

INFORMATION KIT



FOR MEMBERSHIP

How your organisation can benefit
from volunteers, appropriate training,
resource and support



VOLUNTEER WELLINGTON | TE PUNA TAUTOKO
YOUR COMMUNITY CONNECTOR

VOLUNTEER WELLINGTON

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VOLUNTEER HUTT

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Registered Charity CC26471



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The Universal Declaration on Volunteering

International Association for Volunteer Effort

Adopted by the international board of directors of IAVE – the International Association for Volunteer Effort – at its 16th World Volunteer Conference, Amsterdam, The Netherlands, January 2001, the UN International Year of Volunteers.

Volunteering is a fundamental building block of civil society. It brings to life the noblest aspirations of human kind – the pursuit of peace, freedom, opportunity, safety, and justice for all people.

In this era of globalisation and continuous change, the world is becoming smaller, more interdependent, and more complex. Volunteering – either through individual or group action – is a way in which:

- human values of community, caring, and serving can be sustained and strengthened;
- individuals can exercise their rights and responsibilities as members of communities, while learning and growing throughout their lives, realising their full human potential; and
- connections can be made across differences that push us apart so that we can live together in healthy, sustainable communities, working together to provide innovative solutions to our shared challenges and to shape our collective destinies.

At the dawn of the new millennium, volunteering is an essential element of all societies. It turns into practical, effective action the declaration of the United Nations that “We, the Peoples” have the power to change the world.

This Declaration supports the right of every woman, man and child to associate freely and to volunteer regardless of their cultural and ethnic origin, religion, age, gender, and physical, social or economic condition. All people in the world should have the right to freely offer their time, talent, and energy to others and to their communities through individual and collective action, without expectation of financial reward.

We seek the development of volunteering that:

- elicits the involvement of the entire community in identifying and addressing its problems;
- provides a voice for those who cannot speak for themselves;
- enables others to participate as volunteers;
- complements but does not substitute for responsible action by other sectors and the efforts of paid workers;
- enables people to acquire new knowledge and skills and to fully develop their personal potential, self-reliance and creativity;
- promotes family, community, national and global solidarity.

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We believe that volunteers and the organisations and communities that they serve have a shared responsibility to:

- create environments in which volunteers have meaningful work that helps to achieve agreed upon results;
- define the criteria for volunteer participation, including the conditions under which the organisation and the volunteer may end their commitment, and develop policies to guide volunteer activity;
- provide appropriate protections against risks for volunteers and those they serve;
- provide volunteers with appropriate training, regular evaluation, and recognition;
- ensure access for all by removing physical, economic, social, and cultural barriers to their participation.

Taking into account basic human rights as expressed in the United Nations Declaration on Human Rights, the principles of volunteering and the responsibilities of volunteers and the organisations in which they are involved, we call upon:

All volunteers to proclaim their belief in volunteer action as a creative and mediating force that:

- builds healthy, sustainable communities that respect the dignity of all people;
- empowers people to exercise their rights as human beings and, thus, to improve their lives;
- helps solve social, cultural, economic and environmental problems; and
- builds a more humane and just society through worldwide cooperation.

The leaders of:

- all sectors to join together to create strong, visible, and effective local and national “volunteer centres” as the primary leadership organisations for volunteering;
- government to ensure the rights of all people to volunteer, to remove any legal barriers to participation, to engage volunteers in its work, and to provide resources to NGOs to promote and support the effective mobilisation and management of volunteers;
- business to encourage and facilitate the involvement of its workers in the community as volunteers and to commit human and financial resources to develop the infrastructure needed to support volunteering;
- the media to tell the stories of volunteers and to provide information that encourages and assists people to volunteer;
- education to encourage and assist people of all ages to volunteer, creating opportunities for them to reflect on and learn from their service;
- religion to affirm volunteering as an appropriate response to the spiritual call to all people to serve;
- NGOs to create organisational environments that are friendly to volunteers and to commit the human and financial resources that are required to effectively engage volunteers.

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The United Nations to:

- Declare this the “Decade of Volunteers and Civil Society” in recognition of the need to strengthen the institutions of free society; and
- Recognise the “red V” as the universal symbol for volunteering.

IAVE challenges volunteers and leaders of all sectors throughout the world to unite as partners to promote and support effective volunteering, accessible to all, as a symbol of solidarity among all peoples and nations. IAVE invites the global volunteer community to study, discuss, endorse and bring into being this Universal Declaration on Volunteering.

About Volunteer Wellington

Volunteer Wellington is a community organisation that focuses on championing volunteering and building the capacity and capability of communities in greater Wellington. We work with 400 community-based agencies providing a diverse volunteer workforce needed to sustain their services and advance their mission and cause. We provide advice, mentoring, and professional development in the management of volunteers and equip community organisations to develop effective and inclusive volunteer programmes.

Volunteer Porirua and Volunteer Hutt

These branches of **Volunteer Wellington** have been established to meet the needs of the diverse communities of the Porirua and Hutt Valley regions.

What we do

- Maintain a comprehensive range of quality voluntary opportunities from our network of non-profit organisations
- Recruit and refer volunteers to roles suited to their interests and goals
- Advise, train and mentor voluntary organisations in the management of volunteers
- Promote the benefits and value of voluntary work
- Promote and support the role and value of managers/leaders of volunteers by offering professional development, networking opportunities and special events
- Support networks of volunteers and voluntary organisations in the Wellington region
- Promote and facilitate employee volunteering

Our Vision and Mission Statement

Vision – A strong and connected community and voluntary sector.

Mission – To connect and build capacity and capability of the community and voluntary sector; to advocate for and champion volunteering in the Wellington region.

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Our guiding principles

These are based on our values which are: Respect, Diversity, Confidentiality, Flexibility, Integrity, Inclusiveness.

1. Volunteer Wellington Te Puna Tautoko is a catalyst for community involvement – a continuous source of support for the community.
2. Volunteering is 'meaningful purposeful activity'. Our aim is to create and develop innovative ways of matching and connecting people to quality voluntary roles in the community that meet the needs of the volunteer and organisation.
3. We acknowledge that all motives for volunteering are valid.
4. We are committed to being a leadership organisation for volunteering which connects and strengthens communities needed to build a healthy and sustainable society.
5. We are committed to diversity in all areas of our work. By working with diverse cultures and perspectives our organisation is more effective in meeting the needs of our stakeholders.
6. We promote, support and advocate for effective volunteering, accessible to all, ensuring all members of society are encouraged to participate in community life.
7. By recognising the importance and value of the role of managers/leaders of volunteers we are contributing to a dynamic volunteer workforce and building community capacity.
8. The spirit of the Treaty of Waitangi is a continuous source of inspiration in all aspects of our work.

Charitable Trust

Volunteer Wellington is an incorporated Charitable Trust registered in Wellington in August 1992. **Volunteer Wellington** is recognised by the IRD as a charitable organisation.

Board of Trustees

Volunteer Wellington has a Board of Trustees who meet monthly. The current Trustees are: Ming-chun Wu (Chair), Debbie Gee, Tracy Johnson, Jordan Lankshear, Ben Reddiex, Anton Samoilenko, Raewyn Sinclair, Fiona Smith.

Volunteer Wellington – Your community connector

Thank you for your interest in the services that **Volunteer Wellington** provides to help with the valuable work you do in the community.

Volunteer Wellington operates as a "connecting service" for non-profit agencies, assisting them in securing the time and talents of volunteers. **Volunteer Wellington** refers individuals to voluntary positions that provide opportunities for work experience, gaining new skills, new ideas and the chance to make a difference in the community.

We provide training in management of volunteers, organise network forums for managers of volunteers and offer an advice and consultancy service in the establishment of volunteer programmes. In addition, we facilitate employee volunteering to promote business involvement in the community and foster a more civil society.

We look forward to being of assistance to you.

Benefits of membership

Volunteer Wellington membership gives access to ...

- A volunteer recruitment and referral service both in person and online. You may list roles for as many volunteers as you need for the one annual registration fee.
- Advertisements for volunteers in local community papers, through social media, our website and elsewhere to widen the pool of volunteers referred to your organisation.
- An advice and consultancy service in all aspects of volunteering and the management of volunteers.
- Involvement in the Member Organisation Liaison Programme, where our representatives visit member organisations to help identify volunteering needs, provide on-site support and facilitate specialist assistance where appropriate.
- Training and networking opportunities for managers/leaders of volunteers – we inform you of seminars, forums and training programmes specifically for the voluntary sector through our newsletter, website, social media and email.
- Employee Volunteering (EV). Through the EV programme, **Volunteer Wellington** facilitates teams of employee volunteers to volunteer with community organisations. Assignments range from practical projects, e.g. painting or overhauling the gardens, to more business oriented tasks like designing a website, developing a marketing or publicity plan, etc.
- Bi-monthly newsletter *Connector* keeping you up to date with the latest information, issues and events.
- Involvement in our *Monthly Volunteering meetup* at the Southern Cross where our members have the opportunity to promote their organisations and voluntary roles to a diverse range of volunteer seekers.
- Promotion of your voluntary roles to groups that Volunteer Wellington staff present to including universities, schools and service groups.
- Involvement in our Peer Mentoring programme where we connect you with an experienced and skilled mentor
- Access to Managers of Volunteers peer support groups that meet monthly to share best practice, ideas and provide collegial support.

To register your organisation with **Volunteer Wellington** visit our website

www.volunterwellington.nz

and complete the online registration forms.

Once we have received your registration and membership fee payment you can begin to use our services.

Policies on registered organisations

1. **Volunteer Wellington** shall register as members any non-profit or charitable organisation or groups, but not individuals, offering volunteer placement provided that such groups have sound volunteer management practices.
2. Organisations with multiple branches or projects in separate locations must register each individual branch or project individually.
3. Member organisations are expected to provide all volunteers with role descriptions, training, supervision, support, recognition and the reimbursement of agreed out-of-pocket expenses.
4. Organisations must comply with all applicable legislation including but not limited to the Human Rights Act 1993, the Privacy Act 1993 and the Health and Safety at Work Act 2015 for registration with **Volunteer Wellington**.
5. Organisations must have a current Health and Safety policy and plan, and provide induction including Health and Safety training for all volunteers
6. Member organisations shall be required to provide a referral contact and relevant information for volunteer referrals.
7. Volunteers shall be referred to member organisations to supplement, extend or reinforce services, and shall not take the place of paid staff or fill positions for which funding is available or was a paid position within the previous six (6) months.
8. Institutions e.g. hospitals and educational bodies, shall only be registered where the voluntary positions on offer are best carried out by a volunteer. This might include one-to-one befriending, reading, etc.
9. Organisations wanting to access **Volunteer Wellington's** services will be required to pay the current registration fee, which is set annually by the Board of Trustees.
10. **Volunteer Wellington** retains the right to waive the registration fee of groups or organisations which do not employ paid staff, and have minimal available funds. Application for a waiver of fees is to be accompanied by a current Financial Statement and, if in first year of operating, a projected Budget.
11. Organisations must have their own interview selection procedures in place and are expected to inform the volunteers and **Volunteer Wellington** of their decision.
12. The decision to appoint a volunteer is the responsibility of the member organisations. **Volunteer Wellington** does not accept responsibility for performance of the volunteers or for the accuracy of the information supplied by the volunteers.
13. Organisations are responsible for maintaining adequate and appropriate insurance policies for the work to be undertaken by volunteers, including but not limited to public liability insurance. **Volunteer Wellington** does not accept any responsibility in this area.
14. **Volunteer Wellington** reserves the right to decline any membership application. It can remove or suspend membership of organisations that do not meet the above criteria.

Code of practice for volunteers

To promote excellence in service and maximise the quality of my experience as a volunteer, I will:

- Recognise my own motives for being a volunteer and ensure the organisation is aware of these.
 - Seek volunteering opportunities appropriate to my skills, interests and aspirations.
 - Be committed to give high quality service.
 - Consider opportunities for training and personal development.
 - Carry out all volunteering I agree to do responsibly and ethically.
 - Speak out about any concerns that might affect my work relationships or quality of service.
 - See myself as a valued team member with the right to contribute to decisions which affect my volunteering and I will value and support other team members.
-

Code of practice for volunteer-involving organisations

To promote excellence in service and maximise the quality of volunteers' experience, this organisation will:

- Empower volunteers to meet their own and the organisation's needs.
- Offer volunteers opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with role descriptions and orientation to their work and the organisation.
- Offer training and support for volunteers to achieve personal and work goals.
- Provide an induction that includes Health and Safety training for all volunteers.
- Implement policies and procedures to safeguard volunteer safety and well being.
- Offer reimbursement to cover out-of-pocket expenses.
- Recognise volunteers as valued team members with opportunities to participate in relevant organisation decisions.
- Provide mechanisms to acknowledge contributions made by volunteers.
- Undertake a robust recruitment and selection process to ensure that volunteers are recruited into appropriate roles.

Guidelines for appropriate volunteer positions

*Organisations face significant challenges in determining what positions are appropriate for volunteers. Outlined below are factors that **Volunteer Wellington** considers when listing a voluntary position.*

Factors which tend to make the involvement of volunteers appropriate

- Where the work is for the benefit of voluntary, not-for-profit charitable organisations
- Where the role will not require more than 15 hours per week
- Where new areas of work are being explored and volunteers may pave the way for the creation of new roles
- Where there is an agreement within the member organisation about the nature and purpose of the volunteer involvement, including the principle of entitling volunteer staff to the same employment practices and benefits as paid staff
- Where paid staff acknowledge the value of volunteers' contributions and adequate resources are made available to support, supervise and train the volunteers
- Where there is an opportunity for the volunteer to benefit from the work by achieving personal goals
- Where a task can be carried out better by a volunteer than by a paid staff person. This might include one-to-one befriending, advocacy, visiting, etc.
- Where a distinct area of work can be identified for which the volunteer can take responsibility and which complements or extends the work of paid staff

Factors which tend to make the involvement of volunteers inappropriate

- Where the work is for the benefit of a profit-making organisation
- Where the volunteer receives remuneration implying low-wage status rather than voluntary work
- Where the work will typically require more than 15 hours per week
- Where the work is normally considered to be the responsibility of a statutory service, e.g. nursing care, teaching, etc
- Where the volunteer would be undertaking work which is the subject of an industrial dispute
- Where the volunteer would displace a paid worker
- Where the involvement of volunteers would jeopardise the wage or employment conditions of paid staff
- Where there is a disagreement within the client organisation about the nature and purpose of volunteer involvement

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- Where there are insufficient resources to provide proper support, supervision, training and workspace for volunteers
- Where there is no money available to pay volunteers out-of-pocket expenses or provide appropriate insurance cover
- Where the work offers no rewards to the volunteer, e.g. work is too demanding, tedious, dirty and unpleasant and the volunteer does not have an opportunity to achieve personal goals
- Where unacceptable risks to health and safety are involved, e.g. physically dangerous work, potentially violent work, etc.

Tips for completing the 'Request for Volunteers' form

- Give as much information as you can about the volunteer(s) you need. The more information you can provide, the easier it is to find you the right volunteer(s).
- A **Request for Volunteers** form is required for every different voluntary position that you want filled. If you have one position that you want three volunteers to do, only complete one form but if you have three different positions complete three different forms.
- A volunteer should not be requested for a position that is in excess of 15 hours per week.
- Make the position a "job share" if it requires a considerable amount of hours. You are more likely to get five people to do a 10 am–1 pm shift one day a week (i.e. 1 person = 3 hours) than to get one person to work 10 am–1 pm Monday to Friday (1 person = 15 hours).
- Ensure the position is interesting, challenging and fun. Volunteers want to develop their skills, meet people, contribute to their community and enjoy their work.
- A volunteer should not displace a paid worker.
- Voluntary positions are to be open to any gender or age group. However, occasionally there will be a reason why the request must be specific.
- Please allow a reasonable amount of time for us to fulfil your request for volunteers. Forward planning of your volunteering needs will assist us in providing you with volunteers when you need them.
- Think about the work you do. Is there any project you have wanted to commence, but had no one available? Are there any discrete tasks that paid staff do – e.g. filing, word processing, writing media releases, answering telephones etc, that could be assisted by a volunteer? For example, a volunteer could assist a field worker with their administration work.
- Visit our website to complete the Request for Volunteer form online
https://www.volunteerwellington.nz/index.php/find-volunteer/vol_request

Forms to be completed online at www.volunteerwellington.nz

- **ORGANISATION REGISTRATION** – provides us with valuable information about your organisation.
- **MEMBERSHIP FEE** – payment of the membership fee MUST accompany all new registrations (unless a waiver has been requested from **Volunteer Wellington's** Board of Trustees). For this fee you can request as many or as few volunteers as your organisation requires, 5 volunteers or 50 volunteers!!
- **ACCEPTANCE OF POLICIES FOR REGISTRATION** – legal requirement.
- **REQUEST FOR VOLUNTEERS** – this will assist us in finding appropriately matched volunteers. Keep a copy as a master to photocopy as required.
- **REQUEST FOR EMPLOYEE VOLUNTEERING TEAM** – we will facilitate a group of business employees to undertake a project for your organisation.

Should you require a speaker to attend one of your meetings to explain the function of **Volunteer Wellington** and the benefits of registering, please contact the office to arrange.

If you have any queries regarding the work we do or about your registration, please do not hesitate to contact us on 499 4570.

Once you have completed the online registration we will email you an invoice for your membership fee.

Note: Application for waiver of fees from organisations with no paid staff and no funds should be directed in writing to **Volunteer Wellington's** Board of Trustees. Please enclose your latest Annual Report including current audited accounts.



Membership Fees

1 APRIL–31 MARCH

ORGANISATIONAL MEMBERSHIP

Non-profit organisations

- \$50 Gross income up to \$ 5 000
- \$80 Gross income between \$ 5 000 and \$ 49 999
- \$115 Gross income between \$ 50 000 and \$ 99 999
- \$145 Gross income between \$ 100 000 and \$ 199 999
- \$185 Gross income between \$ 200 000 and \$ 299 999
- \$235 Gross income between \$ 300 000 and \$ 499 000
- \$265 Gross income between \$ 500 000 and \$ 999 000
- \$320 Gross income greater than \$1 000 000
- \$265 Organisations with two to five registered branches or subsidiaries
- \$320 Organisations with six or more registered branches or subsidiaries

Please pay by direct credit into bank account: ANZ Bank: 06 0513 0116471 25

Please put your organisation as a reference. Thank you.

Due date 20 April.

Membership fees are GST inclusive.

Please email info@volunteerwellington.nz if your contact details have changed.

Volunteer Wellington is an Incorporated Charitable Trust registered in August 1992. The centre is recognised by the IRD as a charitable organisation. It is exempt from income tax and donations received are tax deductible to the donor.

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GST Number 60-025-983

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