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| **Hawke’s Bay Rescue Helicopter Trust**  **Volunteer Information Pack** |  |

Volunteers are an essential asset to the Hawke’s Bay Rescue Helicopter Trust, and we are always looking for willing people to help us achieve our aims! You don’t need any previous experience to volunteer with the Trust - a willing heart, enthusiasm and a ‘can do’ attitude are much more important to us.

**Why volunteer with the Rescue Helicopter?**

Volunteering is a great way to give back to your community, looks great on your CV and in addition can help you;

* Build social networks by making new friends
* Increase self-confidence
* Gain new skills and valuable experience

**What roles are available?**

We are currently looking for volunteers who can help us three key areas:

**Event volunteering:**Help to make a difference by volunteering at one of our events. Our volunteers play a vital role in making events a success by promoting events locally, helping to serve refreshments, or forming a cheer squad.

**Community Fundraising:**Support the Rescue Helicopter by helping us to organise social events, such as coffee mornings, afternoon teas, collection days, or sausage sizzles. We’ll provide you with training and advice, and every dollar you raise will enable us to continue our vital services.

**Administrative Support:**Work alongside our staff providing administrative support on a wide range of tasks – answering and making telephone calls, editing photographs or film, inputting data, or helping with mail outs.

However, if there are other ways you’d like to help us simply state this in your form or email [mfm@hbhrt.org.nz](mailto:mfm@hbhrt.org.nz) to tell us about how you might be able to help. We are very open to new ideas.

**What can I expect from volunteering with the Rescue Helicopter Trust?**

The Hawke’s Bay Rescue Helicopter Trust is committed to maintaining the highest standards in best practice and volunteer support.

* As a volunteer, we will assist you as much as possible in carrying out your voluntary role effectively
* We shall engage with you by maintaining contact and by providing ongoing advice, guidance, encouragement and support to enable you to develop your volunteering role with the Trust.
* All volunteers will be treated with respect and dignity
* It is our aim to ensure that no volunteer receives less favourable treatment on grounds of gender, ethnicity, religion, disability, marital status, social background or sexual orientation
* We aim to promote equality and to ensure that all volunteers are treated fairly and are assessed in relation to their individual skills and abilities
* The Trust operates lawfully and does not to discriminate against any prospective, current or former volunteers

**Do you pay volunteer expenses?**

We value our volunteers and wish to ensure that there are no barriers to volunteer involvement. Therefore, all volunteers will be offered reimbursement of any reasonable out-of-pocket expenses incurred in the course of their volunteering. These include:

* An allowance for petrol if using their own transport based on the Authorised Mileage Rates as agreed with the Trust
* Public transport costs will be reimbursed on production of receipts
* Car parking fees to the value of the time required to complete the voluntary activity will be reimbursed also on production of receipts
* Reimbursement of food costs if the volunteering opportunity is over a meal period or greater than 4 hours up to a maximum of $10 per day
* Any other reasonable and necessary expenses will be considered.

**Do I need a police check?**

Not necessarily, as this is usually only required if you work with vulnerable adults. We will advise you if this is necessary in your role.

**Do you have a minimum age for volunteers?**

No we don't - we really welcome young people as volunteers. If someone is under 18 then we'll make sure they're working with an adult. And if they're below 16 there are a certain roles that they won't be able to take on. We will also make sure we have their parents' or guardians' consent.

**How do I apply as a volunteer?**

Simply complete the form at the end of this pack and post it back to Laura Hyde, Marketing & Fundraising Manager, Hawke’s Bay Rescue Helicopter Trust, PO Box 402, Hastings 4156 or email it to [mfm@hbhrt.org.nz](mailto:mfm@hbhrt.org.nz).

Any other questions? Please contact Laura on 06 878 1630

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| **Hawke’s Bay Rescue Helicopter Trust**  **Volunteer Policy** |  |

**Volunteer Code of Practice**

All volunteers with the Hawke’s Bay Rescue Helicopter Trust are expected to comply with our volunteer code of practice. This is important as it safeguards our volunteers, and the reputation of the Trust. We ask that;

* Volunteers representing the Hawke’s Bay Rescue Helicopter Trust maintain a high standard of conduct at all times
* During your volunteering activity you may have access to personal or sensitive information and we ask that you maintain a professional approach to such information by treating it confidentially
* Do not express personal views that could be misinterpreted as the views of the Hawke’s Bay Rescue Helicopter Trust, and may contradict our ethos
* The Hawke’s Bay Rescue Helicopter Trust is a non-political organisation and we ask you not to engage in any political activities on our behalf without our prior agreement
* Avoid any personal activities that might bring the Trust into disrepute whilst working with us
* Account for funds held in the name of the Trust if collecting donations on our behalf
* Do not disclose information that is confidential in relation to the Trust, staff or volunteers.
* Avoid matters that may result in a conflict of interest

**Confidentiality**

Volunteers are asked to maintain confidentiality during their time with the Hawke’s Bay Rescue Helicopter Trust. For this reason, when you complete your volunteer application form we ask you to please sign a confidentiality declaration.

The Privacy Act (1993) is a legal act that protects people’s personal information. Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual’s consent to do so. This is why we will ask you to complete the form at the end of this pack and sign to give your consent to our holding information about you.

**Health and safety**

We are committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises or uses our services. This commitment applies equally to our team of volunteers and you are covered by the same health and safety legislative requirements as our employees. We ask that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

* Volunteers with specific responsibilities for health and safety will receive training and guidance to help them to fulfil their responsibilities
* Where required risk assessment(s) are prepared for activities being carried out
* Carry out your duties without knowingly endangering either your own health and safety, or that of colleagues, third parties and/or the general public
* Comply with all relevant instructions and procedures relating to safety and follow guidance provided
* Inform the Trust of any personal health and safety requirements that you have
* If you have any doubts regarding your health and safety role or responsibility please speak to the Trust as soon as possible
* All accidents and incidents must be reported to the Trust as soon as possible. If you feel that it’s a real emergency, please contact the emergency services immediately

**Car drivers**

It is important to note that if you are involved in an activity for the Trust that involves using your car, you must inform your own insurers. Most insurance companies agree to cover car journeys at no extra charge – check this with your own insurance company first.

**Diversity**

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We will not discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

**Problems within your role**

If you encounter a difficulty with any aspect of the role, please talk to the Marketing and Fundraising Manager as soon as possible for advice and support. If the role isn’t working out as hoped, please let us know and together we shall try to work out any difficulties. If it is agreed it can’t work, this shouldn’t be seen as a failure. Speak to us about finding a more appropriate role.

**Dealing with complaints**

A complaint refers to any comment – spoken or written – which relates to dissatisfaction, regardless of whether or not it needs a formal response. Should a dispute or complaint arise either by, or about, volunteers the issue will be approached and investigated in a fair and equitable manner in an effort to resolve such matters informally. If the matter is not resolved, the complainant has the right to seek legal advice promptly so that they have a greater understanding of their legal position and can minimise any reputational damage. If you wish to make a complaint or should you receive a complaint from someone about your service or anything to do with the Trust’s work, please notify the General Manager immediately.

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| **Hawke’s Bay Rescue Helicopter Trust**  **Volunteer Registration Form** |  |

Please complete this form and return to Laura Hyde, Marketing & Fundraising Manager, Hawke’s Bay Rescue Helicopter Trust, PO Box 402, Hastings 4156 or email it to [mfm@hbhrt.org.nz](mailto:mfm@hbhrt.org.nz).

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| Title |  | First name | |  | | Surname | | |  | |
|  |  |  | |  | |  | | |  | |
| Address | | | | | | | | | | |
| Tel |  | | | | Email | |  | | | |
| **Availability (tick all that apply)** | | | | | | | | | | |
|  | □ Weekends | | □ Weekdays | | □ Evenings | | | □ Day time | |  |
| Specific days / times (please specify) | | | | | | | | | | |
| **I am most interested in (tick all that apply)** | | | | | | | | | | |
|  | □ Events | | □ Administration | | □ Fundraising | | | | |  |
| Other | | | | | | | | | | |
| I have a full, clean NZ driving license | | | | | □ Yes | | | □ No | |  |
| I have my own vehicle | | | | | □ Yes | | | □ No | |  |
| I have read the Volunteer Policy and I agree to adhere to the Trust’s confidentiality policies, and volunteer code of conduct (please tick) | | | | | | | | | | □ |
| I am happy for the Trust to hold my personal information on record, and understand that it will not be shared with any third parties (please tick) | | | | | | | | | | □ |

Name: ……………………………….. Signature: …………………. Date………………..

*(Name and signature of parent guardian if applicant is under the age of 18)*

**Equal Opportunities**

The Hawke’s Bay Rescue Helicopter Trust is an Equal Employment Opportunity Employer. The following information will help us ensure that our its Equal Opportunities Policy is effective. It will be used solely for monitoring purposes and will be treated as confidential. Please note that you do not have to provide this information if you prefer not to.

# DISABILITY

Do you consider yourself disabled? Yes No

Are you registered as disabled? Yes No

# GENDER

* Male
* Female
* Transgender

# ETHNIC MONITORING CATEGORIES

**White**

* New Zealand/ European
* New Zealand/ Other
* British
* European
* Other …………………………

### Maori

* Maori / New Zealand
* Maori / European
* Maori / Island
* Other …………………………

**Not Stated**

* Not Stated

**Asia**

* Indian
* Pakistani
* Bangladeshi
* Chinese
* Japanese
* Korean
* Other …………………………

**Islands**

* Samoa
* Tonga
* Cook Island
* Other …………………………

**RELIGION:** ………………………………………….

**LANGUAGE(S): …………………………………….**

…………………………………………………………

…………………………………………………………

Name: ……………………………….. Signature: …………………. Date………………..