how to report to DRC Danish Refugee Council, please contact your regional advisor/project manager or the Head of Volunteer Engagement, Lone Tinor-Centi at: [lone.tinor-centi@drc.ngo](mailto:lone.tinor-centi@drc.ngo).

Read more:  
[frivillig.drc.ngo](https://frivillig.drc.ngo)



# Principles

We aim to provide a safe environment for both you and those you help, while ensuring participants receive the best support possible. As such, we ask you to follow these principles:



## Equality

Meet others with respect and openness to differences.



## You are not alone

Speak with fellow volunteers and always contact DRC if you're in doubt or facing challenges.



## Involvement

Involve those you help so they maintain ownership over decisions and their lives.



## Refer to professionals

Refer participants to the professionals and authorities who can provide appropriate assistance.



## Independence

Your voluntary engagement must remain independent of political, religious, and similar interests.



## Confidentiality

You must not share information about others without their consent. This also applies after your volunteer period ends.



## Advocacy

You are welcome to advocate for refugee issues locally. However, you must not speak on behalf of DRC as an organisation.



## Data protection

If you handle personal data, you must follow our data protection guidelines for personal data. Read more about data protection and GDPR on the website.



## Financial boundaries

You must not cover personal expenses or engage in financial transactions with those you support.



## Child protection

If you regularly interact with children under 15, read our child safeguarding guidelines. We obtain child protection certificates (børneattest) for all volunteers in activities with children in this age group. Read more about child protection on the website.



## Sexual relationships

You must not engage in a sexual relationship with participants while volunteering with DRC.



## Substances

You must not serve or consume alcohol or other substances during DRC activities involving participants.