

VOLUNTEER WELCOME PACK



VOLUNTEER MARLBOROUGH

Supporting volunteering in our community

Haere mai! Welcome to the [Volunteer Marlborough](#) network!

The purpose of this Volunteer Welcome Pack is to give you, the volunteer, all the basic information you need to start your volunteering journey. You will find a brief description of your legal rights as a volunteer, what you should expect to be your responsibilities, generic health and safety information that applies to most volunteers, helpful links, and contact details for [VM staff](#).

We hope you find this information helpful but this booklet does not replace our personalised (and FREE) [services](#). If you have any questions or concerns, or would like to give feedback on our processes, please do not hesitate to contact us.

Staff Contact Details

Office: 03 577 9388 (9am – 3pm, weekdays)

[1 Market Street \(Shop 8\), Blenheim](#), 7201

Coordinator for Volunteer Services – Julie,

vm@volunteermarlborough.org.nz

Manager – Meg,

mgr@volunteermarlborough.org.nz,

(9am – 3pm weekdays)

You can also message us on [Instagram](#) or [Facebook](#).

If you're viewing this digitally, text underlined and in blue is a clickable link.

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INFORMATION ABOUT VOLUNTEERING

What is volunteering?

We define volunteering as 'time willingly given for the common good and without financial gain'. This means volunteering includes everything from mowing your neighbour's lawn to being a volunteer support worker, and everything in between.

At VM, we mostly advertise and help recruit for 'formal' volunteering opportunities (e.g. admin assistants, hospital volunteers, shop assistants) but we recognise, celebrate, and advocate for all forms of volunteering.

Who can volunteer?

Anyone can volunteer! Volunteers come from many backgrounds and with all levels of skills and abilities. At Volunteer Marlborough, we believe that volunteering is for people of all ages, genders, religions, ethnicities, cultures.

See also: rights [page 12]

Things you should know about volunteering:

- Volunteering doesn't always require a lot of time; it can take as little as one hour per week (see page 7).
- You can volunteer on weekdays, [evenings, and weekends](#) – it's up to you. Some roles can only be performed at certain times, but there are also roles that allow for flexible timing.
- You don't need to have specific skills or experience to volunteer. Many roles provide complete training and support, so it's a great chance to try something new!



VOLUNTEERING APPLICATION PROCESS

This section is for anyone who has applied for a volunteering opportunity or who is thinking about volunteering in Wairau/Marlborough.

Getting started:

Think about why you would like to volunteer. What would you like to achieve? Who would you like to help? What will you get out of it? These are important questions and will help guide your choice of role.

Next, either go to our [website](#), [book an appointment](#), or contact our office (see page 2).

How to apply online:

1. Browse the available roles and select up to three that you think would suit you. At this stage, you're not required to fully commit so if you're not 100% sure your selected role(s) will suit you, that's ok. However, we do recommend making sure you've read the entire role description. If you have any questions or concerns, contact VM or leave a note in the 'other information' section of the application form.
2. Fill in the application form for each role. The form is at the bottom of the role description.
3. You will then receive an email from online system giving you the contact details for the organisation's you have applied to. Each volunteer coordinator has also received an email with your name and contact details. We do not share the other demographic info (age, gender, ethnicity, and labour status).
4. The volunteer coordinator from each organisation will then contact you within a few days. They may ask you to meet them for an interview, or they may just



you to come along and have a look around to make sure the role and the environment suit you. This is your chance to ask any questions or tell the volunteer coordinator more about yourself.

5. If the role and the environment is going to be a good fit for you, fill out any paperwork required. Every organisation should give you a volunteer agreement which is similar to the contract you would sign for a paid job; it should outline the organisation's expectations of you as well as what you can expect from them (e.g. training and support). Some organisations will also need to do a criminal record check for you.

6. Once the paperwork is done, you and the organisation will decide on a day and time for you to either start training or, if no training is required, to jump straight into volunteering.

Alternatively, visit us for a one-to-one appointment:

The application process is basically the same if you meet with a VM staff member, but an appointment with us gives you an opportunity to discuss your options in more depth before applying.

If you can't visit our office, we are able to arrange a phone appointment, a Zoom call, or meet you at another location.

When to get back in touch with us:

VM's [Coordinator for Volunteer Services](#) will check in with you one week after your application and again after one month to see if we can provide any additional support. We also like to check on the outcome of volunteer applications we process so that we have statistics to report back to our Board of Trustees and funders.

Volunteer Marlborough is here to support volunteers at any stage of their journey. If you have questions or concerns or you would like to give us feedback, please don't hesitate to get in touch (see page 2).

We would also appreciate if you could provide feedback once you're placed by filling in this form: bit.ly/VM-matched.

OTHER WAYS TO FIND YOUR VOLUNTEERING NICHE

Casual volunteering - our Single Events Volunteers List

Volunteering doesn't always mean giving a lot of time or having to be available at the same time every week. We recognise that people often have busy lives and schedules that change frequently these days so not everyone can say yes to a traditional volunteer role. However, there are still plenty of opportunities to help out, give back, and feel useful in your community that don't require an ongoing commitment. Whether you want to fit volunteering around kids, study, work, or all three, joining our Single-Event Volunteers List will mean you can give your time when it suits YOU! Joining the Single Events Volunteers List means we will contact you to let you know about one-off events like street appeals, festivals, and expos. There is no obligation to say yes to any of the volunteering opportunities we send; simply let us know if one comes up that suits you.

Volunteers of any age are welcome to join.

Examples of single-event opportunities:

- Sporting events (e.g. marathons, triathlons)
- Expos (e.g. the Child & Parent Expo)
- Environmental restoration working bees
- Fundraising appeals (e.g. Relay for Life, Pink Ribbon Appeal, Big Heart appeal, Arthritis NZ appeal, Orphans Aid International Appeal)
- [Promotional Assistant](#) with Volunteer Marlborough ([poster](#) or [flyer](#) delivery)

To join the Single Events Volunteers List go to bit.ly/SEVL2021.



Reverse Recruitment

If you have looked through our list of open volunteering opportunities but nothing strikes your fancy, this doesn't mean you can't help out. You might be looking for a volunteering opportunity that is a little out of the ordinary or you might be looking to use specific skills. Alternatively, the types of volunteer roles listed on our website can change throughout the year and we may just not have what you're looking for at the moment; it doesn't mean that the perfect role for you isn't out there.

This is where our [Reverse Recruitment](#) program comes in. Reverse Recruitment is a FREE service that involves you sitting down with a VM staff member to talk about who YOU are and what YOU want to get out of volunteering. We ask about your dreams, hobbies, skills, passions, experience, future plans, etc.

We then build a unique profile and send it out to our network of community organisations and groups so that we can find an opportunity that is tailored just for YOU!

You can sign up at bit.ly/ReverseRec or [make an appointment](#) via our main [Facebook](#) page (or see page 2 for other contact options).

| VOLUNTEER PROFILE | |
|-----------------------|---------------------------------------|
| Name | Sam McExample |
| Looking for: | Roles involving customer service |
| Skills / Qualities: | Team player, problem-solving |
| Interests / Passions: | Hiking, rock and roll dancing |
| Experience: | 6 months at op shop |
| Availability: | Any time, any day |
| Employment status: | Part time |
| Driver's license: | Learner's; working towards restricted |
| Age: | 20 |
| Other information: | Enthusiastic Great sense of humor |

Date of joining: 02-05-2019

If your organisation would like to offer a placement to this volunteer, please contact Hannah at Volunteer Marlborough:
03-577-9388
vm@volunteermarlborough.org.nz

HEALTH AND SAFETY

When you first join a volunteer team, you should be given a health and safety induction by the volunteer coordinator or another member of staff. Part of this induction is being shown where the Health and Safety policies are kept so that you can refer back to them later.

Every environment is different, but there are certain things you can expect no matter where you volunteer:

1. When you are a volunteer worker, you have the same health and safety duties as paid workers.
2. If you are a volunteer, you must take reasonable care* of your own safety and take care not to do anything which could harm another person.
3. You should follow all reasonable safety instructions given to you when you are volunteering so that the team can comply with their Health and Safety obligations.
4. You must co-operate with any reasonable health and safety policy or procedure of the organisation you are volunteering at.

Some other steps you can take include:

- Only do tasks that have been assigned to you.
- Only do tasks that you have been trained to do or are familiar with.
- Don't do tasks that you think are unsafe.
- Report new hazards and risks to the organisation
- Provide feedback on health and safety issues.
- Use any personal protection equipment (PPE) that is provided, and store and maintain it as instructed.
- Participate in health monitoring programmes if applicable.
- Report any serious harm incident to the organisation.

*Reasonable care means that you should do what a reasonable person would do in the same circumstances.

VOLUNTEERING IN THE AGE OF COVID-19

In the case of a widespread outbreak:

If you are not undertaking essential services under the direction of an essential service provider, the best way you can help others is by staying home and helping people from there. Contact VM to ask for volunteer-from-home options.

If you ARE undertaking essential services under the direction of an essential service provider:

Follow all health and safety guidelines

Wear personal protective equipment (PPE; e.g. gloves, mask) as often as required

If you have been in contact with someone who had Covid-19 or if you have symptoms, stay home and seek medical advice.

Handwashing

1. Before you leave the house, wash your hands with soap and warm water for 20 seconds and dry them completely.
2. When handling any item, whether you are receiving it from the neighbour-in-need (e.g. a letter to be posted) or dropping it off to them (e.g. a carton of milk): Wash your hands, put on a pair of gloves if provided, finish your task, then remove your gloves following proper glove-removing procedure, and wash your hands again.
3. Don't touch your face at all. If you do touch your face, clean your hands again before continuing your task.

For general information on Covid-19, vaccines, and government guidelines, we recommend seeking out an official website or information source such as www.covid19.govt.nz.

YOUR RIGHTS AS A VOLUNTEER

Criminal Record Checks

Many agencies will ask their volunteers to undergo a criminal record check, or to provide some form of evidence relating to their criminal record. You may be asked to complete the Ministry of Justice's 'Request for Criminal Conviction History - Third Party' form. Alternatively, you may be asked to sign a form declaring that you have no criminal record, or you may be asked to contact the Privacy Commissioner for a print-out of your criminal record. You don't have to do any of this, but if you refuse, an organisation may decide to not take you on as a volunteer.



NOTE - Privacy and Confidentiality: no agent can seek information about you and your criminal record without your approval, and the [Privacy Act, 2020](#), gives you the right to see any information held about you.

For more information on criminal records and checks, go to www.justice.govt.nz/criminal-records/.

Accidents and ACC for Volunteers

ANY accident is covered by ACC. If you are injured while volunteering, ACC will cover you just the same as if you were injured at home or at a paid job. The organisation you are volunteering for pays ACC levies to cover all volunteer and staff injuries.



Te Kaporeihana Āwhina Hunga Whara

Motor Vehicle Insurance

If you use your own vehicle for volunteer work (e.g. transporting other people), then your normal motor insurance should cover an accident. As long as you are not being paid, then volunteer work counts as private use. (Reimbursement for travelling costs does not qualify as a business

transaction, and therefore, does not count as being paid).

Note: This information is based on a survey of the major insurers, but it would be wise to check first with your own insurance agent.

Harassment and Discrimination

All volunteers have the right to freedom from harassment and discrimination. If you experience harassment or discrimination, your first action should be to refer to the organisation's policies and procedures, and seek redress through these procedures if possible. In most organisations, the first step to take will be to report it to your supervisor/manager.



If you require further support or information, you can inform Volunteer Marlborough (see page 2 for contact details) and our staff will support you as part of our advocacy service, and direct you to other community agencies that can provide information and support.

Note: under the Human Rights Act, 1993, volunteers have the same protection from discrimination as paid staff have.



RESOURCES FOR VOLUNTEERS

We have a collection of resources for volunteers on our website:

volunteermarlborough.org.nz/resources/volunteers.

We also have a library of helpful articles and videos that we can supply to you on request, so please let us know if you have any questions.

Here are the direct links for the our top picks:

| | |
|--|---|
| Guidelines for volunteering during a Covid-19 outbreak | volunteermarlborough.org.nz/files/guidelines-for-volunteers-during-covid-19.pdf |
| Fact sheet - 'Do I need a work permit?' | volunteermarlborough.org.nz/files/fact-sheet-do-i-need-a-work-permit.pdf |
| WorkSafe Fact Sheet - HSWA Information for Volunteers | volunteermarlborough.org.nz/files/worksafefactsheet-hswa-info-for-volunteers.pdf |
| How to Book an Appointment via Facebook | bit.ly/how-to-book-appointment-VM |
| How to Volunteer with Your Family | thriveglobal.com/stories/how-to-volunteer-with-your-family/ |
| How To Volunteer As A Senior | aginginplace.org/how-to-volunteer-as-a-senior/ |
| Volunteering statistics | www.volunteeringnz.org.nz/research/volunteering-statistics-nz/ |

ABOUT VOLUNTEER MARLBOROUGH

Volunteer Marlborough is [one of 17 volunteer centres](#) around Aotearoa New Zealand that has been set up to support volunteers and volunteer-involving organisations (charities, community services, sports clubs, etc.). Volunteer Marlborough was established in 2009 and has been supporting volunteering in the Wairau/Marlborough community ever since.

One of the services VM offers is a volunteer matching service (we call it 'Recruitment and Referral') which is why you're here, but we do so much more!

We also work within the community to strengthen the sector through [advocacy, support, and training](#).

Our Vision

A community that values volunteering as an integral part of a thriving society.

Our Mission

Supporting and connecting the people and organisations of Marlborough through volunteering.

Our Values

Empowerment: To inspire and enable people to connect and contribute within their communities.

Collaboration: To work with community partners and organisations to promote, value, and support effective volunteering.

Inclusiveness: To recognise and value the diversity of all expressions of volunteering.



JOIN US ON SOCIAL MEDIA

Volunteer Marlborough is active on several social media platforms and we invite anyone interested or involved in volunteering to connect with us.

 Facebook (primary) - facebook.com/VolunteerMarlborough/

 Facebook (youth) - facebook.com/youthvolunteeringmarlborough/

 Instagram (primary) - @volunteermarlborough

 Instagram (youth) - @youthvolunteeringmarlborough

 Twitter - @VolMarl

 Pinterest - @volunteermarlborough

 Neighbourly - bit.ly/VMneighb

 YouTube - bit.ly/VM-youtube

We value ALL feedback from ANYone who has engaged with our services. If you would like to provide feedback, we invite you to give us a [Google review](#), a [Facebook review](#), or contact us directly.

