



## Volunteers/Kaiāwhina



"I can relate to the people in the organisation and feel a part of it".

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Nāu te rourou, nāku te rourou, ka ora ai te iwi

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With your food basket and my food basket the people will thrive.

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### Intent

Volunteers can contribute in a variety of ways to our organisation eg governance, advisory roles and by direct involvement in activities and services. They may work on an ongoing or time-limited basis, or for a specific purpose depending on need and agreement.

We value the contribution of volunteers and reflect this in the opportunities we provide and how we work with volunteers.

See [here](#) for the Rights and responsibilities of Volunteers at Tutaki Youth.

### Definition

A "volunteer"/"kaiawhina" is a "[volunteer worker](#)" under the Health and Safety at Work Act 2015.



## Responsibilities

**Management** will ensure arrangements are made to support volunteer rights and participation.

**Staff/kaimahi** will supervise and help train volunteers as arranged with management.

**Volunteers** will adhere to organisational policies including the [Health and safety policy](#).

## Requirements

### Commencement

Volunteers should be recruited in an open and transparent way based on pre-set criteria unless they are recruited for a specific purpose (eg powhiri; ad hoc assistance).

Volunteers recruited for ongoing roles will be asked to sign a volunteer agreement.

Volunteers must agree to background checks that we are required by law and/or our policies to undertake. They will be informed about the outcome of checks.

Appropriate arrangements will be made to welcome and induct volunteers to the organisation (eg induction, buddying, safety and emergency procedures, mihi whakatau etc).

Particular care will be taken to support volunteers who are recruited for their lived experience, to provide advice, input to planning and service development. This will include clear (usually written) instructions about the



scope and purpose of their role, how they can participate, who they can access for support, and what they can expect in return for their volunteering.

As a member of an advisory group, volunteers will be provided with clear Terms of Reference about the purpose and role of the group.

### **Feedback and complaints**

Volunteers will be provided with feedback to help them grow and [develop](#). They will also be given opportunities to feedback and contribute to service planning, development and review processes.

A volunteer may rely on the [Grievance and disputes policy](#) to raise and deal with a conflict or dispute with another paid or unpaid worker.

The [Feedback and complaints policy](#) should be used for a volunteer's complaint about the service.

### **Performance**

A volunteer must abide by our Code of conduct/ethics and organisational policies insofar as they are relevant to their role. If they breach, or are unwilling to comply with our policies, they will not be able to continue to volunteer.

Where reasonably practicable, volunteers' training needs for their role will be identified before they commence. Strategies such as supervision, induction, mentoring, coaching and training will be arranged to meet those needs and to support their ongoing development.

Volunteers are expected to take responsibility for performing the tasks they are assigned in a timely and reliable way. They should notify management or a nominated other person if they are unable to perform their role.



## Privacy

Any information obtained about a volunteer or potential volunteer will be treated confidentially until it is no longer needed for the purpose for which it was collected (see [Protection of privacy](#)).

## Payment and reimbursement

Voluntary work is unpaid. If, at any stage, a volunteer undertakes paid work, their payment will be taxable income.

A volunteer may be reimbursed for work-related costs (if pre-approved in accordance with the [Reimbursement of expenses](#) policy).

## Compliance

Social Sector Accreditation Standards Level 2, Staffing 9.0

NZS 8134: 2021 Service management 2.3

## Helpful links

[Reimbursement of expenses](#)

[Health and safety](#)

[Volunteering NZ](#)

[Virtual volunteering](#) (for list of resources)

## Review

Date: April 2022

Next review: March 2024