

# Community Support Waitakere Individual Volunteer Agreement

## Position

You agree to carry out the tasks outlined in the relevant Volunteer Job Description. You agree that you do not expect to be remunerated for work performed as a Volunteer. It is accepted that Community Support Waitakere can change these tasks and will notify you of any changes.

## Code of Conduct

- While working as a Volunteer, you must act in the best interests of Community Support Waitakere.
- Professional behaviour and attitude are required when you are dealing with food donors, charities, other volunteers, staff, or contractors of Community Support Waitakere. This includes treating all people you come across in the course of your voluntary work in a friendly and respectful manner.
- An appropriate / suitable standard of dress is required at all times - this includes wearing closed-toe shoes and long hair being tied back
- You agree to treat Community Support Waitakere's property with care and respect
- You are realistic about capability and availability, and avoid over commitment.

## Your Rights - Our promise to you

- To be treated as co-workers - respected by paid staff and encouraged to take part in decision making
- To have clearly defined tasks suited to your preference and ability
- To be offered training, support, and supervision
- To be given clear communication and communication channels
- To be given information about Community Support Waitakere and the way we operate, and to be kept informed of new developments
- To be provided with a safe working environment free from any discrimination based on age, disability, religion, political views or gender, sexual orientation, marital or relationship status - as set out in the Human Rights Act 1993

## Training

You are required to attend relevant training and / or inductions offered by Community Support Waitakere specific to your position.

## Remuneration / benefits

You agree to work without financial reward. You will be provided with a safe and suitable working space with the necessary equipment, and appropriate clothing i.e. aprons / Hi-Viz if required. You will have use of the staff room / kitchen facilities. You will receive Community Support Waitakere's newsletter emails and invitations to relevant volunteer and Community Support Waitakere events.

## Age Limit

To be eligible to volunteer with Community Support Waitakere you have to be a minimum of 12 years old. Between the ages of 12 and 16 years old, you will need to be accompanied by a caregiver. This is at the discretion of the Volunteer Manager.

## Volunteer responsibilities and behaviour

You agree to perform the responsibilities specific to your position in line with the Code of Conduct as outlined above. Community Support Waitakere expects its volunteers to represent the organisation in a positive light – teamwork and treating others with respect is equally as important as performing your volunteer tasks.

### **Staff and volunteer food policy**

All food donated to Community Support Waitakere is used exclusively for redistribution to recipient community groups.

**Staff and volunteers are not to take food for their personal use unless explicitly gifted it by a food donor.** If you are in need of food assistance, please contact the Volunteer Manager who will connect you with a service that can help.

### **Communication**

Community Support Waitakere communicates with its volunteers via email and text message. You agree to supply both a current email address and mobile number that Community Support Waitakere can directly and reliably contact you on.

### **Media and open evenings**

Every now and again Community Support Waitakere needs to film or photograph our work in action, and this often takes place during volunteer shifts. No one is featured without your ok first. As part of your application, you can opt not to be photographed, filmed, or involved with open evenings and we will respect your wishes.

### **Privacy**

All Community Support Waitakere volunteers are covered by the Privacy Act 1993. Your information will only be used for the purpose for which it was intended. Community Support Waitakere will obtain your written consent to:

- Use any confidential information.
- Disclose any confidential information to any external person or organisation.
- Copy any material containing confidential information for personal use or for use by an unauthorised person or organisation.

Any confidential and/or personal information that is no longer needed, will be archived or disposed of in way that maintains confidentiality

### **Absences / Sickness**

Due to food safety requirements, you must not handle food while sick. If you are sick and have a rostered shift coming up, you agree to notify the Volunteer Manager as soon as possible so cover can be organised.

### **Other commitments**

Community Support Waitakere appreciates that you volunteer your time and will do our best to be flexible if you have another commitment that comes up. In such a case, you agree to notify the Volunteer Manager as soon as possible so that cover or a shift swap can be arranged. If you become aware that other commitments will affect your availability for regular rostered shifts, you agree to discuss this with the Volunteer Manager as soon as possible.

### **Notification of absences**

You agree to notify the Volunteer Manager **at least 2 working days in advance** if you are not available to attend a rostered shift. Missing shifts without notice means your team members have to carry your workload. Teamwork is of key importance when volunteering with Community Support Waitakere. If you are absent from a volunteer shift without explanation, the Volunteer Manager will contact you to follow up. If you do not reply and / or if you continue to miss volunteer shifts without explanation, Community Support Waitakere reserves the right to terminate this agreement.

### **Confidentiality**

Where you have access to confidential information you will not, without proper written authority during the continuation of your volunteer work, or after its termination, disclose to other persons, organisations, or make use of for your own benefit, any confidential information relating to Fair Food. Confidential information includes items such as volunteer personnel records and food volume information.

## **Proprietary Rights**

Unless prior written agreement is obtained from Community Support Waitakere, copyright and similar proprietary rights in all duties undertaken and work done as a Volunteer with Community Support Waitakere will belong to Community Support Waitakere.

## **Safety**

You are required to be proactive in taking all reasonable practical steps to ensure the safety of yourself and others affected by your work, and to cooperate fully with management in implementing the Community Support Waitakere's health and food safety procedures. You are required to notify the Volunteer Manager about hazards or potential hazards in the working environment and any accident, incident or property damage as soon as practicable and before the end of your shift. We will advise you of the outcome of the investigation. You agree to not engage in any activity that may or causes physical or mental harm of another person (such as verbal abuse, physical abuse, assault, sexual or racial harassment, bullying). Safety is our priority.

## **Smoke, drug and alcohol free workplace**

Community Support Waitakere is a smoke-free work environment, this includes smoking whilst at any of our events or whilst wearing any branded clothing (i.e. hi-vis vests and aprons). During your volunteering shift, you will not be affected by alcohol, medication, or non-prescription drugs. It is a condition of the Volunteer Agreement that this provision is accepted.

## **Covid-19 Lockdowns**

Community Support Waitakere is an essential service and continues to operate throughout all levels. During Covid Alert Levels 3 and 4, Community Support Waitakere will operate only with our pre-selected Bubble Volunteers to protect the high-risk communities we work with and each other. We can accept all volunteers during alert levels 1 & 2. We have gloves, masks, and hand sanitizer, plenty of workstations and room for social distancing as required. The Volunteer Manager will notify all volunteers via email when a Level 3 or 4 lockdown is announced to confirm that all existing sign-ups will be cancelled with the exception of our Bubble Volunteers. Unless you have been specifically asked to attend, please do not come into our Hub during a level 3 or 4 lockdown as this compromises our operations.

## **Security**

You accept that at all times the Community Support Waitakere property under your care must be safeguarded against any loss or misuse. You will ensure that all reasonable precautions are taken to protect Community Support Waitakere property and keep it secure or locked. If you are provided with security access into Community Support Waitakere's office, you must not share the security access details with any other person.

## **Resolution of matters of concern / problems**

You can raise matters with the Volunteer Manager. If the matter is not resolved to the satisfaction of either party, you can contact the Operations Manager. If the matter is still not resolved to the satisfaction of either party, you can contact the Executive Director.

## **Ending the agreement**

Should you wish to resign from your Volunteer position, you are required to give at least one week's notice in writing to Community Support Waitakere and you may be asked to provide feedback via an informal exit interview.

## **Next steps**

Email us back your acceptance confirmation for the 'Volunteer Agreement', please get in touch with our Volunteer Manager if you have any questions.