

## Meeting Notes from Tautoko Network Meeting April 2019

### **VOLUNTEER MANAGEMENT IN A HEALTH AND SAFETY CONTEXT**

*Presenter: Cheryl Moffat, Coastguard*

#### *Inductions*

This is where the volunteer finds out:

- 'who we are'
- expectations
- who to go to – contact phone numbers etc

Board placements should also receive an induction – responsibilities, role of the Board, decision-making processes, etc. The result of induction is that people feel welcome – 'loved and valued'!

#### *Specific roles*

Ask what people want from volunteering – and why they are volunteering with your organisation.

#### *Health and Safety*

Record all health and safety training/inductions.

#### *Training*

If other training is offered to your volunteers, record it: practical and theory. Robust recording will highlight gaps and timely reviews.

#### *Recognition*

Acknowledge achievement – certificates at completion of training, for example.

Service awards – this requires robust record keeping!

Birthday cards or cards marking anniversary of starting volunteering – good ways to do this. During National Volunteer Week, Cheryl sends a letter to every volunteer to say THANK YOU!

#### *Policies*

Volunteers should have clear guidance (policies) around out-of-pocket expenses, what/how to claim.

#### *Duty of care*

Under the Health and Safety Act there are increased obligations on providing safe work spaces and support to paid and unpaid staff. View this holistically – Cheryl's Coastguard team, for example, is able to access counselling as part of a package which Coastguard provides – this is specifically offered if identified as a need following an incident within the volunteer role, but also available to the volunteer at other times. Organisations which provide this service include EAP

<https://www.eapservices.co.nz/> and Workplace Support <https://www.workplacesupport.co.nz/>

#### *Communication*

Keep people informed. Cheryl mentioned 'SharePoint' as one way to do this easily. Communication is essential to:

- maintain culture of the team
- remind re health and safety
- celebrate achievement
- advise of training/events coming up
- remind of member benefits

*Budget*

Ensure your organisation has a budget. Volunteers cost money!

- training
- recognition
- support

***Treat people well so they stay – it is cheaper to look after (and retain) than to recruit/recruit/recruit ...***