



**St John**

Here for Life

## HRF1.1B Volunteer Agreement

<b>Between</b>		and St John
<b>Position</b>		
<b>Reporting to</b>		
<b>Commencing on</b>		
<b>Other Positions</b>		

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### 1. Welcome to St John

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This agreement has been prepared to clarify your rights - and some key requirements - in your work as a volunteer with us. We also want to outline the support St John makes available to you as a volunteer. If you have any questions at all about this agreement or the way it is applied – please just talk with your manager.

Once we have both signed it, this document will become a formal agreement between us; it will take effect from the date you start as a volunteer in St John, and stay in force until it is replaced or either one of us decides we want to end the relationship.

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### 2. What St John will do

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First and foremost, this is not an employment agreement – it just helps to make real our commitment to: treat all staff equally, regardless of their paid or volunteer status, and to be open, fair and reasonable in all our dealings.

We absolutely rely on and value the contribution of our volunteer and paid staff and we will do all we can to maintain a positive and healthy work environment and culture.

We have attached a position description as a general framework for your role and we will work with you to ensure your voluntary workload is fair and reasonable. We will also offer, to the best of our ability, the support, development and resources you need to carry out your role effectively.

We will reimburse you for approved expenses in line with our Reimbursement Policy. To clarify, we reimburse you for approved expenses to cover the incidental costs of volunteering; this is not a form of payment, and is not meant to be a reimbursement for the time you give or for the work you do.

We are required to ensure that satisfactory criminal record checks clearances are maintained for our staff so we need your consent to implement the necessary process on a

<b>Human Resources / Volunteer Agreement</b>		
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<b>Authorised by:</b> Tom Dodd – HR Director	<b>Issue Date:</b> 12/04/2016	<b>Page No</b> 1

regular basis and as required.

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### **3. What we need you to do**

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In signing this agreement you are agreeing to carry out your voluntary role in line with the role description and St John's policies and procedures and to maintain St John's positive reputation and image in all your interactions. We expect that you always demonstrate our core values:

- **Do the Right Thing** - Whakaaro Tika – Take Responsibility. Make the tough calls. Think of Others
- **Side by Side** – Whakakoha – Respect, value and support what others contribute
- **Make it Better** – Whakawerohia -Find solutions – step up, own it, do it.
- **Straight Up** - Whakapono- Act with honesty, courage and kindness
- **Open Minds** – Whakahangahanga – Listen openly. Encourage ideas. Welcome feedback.

We ask that any information you gain in your role with St John is treated in the strictest confidence, even after your association with us ends; this applies especially to the privacy of our patients and customers. 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 St John may be used for purposes relating to your volunteering with St John (and your employment with us if applicable).

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.

We ask *all* St John staff – paid and volunteer - to report any potential conflicts of interest, take good care of any St John resources and look after themselves and their health, safety and wellbeing – and to also consider that of their colleagues.

Finally, if you need to drive a vehicle as part of your role, we need you to maintain a current, full New Zealand driver's licence.

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### **4. Dealing with concerns**

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If you have a concern about your association with St John, please talk about it with your manager or their manager as soon as possible. Let them know you would like their support and ask for their help to address the matter. St John will treat your concern with respect and work to set in place a fair and timely process to try and help resolve things. In these circumstances we ask you to work with us to deal with the issue promptly and constructively.

In the unlikely event that concerns or complaints are raised about the way in which you have carried out your duties they will be looked into with your full involvement. If after investigation St John believes there are sufficiently serious reasons (like proven serious breaches of policy or negligence in the way in which you have performed your duties), St John may end the association.

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**5. Changing or ending our association**

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As a volunteer you can withdraw your services, ask for leave or time out, or decline to work at any stage – all we ask is that you give us as much notice as possible - especially if you want to change your role and/or end your relationship with St John.

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

When our association ends, you will need to return to your manager (or their nominee) all St John resources/ materials.

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**6. Formal Agreement**

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

**Signed for St John**

<b>Name</b>	
<b>Position</b>	
<b>Date</b>	

**Signed by Volunteer**

<b>Between</b>	
<b>Date</b>	

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**Appendix A: Health Safety and Wellness Agreement**

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As a staff member (whether paid or volunteer) you have a responsibility 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 & 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 the matter.
- 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 St John's Lone Working guidelines, as they apply to you. You can find them on the Hub.
- Reporting hazards in the workplace by completing the hazard report via ReportALL on the Hub - 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 the Hub.
- Finding out about our Health, Safety and Wellness policies and procedures which can again, be found on the Hub. If you do not have access to a computer, your manager can show/explain these to you.

As part of our overall responsibilities here, we must, as an employer ensure - and be able to demonstrate that all of our staff have been made aware of their responsibilities under the Act. To confirm that you understand what is expected of you, please sign below and return this form to your manager who will hold it on file. If you have any questions please discuss this with your manager or contact one of our Health and Safety team.

<b>Signed</b> <b>Name</b> <b>Date</b>	