

Whakaetanga Tūoa Volunteer agreement



**Hato Hone
St John**

Whaowhia te kete Mātauranga – Fill the basket of knowledge

For all roles in Community Health: health shuttles, youth leaders, retail stores, caring callers, FEDs, area committees, therapy pets, interns, students and other

| | |
|----------------------------------|--|
| Volunteer position title: | |
| Reporting to title: | |
| Commencing on (date): | |

| Personal details | | | |
|------------------------|--------------------------------|------------------------------|-----------------------------|
| First name(s): | | | |
| Last name: | | | |
| Preferred name: | | | |
| Courtesy title: | Mr <input type="checkbox"/> | Mrs <input type="checkbox"/> | Ms <input type="checkbox"/> |
| | Miss <input type="checkbox"/> | Dr <input type="checkbox"/> | Mx <input type="checkbox"/> |
| | Other <input type="checkbox"/> | | |
| Postal address: | | | |
| | | | |
| Post code: | | Date of Birth: | |
| Home Phone: | | Mobile: | |
| Email: | | | |

| Demographic information (optional to complete – used for statistical purposes only) | | | |
|---|-------------------------------|---------------------------------|---|
| Gender: | Male <input type="checkbox"/> | Female <input type="checkbox"/> | Gender diverse <input type="checkbox"/> |
| Nationality: | | Ethnicity: | |

| Bank account details (please provide all numbers of a coded deposit slip) | | | |
|---|----------------------|----------------------|----------------------|
| Account name: | | | |
| BANK | BRANCH | ACCOUNT | SUFFIX |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

| Next of kin | | | |
|----------------------|--|----------------|--|
| Name: | | | |
| Relationship: | | | |
| Home phone: | | Mobile: | |
| Email: | | | |

1. Introduction

We would like the time you spend volunteering with us to be as successful and mutually beneficial as possible. To help you get the most from Hato Hone St John and your volunteering experience, it is really important that we let you know a little bit about how we do things around here.

Therefore, in order to enable us to successfully work together it is always a good idea to understand your role, responsibilities and the support you should expect from us to enhance your volunteer experience.

This document will formalise the agreement between us and will be effective from the date you start as a volunteer with Hato Hone St John, and will stay in force until it is replaced or either of us decides to end the association.

2. Agreement Interpretation

1. To clarify that this agreement *is not* an employment agreement; (paid employees are covered under entirely separate arrangements).
2. When we refer to Hato Hone St John, we are referring to the *whole* organisation. This includes all entities, functions, and activity groups (including but not limited to local area committees).
3. The term “we” and “our” refers to you and Hato Hone St John; and
4. The term “you” refers to you as a Hato Hone St John volunteer

3. Your role

Your volunteer role is detailed in the position description (available from your Manager); it provides a general framework for your role but does not necessarily cover every aspect of it. If we ever need to change parts of the position description, we will always consult with you.

We always aim to match volunteer skills and interests with the right role; however, it is important to note that from time to time you may also be asked to help with other duties or work in other locations to assist Hato Hone St John.

4. Mutual commitments

Hato Hone St John works to treat all volunteer and paid staff equally, and we are committed to being fair and reasonable in every aspect of our relationship with you. We rely on the valued contribution of all of our staff and we will do all we can to maintain a positive, safe and healthy workplace and culture. In turn, we expect that you will work collaboratively with all staff in a spirit of cooperation, caring and mutual respect; that you will carry out your role to the best of your ability and always demonstrate our values;

- **Do the Right Thing** – Mahi Tika – Take responsibility. Make the tough calls and think of others
- **Side by Side** – Tū Tahi – Respect, value and support what others contribute
- **Make it Better** – Whakapai Ake – Find solutions – step up, own it, do it
- **Straight Up** – Mahi Pono – Act with honesty, courage and kindness
- **Open Minds** – Whakaaro Nui– Listen openly. Encourage ideas. Welcome feedback

You also agree to maintain Hato Hone St John’s positive reputation and image in all your interactions and not do anything at any time that might negatively affect this.

Our policies and procedures are established to ensure we do things consistently across the organisation and all staff agree to adhere and familiarise themselves with them; these are regularly reviewed from time to time and are available on Heartbeat or ask your manager for more information.

We also do our utmost to develop you in your role, and support you with professional and personal development. This includes reviews and evaluations to enhance your job effectiveness, performance and enjoyment.

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| People & Organisational Strategy: CH Volunteer Agreement | Issued by: Recruitment Experience Team Manager | | Doc No HRF1.2 |
| Authorised by: Head of People Experience | Issue No 015 | Issue Date: 13/10/2023 | Page 2/6 |

5. Hours of work in the volunteer role

We will always try to ensure you are allocated a fair and reasonable workload that reflects agreed commitments. Hato Hone St John accepts your right, as a volunteer, to choose to withdraw your services or decline work when it is offered. You will be supported in your decisions here and be able to make them with confidence and without any negative consequences. If you are not able to complete any agreed volunteer duties, we need you to let your manager know as soon as possible on or before they are scheduled.

6. Reimbursement / benefits

We will reimburse you for approved expenses in line with Hato Hone St John's Reimbursement Policy with your Manager's approval; this is designed to cover the incidental costs of volunteering – it is not a form of payment or reimbursement for time given or work undertaken.

As a volunteer staff member, you are entitled to access a wide range of discounts and benefits offered to Hato Hone St John by external organisations. Just check the relevant site on the Heartbeat or ask your manager for more information.

7. Time off

If you are not able to complete your agreed duties, you'll need to advise your manager as soon as possible on or before you are due to work.

If you want to take an extended break from your volunteer role, please discuss this with your manager as soon as possible before you want to start your break.

8. Conflict of interest

You will need to inform your manager of any activities you are involved in that could be a potential conflict of interest in your role with Hato Hone St John.

9. Confidentiality

Any information that you acquire as a result of your volunteer role with Hato Hone St John is deemed to be confidential and is to be treated in the strictest confidence. You are required to conduct yourself in strict accordance with applicable legislation and St John policies regarding this information (Including but not limited to: Policy HR1.4 Confidentiality/Privacy, OG7.1 Privacy Policy and OMSOP 6.10.1 and any successors to these policies).

As a condition of access to confidential information held in respect to Hato Hone St John's patients, you agree to:

- Only access information as and when required,
- Not to divulge any information to any other person or organisation, except as authorised,
- Not to otherwise misuse or mistreat confidential information.

You understand that you will be held responsible for your misuse, careless or wrongful disclosure of confidential information, agreeing to take all reasonable steps to ensure that confidential information is not disclosed and /or accessed by unauthorised people. You also agree to safeguard and prevent disclosure of your password.

You must not make media statements or speak publicly about Hato Hone St John unless you have our prior written consent. Any statements made to the media must follow the parameters of the Hato Hone St John Media Relations Policy (Policy HR1.14 Media Relations Policy).

Except in the proper performance of your volunteer duties, or as authorised by your manager, you will not use, or divulge to anyone, or use to the detriment of Hato Hone St John, any information which may come to your knowledge as a result of your role. This restriction will continue to apply after completion of your work and until such time as the information may become public knowledge without breach by you of this restriction.

You agree that your 'personal information' (as defined by the Privacy Act 1993) and / or your 'health information' (as defined by the Health Information Privacy Code 1994) held by Hato Hone St John may be used for purposes relating to your volunteering with Hato Hone St John (and your employment with us if applicable) and in accordance with any relevant policy.

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|--|--|------------------------|---------------|
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| Authorised by: Head of People Experience | Issue No 015 | Issue Date: 13/10/2023 | Page 3/6 |

As a part of your role, you may from time to time access personal information about individuals. Hato Hone St John takes its responsibilities in respect of Privacy Information very seriously and you must at all times ensure you comply with the Privacy Act 2020, the Health Information Privacy Code 2020, Telecommunication Privacy Code 2020 and related organisational policies including OG 7.1 Privacy Policy and OMSOP 6.10.1 Release of Personal Information.

Hato Hone St John will provide you with an email address for use. You must use this email address for all Hato Hone St John related communications – including but not limited to organisation wide communications, patient related communications, communications containing any financial, operational or personal information or any other communications related to your involvement with Hato Hone St John. You must not send or facilitate the sending of any Hato Hone St John related communications or information to any personal email address.

10. Care of property

You agree to take good care of any Hato Hone St John property, including equipment, uniform (if applicable), materials, documents, resources, buildings, and/or vehicles.

11. Criminal record check

We must ensure that satisfactory criminal record checks are maintained for our staff and, including volunteers, in signing this volunteer agreement you are consenting to Hato Hone St John undertaking this process as necessary. All roles identified as 'children's worker' are required to be safety checked, including a Police check, before commencing association with Hato Hone St John. As part of general requirements here, you will inform Hato Hone St John (via your manager) about anything that could potentially impact on your association with us; in particular: any pending charges or convictions received, especially if they relate to dangerous driving, dishonesty, violence, sexual crimes and acts of indecency, which could have implications for your association with us.

12. Driver's licence

If you drive a vehicle as part of your role you must maintain a current, full New Zealand driver's licence and update Hato Hone St John of any changes to its status.

To help Hato Hone St John meet its obligations here, you are consenting to us accessing information to check the status of your driver's licence on an ongoing basis. If your role requires a current, full licence and you lose it on either a temporary or permanent basis, you understand this could have implications for your ongoing association with Hato Hone St John.

13. Uniform

You will be provided with a uniform in line with the Uniform Policy and you agree to wear uniform as detailed in the policy. We will issue replacement items as required, with your manager's approval.

14. Ending your association

We ask that you give as much notice as possible if you want to leave your volunteer role and/or end your association with Hato Hone St John; ideally you will discuss this with your manager and then confirm the detail in writing, but written notification is the minimum requirement here.

We encourage you to complete an exit interview. This is so that we can understand what went well, what we can learn and plan to do differently as a result of your association with us.

At the end of our association, you will return to your manager (or their nominee) all Hato Hone St John property, including documents (electronic or hard copy) and/or equipment, including ID cards or uniform. We will agree on a suitable time and location to do this.

15. Misconduct

If we receive concerns or complaints about the way you have carried out your duties, they will be looked into, with your full involvement. If the issue is serious and your actions/inactions are substantiated after an investigation, Hato Hone St John may end your association. Serious action/s on your part

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|--|--|------------------------|---------------|
| People & Organisational Strategy: CH Volunteer Agreement | Issued by: Recruitment Experience Team Manager | | Doc No HRF1.2 |
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could include, but are not limited to: serious breaches of Hato Hone St John policy and/or negligence in the performance of your duties; a conviction on any criminal offence (other than one that in the reasonable opinion of Hato Hone St John does not affect your position); or acting in a way (including conduct outside of your Hato Hone St John duties) which it considers negatively affects Hato Hone St John's business or reputation or the welfare or interests of its voluntary or employed staff.

16. Resolving relationship problems

If you have a concern about your association with Hato Hone St John, you will need to talk with your manager or their manager about it as soon as possible and ask for their support to address it. Hato Hone St John treats all genuine concerns seriously and work to set in place a fair and timely process to try to help resolve the matter. You will be expected to participate fully in that process and work with us to try to resolve things promptly and constructively.

17. Misrepresentation

You acknowledge that you have given Hato Hone St John accurate information as part of your recruitment and selection process, and have not failed to disclose anything that, had we known, might have influenced our decision to appoint you as a volunteer.

18. Changes to this agreement

If we both agree to make changes to this agreement, these changes will be made in writing and signed by you and Hato Hone St John.

19. Health safety and wellbeing

Hato Hone St John takes its responsibilities under the Health & Safety at Work Act 2015 seriously. This means that by volunteering for us, you agree to do everything you can to ensure your own safety and wellbeing while you are at work; this also includes:

- Making sure the health safety and wellbeing of others isn't jeopardised by your actions or inactions.
- Using any personal protective equipment provided, making sure it's used appropriately – and reporting any defects promptly so we can address them.
- Ensuring machinery and equipment is used correctly and that all safety devices provided are used – and again, reporting any defective or broken equipment promptly.
- If/when you're working alone, following Hato Hone St John's Lone Working guidelines, as they apply to you. You can find them on Heartbeat.
- Reporting any hazard in the workplace by completing the hazard report via ReportALL on Heartbeat – this will be sent to the location reviewer so we can address it.
- Reporting accidents or near misses within 24 hours of the incident – either via ReportALL or direct to your manager who can lodge this report for you.
- Discussing any concerns with an appropriate person; this may be your manager, a Peer Supporter or Chaplain. Please raise any symptoms of stress or depression with your manager or a Member Assistance Programme counsellor so you can receive the right kind of support. If you believe you are being bullied or harassed please speak with your manager, a Contact Person, or HR Advisor. Information on the range of support options is available on Heartbeat.
- Finding out about our health, safety and wellbeing policies and procedures which can again, be found on Heartbeat. If you do not have access to a computer, your manager can show/explain these to you.

As a member of Hato Hone St John, you have access to a range of support services, including Member Assistance and Chaplaincy services, the Peer Support programme and Contact People. These services are available for confidential support as you see appropriate. Information on each of them is available via your manager or Heartbeat.

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20. Formal agreement

You understand and accept this agreement which describes the terms of your association with Hato Hone St John and will observe all Hato Hone St John policies and procedures described relevant to your role.

All roles identified as 'children's worker', are required to be safety checked, including a Police check, before commencing association with Hato Hone St John. While other background checks, such as driver licence, health screening and credit check may enable you to begin volunteering pending the outcome of these checks, safety checking must be completed before commencing association with Hato Hone St John.

This agreement is based on satisfactory completion of our probity checks where applicable to your role including (but not limited to) a Police/Criminal Record Check, NZTA Driver Check, Credit Check, Health Clearance, full Covid-19 vaccination, Reference Checks, and the maintenance of a current full NZ Drivers Licence.

Any offer of a volunteer agreement and/or continuing to volunteer at Hato Hone St John is subject to receiving clear background checks. Hato Hone St John reserves the right to withdraw an offer of a volunteer role or terminate a volunteer agreement should any adverse result be received. If there is anything you wish to disclose that you have not already disclosed, or are concerned about, please speak with your manager; as adverse outcome of these checks may impact your ongoing association or involvement with Hato Hone St John.

I accept and understand the terms of this volunteer agreement:

| | |
|---------------------------------|--|
| Signed | |
| Name | |
| Member number (if known) | |
| Date | |

Signed on behalf of Hato Hone St John (hiring manager to complete)

| | | | |
|---|--|-------------------|--|
| Volunteer Position title: | | Start Date | |
| Volunteer work area/location: | | | |
| Criminal record check submitted: | | | |
| Criminal record cleared: | | | |
| Manager Name: | | | |
| Manager Position: | | | |
| Manager Signature: | | | |
| Date: | | | |