



INFORMATION FOR VOLUNTEERS



CFANZ INFORMATION PACK FOR VOLUNTEERS

- ♦ The cause
- ♦ The people
- ♦ Our activities
- ♦ Examples of volunteering
- ♦ Policies relevant to volunteers
- ♦ Code of conduct
- ♦ Police checks in certain circumstances
- ♦ How to feedback/ complain
- ♦ A response form

Firstly, and most importantly, Thank You.

The Cystic Fibrosis Association of New Zealand, (CFANZ from now on, as it is easier to say!), wishes to thank you for choosing to assist us by volunteering for our organisation.

WHO ARE WE? THE CAUSE

CFANZ was formed in 1968 by a group of individuals and families affected by Cystic Fibrosis (CF). The Association has a mission *“to ensure increased life expectancy and improved quality of life for present and future people with Cystic Fibrosis and their families; And through research to achieve better control and ultimate cure for the illness.”*



From these beginnings CFANZ has grown to serve approximately 430 people with CF in New Zealand, supporting them, their families/whanau and communities.

This support comes in many forms, from Fieldworkers and Assistance Programmes to Education and Advocacy. CFANZ provides these services with the help of six staff members and twelve provincial branches staffed by member volunteers.

WHAT DO WE DO? OUR PEOPLE AND OUR ACTIVITIES

Our Fieldworkers (we currently have two) are a huge asset to the organisation and they provide a variety of services such as:

- Social support, information and counselling
- Applying for Agency assistance from Work and Income NZ, Ministry of Health, local CF branches or CFANZ National Assistance Programmes
- Supporting families when attending clinics, and during those tougher times when a caring person who understands the specific difficulties associated with CF is just what is needed



The National Office provides a range of support: financial, physical and emotional, through various other activities.

The Chief Executive works with government agencies to increase their awareness of the Association's needs and those of the people we serve. Keeping a finger on the pulse of the community and finding the areas where we can assist those in greatest need.

The Administrator does our bookwork and maintains the National Assistance Programme which provides a wide range of financial supports for those affected by CF, such as:

- Physical Activity Grants (Breath4CF) to encourage physical activity
- Hospital Allowance for those attending hospital away from home base
- Vouchers to assist with supplementary food and petrol vouchers to assist with getting to clinic
- Tertiary Education Grants to assist CF people with undertaking further education
- Allied Health Education to assist with education and upskilling of our CF health professionals

All of these programmes need adequate funding to sustain and with only a small portion met by government, we also have on staff, one Fundraiser. This staff member is really good at getting money from funding providers and attracting individual and corporate donors.

The twelve provincial branches of CFANZ play a huge support role, they are the “johnny-on-the-spot” when it comes to providing assistance and they are all incredibly knowledgeable about CF as most of our members are either people with CF or their families/whanau.

Branches assist with equipment needs and provide support during periods of hospitalisation or unwellness. They also take part in local fundraising and raising community awareness of Cystic Fibrosis.



WHAT CAN YOU DO TO HELP? EXAMPLES OF VOLUNTEERING

There are many ways volunteers can assist in an organisation such as ours:

- Becoming a member of your local branch and participating their activities. If you are interested you could join the branch committee in any of the roles, such as:



Chairperson – The 'leader' of the Branch; the Chairperson is responsible for ensuring that their branch is looking after their members in an appropriate way and that fundraised money is being spent on those in most need of assistance.



Secretary – The paperwork specialist; the secretary ensures that emails and communications go out regularly to the branch membership and that the branch membership list (database) is kept up to date and accurate



Treasurer – Balances the books; this position is responsible for maintaining an accurate, up to date and easily understood record of incoming and outgoing money from the branch.



Newsletter Editor – Producing a regular newsletter keeping the membership up-to-date with the branch goings-on.



Fundraising Coordinator – working with a committee to come up with new ideas and work on raising funds for the branch; this person will need to be a 'hands-on' organiser, who is able to delegate and motivate others to help



Welfare Coordinator - the first point of contact for any incoming requests for assistance; this person may also liaise with the Field Worker for your area, and acts as a point of contact for members needing information or financial/emotional help



Grant Applications Coordinator - requires someone with an eye for detail and an organised mind, as it involves filling in forms and getting written information and quotes to apply for funding from various sources

- Run or assist with an fundraising event

- Participate in our Awareness Week activities, such as being a member of the 'bucket brigade' in a Street Appeal or distributing Awareness Week posters.
- Provide support at local events run by the local branch or by National Office
- Sell raffle tickets in the CFANZ National Raffle
- Are you an Accountant (or a retired one) who can review or audit branch financial reports?

WHAT DO WE NEED TO TELL YOU? POLICIES RELEVANT TO VOLUNTEERS

As with all jobs whether you get paid for them or not, there are always a few rules and expectations. These are to give you guidelines for your interactions with others you will meet in your role.

Identification

When representing CFANZ or one of its branches, particularly during street appeals such as Awareness Week, you should be identified appropriately. This will vary from branch to branch but will take the form of a ribbon or sash, letter of appointment from branch executive, official bucket stickers (CFANZ) on collection buckets or other readily identifiable apparel.

Health & Safety

CFANZ and its provincial branches have a responsibility to all volunteers to provide a safe workplace, within the confines of good practice and by taking all practicable steps to identify potential hazards. This means that we (CFANZ and its Branch Officeholders) will do everything that is reasonable to eliminate hazards from your workplace, and where hazards cannot be eliminated, to reduce the potential harm, or to stop the activity.



Depending on the activity you are undertaking this may involve you completing some training.

It is important that you keep yourself safe during any activity that you carry out on behalf of CFANZ or its branches. If at any time you feel unsafe (physically or emotionally), remove yourself from the situation and inform your local branch committee of the problem at the earliest opportunity.

CFANZ does not condone any unsafe practices and you should not participate if you feel in any danger.

If you have an accident or injury or a 'near-miss' to serious injury during your time as a CFANZ volunteer we would like you to report the incident to your local branch so that appropriate protection can be put in place for future volunteers.

Police Vetting

For your protection and to protect others in the CF community, if you choose to take a leading role in the Association or your branch, you may be requested to participate in a standard NZ Police check.

Payment and Reimbursement of Expenses

As a volunteer you will not be paid for your work contribution, but you are not expected to pay either. If you expect to incur costs that you would like to have reimbursed, these must be approved by your local branch or CFANZ **prior** to expenditure. A nominal limit will be imposed on expected costs, and an application accompanied by the appropriate receipts will need to be presented for reimbursement.

Behaviour / Code of Conduct

This Code of Conduct describes standards of behavior that are expected of members and volunteers of The Cystic Fibrosis Association of New Zealand.

- Act in a fair, honest and proper way:
 - Be honest and fair in all your dealings
 - Behave in a way that maintains and builds the reputation of CFANZ
 - Make decisions impartially, and accept responsibility for your decisions
 - Respect and follow Association policies
 - Do voluntary work for CFANZ without desire for personal gain.

- Create and maintain good relationships with each other and with the public:
 - Behave politely, sensitively and respectfully
 - Value differences and behave in culturally sensitive ways
 - Avoid behaviour that could be considered harassment, exploitation or discrimination
 - Recognise and respect other's roles, contributions, experiences and skills
 - Recognise and respect different opinions, and support the right of all points of view to be heard.
- Protect information, funds and assets of CFANZ:
 - Use information, funds and assets for the business purpose and not for personal gain
 - Respect and maintain confidentiality as appropriate, both during and after your connection with CFANZ
- Follow the Media Relations Policy – CFANZ Policy Document
 - *“Policy: All media comment and enquiry on issues of national activity, position and policy must be referred to the Chief Executive in the first instance who will then ascertain the most appropriate person to provide information or comment on specific issues. In the absence of the Chief Executive, the Chairperson will assume this role. Where neither the CEO nor the Chairperson is available, no comment is to be made*
 - *This policy does not preclude Branch Chairpersons or their nominated representative from engaging in ad hoc promotional opportunities such as cheque presentations/ local community news stories”*
- Disclose any potential or actual conflict of interest
 - Any member seeking election or appointment to an office in the CFANZ or its branches must disclose any interests that will interfere, appear to interfere or have the potential in interfere, with the interests of the CF Association.
- Breach of the Code of Conduct
 - If anyone considers that a member or volunteer of the CF Association has breached this Code of Conduct, they should inform their local branch, or the Chief Executive.

HOW CAN I HAVE MY SAY? FEEDBACK/ COMPLAINTS



An important part of any service is the ability to respond to feedback from its participants and recipients, whether this feedback is positive or negative.

All feedback is taken seriously, and accordingly all feedback is directed to the Chief Executive or the Board Chair.

Of course we all prefer positive feedback so if you have something that you wish to mention, maybe a project that is too big to handle by yourself or your branch, the magical money-making fundraising idea or just a 'bouquet-of-roses' to someone who has done a great job, we want to hear. Our contact details are at the back of this booklet.

Equally important, if you need to bring a 'negative' to our attention, there is an official policy for the ways in which complaints are to be handled. Please refer to the excerpt from the CFANZ Policy Document below, and direct your correspondence to the correct office.

Excerpt from the CFANZ Policy Document

External Complaints

Policy: Where a serious complaint is received from the public or a member of the medical fraternity, regarding the conduct of a person associated with the CFANZ, either in a voluntary or paid capacity, except the Chief Executive, the Chief Executive shall investigate the complaint and provide a report to the Board and appropriate action shall be taken*

** A serious complaint is one that is defined as:*

- Having a profound impact on quality of service*
- Involving serious misconduct by any staff, board member or volunteer*
- Having the potential to be damaging to the reputation of the Cystic Fibrosis Association or its members*
- Having a serious or lasting effect on the wellbeing of a person with CF or their family*

Policy: Where a complaint is received regarding the conduct of, or services provided by, an external agency, health provider or other entity; the Chief Executive shall investigate the complaint, confer with other staff or the Board Chair and shall determine the best course of action.

At no time shall a voluntary branch member, attempt to address serious complaints at branch level. All complaints are to be referred to the National Office for investigation and action

Internal Complaints

Policy: All internal complaints regarding the conduct of staff shall be directed to the Chief Executive in the first instance. The Chief Executive shall determine the best course of action in each case.

Policy: All internal complaints regarding the Chief Executive shall be directed, in the first instance, to the Board Chairperson, who shall determine the best course of action

Policy: All internal complaints regarding the conduct of branch members should be directed either to the Chief Executive or the Board Chairperson, in the first instance, for action.

All letters of complaint addressed to the Chair will be given to the Board for consideration. Relevant information will be gathered and the Chair will ensure that the Board have sufficient information and time to consider the complaint or issue in a fair manner

WHAT DO YOU NEED TO DO NOW? THE VOLUNTEER APPLICATION FORM

Thank you for considering volunteering for the Cystic Fibrosis Association of New Zealand. The information in this form is being collected to enable us to make better use of your volunteer time and energy. Only staff from the National Office and your local branch Officeholders will have access to this information.

Personal Details

Title First Name Last Name

Address

.....

..... Postcode

Phone (.....)..... Mobile

Email

Why do you want to volunteer for CFANZ?

What skills and experience could you bring to our organisation?

Where did you see or hear about this volunteer opportunity?

What amount of time would you like to commit each week / month?

Are you likely to be able to volunteer for more than one year?

Do you have any health conditions that would affect your role as a volunteer? (this is so that we don't give you a job that you physically cannot do)



Emergency Contact Details

Title First Name Last Name

Address

.....

..... Postcode

Phone (.....)..... Mobile

Email

If you are not known to members of your provincial branch of CFANZ, please provide the names and contact details of two referees

Title First Name Last Name

Address

..... Postcode

Relationship Years known

Title First Name Last Name

Address

..... Postcode

Relationship Years known

If required, I would be happy to participate in a police check Yes / No

Signed Date

Please give this form to a member or your local branch or mail it to:

Cystic Fibrosis Association of New Zealand, PO Box 8241, Riccarton, Christchurch 8440

We take your privacy seriously. CFANZ abides by the Privacy Act 1993 in its dealings with members, volunteers, staff, supporters and the public. Information on this form will be recorded in our CFANZ database and forwarded to your local branch. You may contact us at anytime to view stored information.

CONTACT US

CYSTIC FIBROSIS ASSOCIATION OF NEW ZEALAND

1st Floor, Broadway; 62 Riccarton Road, Christchurch
PO Box 8241, Riccarton, Christchurch 8440

Chief Executive

Kate Russell

Ph 03 341 8024, Fax: 03 341 8025, Mob: 021 452 831
Email: kate@cfnz.org.nz

Board Chair

Jane Drumm

Ph: 09 817 4753
Email: drummsj@ihug.co.nz

Administration

Julie Clemett

Ph 03 341 8014, Fax: 03 341 8025,
Email: julie@cfnz.org.nz

Fundraising & Event Coordinator

Caroline Wagteveld McKenzie

Ph 03 341 8026, Fax 03 341 8025, Mob: 0274 168 796
Email: caroline@cfnz.org.nz

www.cfnz.org.nz