

# Kaibosh Volunteer Agreement

## Values

Kaibosh encourages staff, volunteers, and trustees to be courageous, compassionate, smart, genuine and independent.

## Position

By volunteering, you acknowledge your commitment to fulfil the duties outlined in the applicable Volunteer Job Description. You understand and accept that no compensation will be provided for your services. It is understood that Kaibosh reserves the right to modify these tasks and will communicate any changes to you accordingly.

## Code of Conduct

- By becoming a volunteer at Kaibosh you are agreeing to work within Kaibosh's values, policies, and guidelines.
- While working as a volunteer, you must act in the best interests of Kaibosh, be friendly, and a good team player. Professional behaviour and attitude is required when you are dealing with food donors, charities, other volunteers, staff or contractors of Kaibosh. 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.
- Kaibosh is a collaborative environment, being able to work as part of team and communicate well with other volunteers is essential. At times volunteering will also involve working independently
- You agree to treat Kaibosh property with care and respect.

## Training

Before you start in a role at Kaibosh, in order to ensure your safety and the safety of others, we require you to attend relevant training or inductions. If systems or procedures are updated in the future, we may need you to attend further training.

## Remuneration / benefits

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

## Age Limit

To be eligible to volunteer with Kaibosh you must be 16 years old or older. If you are under 16 years of age you will need to be accompanied by a parent, companion, support worker, or youth worker.

## Staff and volunteer food policy

All food donated to Kaibosh 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 or is in the Pātaka Kai box(s). These may be operating at our Kaibosh sites, overseen by operations management staff. If you are in need of food assistance, please contact the Volunteer Manager who will connect you with a service that can help.

## Communication

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

## Media and open days

Every now and again Kaibosh needs to film or photograph our work in action, and this often takes place during volunteer shifts. As well as this, a few times a year Kaibosh hosts open days to showcase our work, which involve guests watching volunteer shifts take place.

The photos may be used on Kaibosh digital or print materials. But at any point volunteers included can request the photos are removed from future use. 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 Kaibosh volunteers are covered by the Privacy Act 2020. Your information will only be used for the purpose for which it was intended. Kaibosh 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.

Your information will be stored on a database only accessible by the certain staff. Any paper copies containing personal information will be stored in a locked cabinet. Any confidential and/or personal information that is no longer needed, will be archived or disposed of in way that maintains confidentiality.

If you wish to see what information Kaibosh has collected, or you wish to change any information, please contact one of the staff. You are also welcome to see a copy of Kaibosh's Privacy Policy.

## 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 let the Volunteer Manager know as soon as possible so cover can be organised.

### Other commitments

Kaibosh appreciates that you volunteer your time and will do our best to be flexible if you have another commitment that comes up, e.g. special occasions, travelling out of town. In such a case, you agree to let the Volunteer Manager know 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 let the Volunteer Manager know **at least 3 working days in advance** if you are not available to attend a rostered shift. Missing shifts without notice means your team members carry your workload. Teamwork is really important to us at Kaibosh.

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, Kaibosh reserves the right to end this agreement.

## **Confidentiality**

When you have access to confidential information, please keep it under wraps. Avoid sharing it with others or using it for personal gain, whether during your volunteer term or afterward. Confidential information includes volunteer personnel records, food volume information from food donors and company partner charities, as well as funding and donor details. If in doubt, ask the Operations Manager.

## **Proprietary Rights**

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

## **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 Kaibosh's health and food safety procedures.

## **Smoke-free**

Kaibosh has a smoke-free work environment. You agree to not smoke or vape in or around Kaibosh.

## **Security**

You accept that at all times the Kaibosh property under your care must be safeguarded against any loss or misuse. You will ensure that all reasonable steps are taken to protect Kaibosh property and keep it secure or locked. If you are provided with security access into Kaibosh'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 or Chief Executive.

## **Ending the agreement**

Should you wish to resign/leave your Volunteer position, you are required to give at least one week's notice to your Volunteer Manager. If we send you a feedback form, we would really appreciate you filling it out, so we can continue to improve the volunteering experience at Kaibosh.

## **Kaibosh's commitment**

- Kaibosh will treat you as a valued team member alongside staff and other volunteers.
- Kaibosh will provide clear descriptions of volunteer roles and responsibilities.
- Kaibosh will provide relevant information about the organisation, orientation, training, and when required, support and guidance.
- Kaibosh will provide a safe working environment, and communicate regular health and safety updates in person and via Volunteer Newsletters
- Kaibosh will provide opportunities for Volunteer input into organisational planning, operations and evaluation.
- Kaibosh will acknowledge and recognise the contribution of volunteers to the organisation.
- Kaibosh will provide access to all relevant policies and procedures.
- Kaibosh acknowledges that volunteers have the right to end their support without feeling guilty.