Welcome Aboard

Volunteer Agreement



COASTGUARD NEW ZEALAND

THE CHARITY SAVING LIVES AT SEA

VOLUNTEER: _____

AGREEMENT AND CODE OF CONDUCT FOR COASTGUARD VOLUNTEERS

INTRODUCTION

We would like the time you spend volunteering with us to be as successful and mutually beneficial as possible. To help you get the most from volunteering with us, it is important that we let you know a bit about how we do things around here.

Therefore, in order to enable you and Coastguard to successfully work together it is always a good idea to understand your role, responsibilities and the support you should expect from us to enhance your volunteer experience.

This document will formalise the agreement between you and CNZ and be effective from the date you start as a volunteer with us. This agreement will stay in force until it is replaced by either CNZ or you decide to end the relationship.

AGREEMENT INTERPRETATION

This is not an employment agreement. You agree that you are a person who chooses to work for the good of the community or public benefit, and who is not paid or otherwise rewarded for the work and do not expect to be.

When we are referring to Coastguard, we are referring to Royal New Zealand Coastguard Inc. This includes all entities, functions and activity groups (including but not limited to the local Unit).

The term “we”, “our”, “us” and “CNZ” refers to Coastguard; and

The term “I”, “you”, “me” and “your” refers to you as a Coastguard volunteer.

YOUR ROLE

You will start off as a probationary volunteer and through training and experience, your role will change as your knowledge and skills develop. All roles have specific expectations and requirements which will be discussed and explained to you as you progress.

We always aim to match volunteer’s skills and interests with the right role; however, it is important to note that from time to time you may be asked to help with other duties or work.

MUTUAL COMMITMENTS

Coastguard works to treat all volunteers and paid staff equally, and we are committed to being fair and reasonable in every aspect of our relationship with you. We rely on the valued contribution of all our volunteers and staff and we will do all we can to maintain a positive, safe and healthy workplace and culture. In turn, we expect you will work collaboratively with everyone in a spirit of cooperation, caring and mutual respect; that you will carry out your role to the best of your ability and always demonstrate our values;

You also agree to maintain Coastguard's positive reputation and image in all your transactions and do not do anything at any time which might negatively affect this.

Our policies and procedures are established to ensure we do things consistently across the organisation and all volunteers agree to adhere and familiarise themselves with them; these are regularly reviewed and are available on SharePoint or ask your training officer for more information.

We also do our utmost to develop you in your role and support you with professional and personal development and training. This includes reviews and evaluations to enhance your job effectiveness and enjoyment.

YOUR COMMITMENTS

As a Coastguard volunteer, I agree to:

- Carry out my role, duty or activity with due care and diligence in a safe, competent and effective manner
- Respect the rights, dignity, and worth of others;
- Be fair, considerate and honest in all dealings with others;
- Be professional, showing maturity and accepting responsibility for my actions;
- Provide quality service;
- Be a positive role model in the community;
- Ensure the privacy and confidentiality of all persons and adhere to any media policy or requirements including the use of social media;
- Advise my Unit if I become aware of any breaches of this or the CNZ Code of Conduct;
- Inform my Unit of any criminal charges laid against me or proceedings that may show up on a criminal record;
- Not publish or present publicly or in the media, including social media, my views that may be interpreted as being of those of Coastguard or a Unit;
- Not act in a way that may bring Coastguard or its stakeholders into disrepute;
- Respect the privacy and rights of others by not publishing, displaying, sharing, and promoting or cause promotion of any details, photographs, images of any search and rescue operations, without the express permission of the authorized person of the agency for whom the operation was performed. This includes all forms of electronic, print, social, radio or television media;
- Not be a bully or harass people or use offensive language;
- Respect and use all equipment appropriately and as required for my assignment;
- Keep myself and others safe by not carrying out my duties or engaging in any Coastguard activity when adversely affected by alcohol, drugs or other substances;
- Not unlawfully discriminate against anyone;
- Follow safe workplace practices, including participating in applicable training sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations;
- Take personal responsibility to ensure that I am fit and attend formal and informal training so that I am role competent, current, and ready to respond when required;
- Not use my membership for personal gain, commercial enterprise, or the promotion of professional services; and
- Recognise that I have a responsibility to adhere to the rules and procedures of Coastguard.

REIMBURSEMENT

We will reimburse you for any approved expenses or costs. This is designed to cover incidental costs of volunteering; it is not a form of payment or re imbursement for time given or work undertaken.

TIME OFF

If you are not available to attend your agreed duties or planned training, you need to advise the appropriate person as soon as possible, and prior to the event occurring. This person is likely to vary depending on your volunteer role, - e.g. Unit President, Skipper, Crew Manager, Duty Officer etc. Ask the person who met with you and signed this agreement who you should contact in these cases.

If you would like to take an extended break from your volunteer role, please discuss this with your Unit before you wish to commence your break.

CONFLICT OF INTEREST

You need to inform your Unit of any activities you are involved with that could be a potential conflict with your role with Coastguard.

CONFIDENTIALITY

Any information (as regards clients, customers and business matters) that you gain while volunteering with Coastguard must be kept confidential, even after your association with Coastguard ends. We request you respect the privacy of our clients, our supporters and our volunteers.
You must not make media statements or speak publicly about Coastguard unless you have our written consent.

CARE OF PROPERTY

You agree to take good care of Coastguard property, including equipment, uniform, materials, resources, buildings, vehicles and vessels.

CRIMINAL RECORD CHECK

We must ensure that satisfactory criminal reference checks are maintained and in signing this volunteer agreement you are consenting to Coastguard undertaking this process as necessary. You will inform Coastguard about anything that could potentially impact on your association with us.

DRIVER'S LICENSE

If you are required to drive a Coastguard vehicle as part of your role, you must maintain a current, full, New Zealand driver's license and update Coastguard with any changes to its status. You must also meet any Maritime requirements.

UNIFORM

You will be provided with a uniform when you achieve operational crew. We request you keep the Uniform in good order and wear as defined by your Unit. We will issue replacement items as requested by your Unit.

MISCONDUCT

If we receive concerns or complaints about the ways you have carried out your duties, they will be investigated, with your full involvement. If the issue is serious and your actions/inactions are substantiated after an investigation, Coastguard may end your association. Serious action/s on your part could include, but are not limited to: serious breaches of Coastguard policy and/or negligence in

the performance of your duties; a conviction on any criminal offence (other than one that in the reasonable opinion of Coastguard does not affect your position); or acting in a way (including conduct outside your Coastguard duties) which it considers negatively affects Coastguard's business or reputation or the welfare or interests of its volunteers or staff.

RESOLVING RELATIONSHIP PROBLEMS

If you are concerned about your association with Coastguard, please talk to your Unit or the Regional Manager or the CNZ People Manager about it as soon as possible and ask for their support to address it. We will treat your complaint with respect and work to set in place a fair and timely process to help try and resolve the matter. You will be required to participate fully in the process and work with us to try and resolve things promptly and constructively.

MISREPRESENTATION

You acknowledge that you have given Coastguard accurate information as part of your recruitment and selection process and have not failed to disclose anything that, had we known, might have influenced our decision to accept you as a volunteer.

CHANGES TO THIS AGREEMENT

If we both agree to make changes to this agreement, these changes will be made in writing and signed by you and Coastguard.

ENDING YOUR ASSOCIATION WITH COASTGUARD

We ask that you give as much notice as possible if you wish to leave your volunteer role and/or end your association with Coastguard. Ideally you will discuss this with your Unit President and confirm it in writing. Written notification is the minimum requirement.

We encourage you to do an exit survey. This helps us understand what went well, what we can learn and plan to do differently as a result of your association with us. Your survey responses remain confidential unless you agree otherwise.

At the end of our association you will return to your Unit all property, equipment, including ID cards and Uniform. A suitable time to do this should be agreed with your Unit.

HEALTH SAFETY AND WELLBEING

Coastguard takes its responsibilities under the Health and Safety at Work Act 2015 very seriously. This means by volunteering for us, you agree to do everything you can to ensure your safety and wellbeing while you are volunteering; this also includes:

- Taking reasonable care that your acts or omissions do not adversely affect your health and safety or the health and safety of others.
- Using any personal protective equipment provided, making sure it's used appropriately, and reporting any defects promptly so we can address them.
- Ensuring machinery and equipment is used correctly and that all safety devices provided are used – and again, report any defective or broken equipment promptly.
- Reporting any hazard or incident into Vault promptly.
- Reporting any accidents or near misses in Vault within 24 hours (or less if instructed by your Unit).

- Complying, as far as you are reasonably able, with any reasonable instruction that is given by CNZ or Unit to allow the CNZ and Unit to comply with the Health and Safety at Work Act and Regulations.
- Co-operating with any reasonable policy or procedure of CNZ or the Unit relating to health or safety at the workplace that has been notified to volunteers and staff.
- Discussing any concerns with an appropriate person within your Unit. Please raise any symptoms of stress or depression with your Unit Welfare Officer or the CNZ People Manager so you can receive the right kind of support. If you believe you are being bullied or harassed please raise this with an appropriate person within your Unit or contact your Regional Manager or the CNZ People Manager for support.
- Finding out about our health, safety and welfare policies and procedures which can be found on SharePoint or ask your Unit Training Office for a copy.

FORMAL AGREEMENT

You understand and accept this agreement which describes the terms of your association with Coastguard and you will observe all the policies and procedures relevant to your role.

All volunteers are required to undergo appropriate background checks; these could include criminal record, driver's license, health screening, reference checks and credit checks. As these checks can take time, for some roles, you may be able to begin volunteering pending the outcome of these background checks.

Any offer of a volunteer agreement and/or continuing volunteer at Coastguard is subject to receiving clear background checks, Coastguard reserves the right to withdraw an offer of a volunteer role or terminate a volunteer agreement should any adverse result be achieved. If there is anything you are concerned about, please speak with your Unit Training Office or President; as adverse outcome of these checks may impact on your ongoing involvement with Coastguard.

I accept and understand the terms of this volunteer agreement.

Volunteer name: _____

Volunteer signature: _____

Date: _____