# Volunteer Agreement Form and Code of Conduct

Kia ora

Welcome to Blind Low Vision NZ.

Blind Low Vision NZ volunteers support services provided across the organisation, which promote the well-being and independence of people who are blind, deafblind or have low vision.

The aim of this agreement is to ensure that the partnership between the volunteer and Blind Low Vision NZ is based on clearly understood expectations, and is consistent with all current legislation).

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| Should I be accepted as a volunteer for Blind Low Vision NZ,  **I………………………………………of……………………………………………….agree to the following:** |  |

1. **Volunteer Agreement Terms of Service**

The Blind Low Vision NZ will:

* Provide you with a clear outline of the volunteer task/s that will be undertaken and the expected results
* Provide support so that you can carry out this task effectively
* Provide a safe environment in which to perform your role
* Have clearly defined channels of communication about who you are responsible to
* Offer opportunities for alternative volunteer tasks if you decide to undertake a different or additional role/s
* Provide ongoing communication and information
* Reimburse agreed direct costs
* Respect your privacy and keep your information confidential.

I agree to:

* Complete all necessary paperwork for my volunteer role including a confidential Police check
* Participate in any initial or on-going training that will provide me with the knowledge and skills to undertake my volunteer task/s
* Meet the responsibilities and expected results of the volunteer task/s I agree to undertake
* Decline any task/s that I would not be comfortable undertaking
* Attend to my assignment at the agreed times and to provide adequate notice if I am not available, to the person I am responsible to
* Provide services in accordance with the Blind Low Vision NZ’s Code of Conduct, as set out below
* Inform the person I am responsible to if, after my acceptance as a volunteer, I am convicted of any criminal charges
* Provide early advice of any concerns directly related to my work to the person I am responsible to
* Comply with the health and safety requirements as relevant to my specific role.
* Inform the person I am responsible to - if, due to health problems, I am unable to complete an assigned task or operate a vehicle.
* Perform tasks only as assigned by Blind Low Vision NZ staff and not undertake any roles without discussion or consent from the staff coordinator.

1. **Code of Conduct**

**Be Informed**

* Know, understand and support the Blind Low Vision NZ’s mission, core purpose, values and strategies
* Become familiar with and follow Blind Low Vision NZ’s policies, procedures and guidelines
* Never use Blind Low Vision NZ property, resources, or funds for anything other than authorised purposes
* Be aware of and avoid conflicts of interest. (A conflict of interest is a situation where a volunteer’s responsibilities and/or decisions are, or might be perceived to be, affected by, another personal interest or involvement. If you are unsure as to whether a conflict of interest may exist you should seek advice from the person you are responsible to).

**Be Respectful**

* Uphold the values of the organisation and do not bring the organisation into disrepute through words or actions.
* Act professionally, honestly, conscientiously, reasonably and in the best interests of the Blind Low Vision NZ and its clients at all times.
* Do not engage in or condone any form of harassment or discrimination.
* Respect the privacy of individuals and use confidential information disclosed either directly or indirectly concerning Blind Low Vision NZ clients, staff, other volunteers and Blind Low Vision NZ activities **only** for the purposes for which it was intended. Maintain confidentiality at all times and in accordance with the Privacy Act 1993 (and/or it’s amendments)
* Treat people with whom you come into contact with during your volunteering with dignity and respect and do not discriminate against any person on the grounds of their disability, sex (including gender identity), race/colour, marital status, sexual orientation, age, beliefs, political opinion, ethnicity/nationality, employment or family status and in accordance with the Human Rights Act 1993 (and/or its amendments).

**Be Considerate**

* Identify yourself and others with you to clients or other people with whom you come in contact
* Wait to be invited into a client’s home when you call
* Tell clients, other team members or staff you are working with when you are leaving. Make sure they know when the next contact will be and confirm that this is convenient
* Do not act for a client without their knowledge or consent - always ask first
* Ask clients for their consent before making physical contact
* Do not abuse clients, staff or other volunteers physically, verbally, emotionally or in any other way
* Do not promote your own religious, creed, political viewpoint or opinions to others and respect others’ point of view
* Follow health and safety procedures and report any accidents, incidents or near misses to the person you are responsible to or a Blind Low Vision NZ staff member as soon as possible.
* Contact the person you are responsible if you have any queries or concerns relating to your role.

## Breach of this Agreement and/or Code of Conduct

I understand that any breach of this agreement may result in me being removed from my volunteer position.

**Declaration**

I agree to the terms of service outlined and accept the Blind Low Vision NZ Volunteer Agreement and Code of Conduct.

We agree to review this Agreement on       or earlier if either party so desires.

**Signed by Volunteer:**

**Dated:**

**Signed by Blind Low Vision NZ Staff:**

**Dated:**

Please note that this and any subsequent information collected by us is used solely by Volunteer Services and will be stored in accordance with the Privacy Act 1993.