FAQ’s:

Who can claim expenses?

All volunteers should be encouraged to claim expenses.

Volunteers living within a branch area includes branch volunteers, support volunteers including Association Visitors linked to a local branch, campaign volunteers and other volunteers connected to a branch.

Volunteers living within a group areas include group volunteers, support volunteers including Association Visitors linked to a local group, campaign volunteers and other volunteers connected to a group.

National Volunteering Roles (e.g. Policy and Campaigns advisory group members).

Who pays expenses?

- Volunteers living within a branch area have their expenses paid direct the from branch funds.
- Volunteers living within a group area have their expenses paid centrally from the group funds.

How are expenses paid?

Via bank transfer or cheque.

Who authorises expenses?

Volunteer expenses must be approved before payment and can be authorised either by two members of the branch or group, or by the Community Support Coordinator (CSC).

- For volunteers living within a branch area expenses need to be approved by CSC or two branch authorised signatories (this can include the branch treasurer).
- For volunteers living within a group area expenses need be approved by CSC or two members of the group’s planning group (this can include the group finance officer).

NB: Volunteers cannot authorise their own personal expense claims.

In what format can expenses be claimed?

All expenses require a completed Volunteer Expenses Claim Form & receipts

- Preferably electronically with scanned receipts
- Posted with attached receipts

When will expenses be paid?

Central payment run happens on a Wednesday so will be in bank or post by Fridays

- Branch payments are made as and when required

Where do we send expenses for central payment?

- branchandgroupfinance@mndassociation.org for emailed expense forms
- Branch and Group Finance Team (Francis Crick House, 6 Summerhouse Road, Moulton Park, Northampton, NN3 6BJ)

What to do if a branch doesn't want to pay expenses?

It is unlikely but it can and has happened, try to identify the problem first, and try to arrange for the expenses to be paid, if you still have no luck speak with the Head of Volunteering

What to do if a volunteer won't claim expenses?

This tends to happen quite frequently, try to identify why they aren't claiming, encourage them to claim by explaining why we need volunteers to claim expenses. If they still don't want to that is fine as it is a choice that they are entitled to make.

Important: For central payments, it is quicker and easier to send electronic copies and scanned receipts directly to branchandgroupfinance@mndassociation.org for quicker processing. It also eliminates the risk of claim forms / receipts being lost.


Volunteer completes expenses form
Volunteer located within Branch area
Requires approval from CSC or two Branch signatories
Email or post expenses form to Branch Treasurer
Branch pays expenses directly or alternatively the Finance team can pay expenses
Volunteer located within Group area
Requires approval from CSC or two members of the Group's planning group
Email or post expenses form to Branch and Group Finance Team at Francis Crick House
Finance team pays expenses