

## Volunteer Application

Contact Details			
Full Name:			
Address:			
Home Phone number:		Mobile Number:	
Email:			
Date of Birth (Optional):			
Emergency Contact:		Phone Number:	
Volunteer Information			
How would you like to help Hospice?			
What days are you available?		When can you start?	
What time of the day are you available? Please circle	Morning/Afternoon/Evenings (IPU only) Please give details		
Have you had any experience you think would be of particular benefit to Hospice?			
Do you have a clean current driver's licence?	Yes/No		
Do you have any medical conditions or physical limitations we should know about? If yes, please give details.	Yes/No		
Have you been convicted of a criminal offence? If yes, please give details.	Yes/No		
Please Supply One Referee/Not Required for Shop Staff			
Full Name:			
Address:			
Organisation and/or relationship to applicant:			
Home Phone number:		Mobile Number:	

## Declaration

**Please provide two forms of ID, one photographic e.g., drivers licence or passport and one proof of address.**

**If you will be driving for Hospice, please provide your drivers licence.**

I (full Name) ....., declare that all the information I have supplied is accurate, and give permission for Hospice Taranaki to contact my named referee if required and conduct a police check. I agree to abide by Hospice Taranaki's Volunteer code of conduct, code of confidentiality, code of dress and the purchasing criteria. I agree to participate in relevant training and attend any required meetings when possible.

Signed: ..... Date: ...../...../.....

### Contact Phone Numbers:

HospiceShop Westown 06 753 8640

HospiceShop Waiwhakaiho 06 7588647

HospiceShop Waitara 06 242 1006

HospiceShop Stratford 06 765 0900

HospiceShop Hawera 06 2784593

HospiceShop Warehouse Borrell Ave 06 753 2752

Te Rangimarie IPU 06 753 7830

## Volunteer Code of Conduct

### Introduction:

Hospice Taranaki Incorporated's (HTI) organisational mission is that we work in partnership with patients and their families/whanau to provide and influence best practice palliative care, support and understanding and that we will provide opportunities to live every moment in ways meaningful to those in our care.

The values of Hospice Taranaki are:



### Purpose:

The Code of Conduct sets accepted standards of behaviour that Hospice Taranaki (HTI) believes are essential for promoting harmony in working relationships, protecting the interests of its patients, clients, staff, volunteers, assets, and information to ensure effective and successful running of the organisation.

### Scope:

The Code of Conduct applies to all HTI volunteers.

### Hospice Values and Expected Behaviors:

The actions and behaviors described below are how we aim to contribute to all our relationships with our patients, clients, family/whanau, staff, and members of the public and form the core of this Code of Conduct policy. Therefore, we will work together by:

- Avoiding behaviour that might cause distress to or disrupt Hospice Taranaki (HTI).
- Avoiding discriminating behaviour or language in accordance with the Human Rights Act.
- Treating everyone with respect and dignity.
- Being supportive of work teams and accepting responsibility as team members.
- Understanding the need for confidentiality
- Applying the principles of the Treaty of Waitangi to all aspects of their role
- Displaying a high standard of personal presentation

Volunteers are committed and loyal to the vision, philosophy, and values of the organization. They inspire trust and communicate openly, honestly and with integrity and;

- All volunteer matters are conducted in good faith, in an open and truthful manner.
- Volunteers take responsibility for their own actions and decisions and challenge unethical or unprofessional behavior.
- Maintain open communication and share information where appropriate.
- Avoid oppressive, harassing, or overbearing behaviour or language.
- Shall protect the rights of others to privacy and confidentiality
- Shall behave with integrity, carry out assigned duties safely, faithfully, and expeditiously.

- All communication and dealings will be fair and transparent.

Each volunteer is committed to creating healthy and safe environments and understands that their contribution makes a difference to the lives and experiences of others.

- Volunteers will always consider the safety of themselves and others in the workplace.
- Volunteers will comply with instructions given for workplace health and safety, including the use of personal protective equipment supplied.
- Volunteers will support and promote actions and initiatives in the workplace which enable hazards and risks to be identified and isolated, eliminated or reduced.
- Volunteers will follow all relevant policies and procedures regarding health and safety, including reporting near misses, accidents, and staff deficits.

### **Code of Dress**

A tidy standard of dress is expected of volunteers, particularly in those roles which involve dealing with the public.

Tights and inappropriate t-shirts are unacceptable and appropriate safe footwear should be always worn.

When on duty name badges must be worn.

### **Code of Confidentiality**

Maintaining privacy and confidentiality is essential. Any Hospice Taranaki Inc. business including information concerning Hospice Taranaki Inc. employees or patients which I may become aware of during my volunteer work at the HospiceShop must be kept confidential.

### **Customer Service**

At all times a high standard of customer service is expected, should any difficulties arise with a customer the HospiceShop Manager should be advised.

### **Disciplinary Action**

For breach of our rules and procedures or for unacceptable behaviour, we have a disciplinary system designed to make you aware of what you are doing wrong and provide you ample opportunity to improve in appropriate circumstances. There are several options available within the disciplinary system. These include counselling, verbal warning, written warning, and dismissal.

### **Volunteer Rights**

As a HospiceShop volunteer you have every right to be treated fairly, courteously and with respect. A volunteer who feels any action taken by Hospice Taranaki Inc. is unjustified may contest the decision by appeal in the first instance to the Chief Executive Officer or to the Chairman of the Board of Trustees.

### **References:**

- Hospice Taranaki Incorporated *Code of Conduct* July 2020
- P021 Mission- Vision- Values Statement

### **Associated Documents and Supporting Information:**

- Harassment Policy (HR 008) Human Resources Manual, Hospice Taranaki
- Performance Management & Disciplinary Policy, (HR 010) Human Resources Manual, Hospice Taranaki
- Alcohol and Host Responsibility Policy (OW 093), Hospice Taranaki

**“Caveat:** *The electronic version is the master copy. In the case of conflict, the electronic version prevails over any printed version.*”



## Volunteer and Staff Retail Group Purchasing Criteria

- Only Site Managers or in their absence Team Leaders and Supervisors can price goods for purchase and complete sales. Receipts must be kept with the goods for proof of purchase. Purchases can only be made in this way from your main site of work.
- Items that are already priced and on shop floor may be purchased directly. The receipt must be attached to the items and be produced on request.
- Items that have not been priced must be priced by the Manager/Team Leader/Supervisor. The staff member/volunteer must put the items they wish to purchase in a bag labelled with their details. This bag will sit in a designated area waiting for pricing. Once priced the items can then be taken to the till and be paid for, again the receipt must be attached to the items and be produced on request. There is a limit of 10 unpriced items per shift. Purchasing of goods must take place at the end of the work shift.
- Only electrical goods can be returned for a refund as per our usual policy.
- Lay-by is not available.
- A register of staff/volunteers who have permission to take items from their site of work (to sort or price or list on Trademe etc.) will be created and held by each site manager. This will include vehicle details.
- Warehouse staff may purchase from the warehouse and a limit of 10 items (clothing/small items) applies for any one purchase. Items can only be purchased from the Manager who will accept cash only and provide a receipt which must be kept with the goods and produced on request. The Manager will organise for any large item to be priced by the North Group Retail Manager/Westtown Team Leader. These items must then be paid for at the Westtown Hospice Shop. A receipt will be provided and must be given to the Warehouse Manager who will then approve the items to be taken from the site.
- Items in the rubbish bin are rubbish and are not to be removed. Only Managers/Group Retail Managers/Team Leaders may remove any rubbish from a bin.
- Generally, no items are discounted. However, any item priced at \$250 or higher may be discounted to staff/volunteers at the sole discretion of the site manager
- At the sole discretion of the Site Manager/Team Leader any usual charges for delivery of items may be waived

## Section 1: Agency to complete

For more information please see the [Guide to PVS Request & Consent Form](https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/forms-and-guides)  
(<https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/forms-and-guides>)

### 1.1 Name of agency submitting vetting request

### 1.2 Name of the person being vetted

### 1.3 Description of the role of the person being vetted

*This is a brief description of the role (not the job title). This is used by Police to help decide what type of vet is conducted if it is unclear from the following questions.*

### 1.4 Which groups will the person being vetted be working with (select all that apply):

 Children/ Young People Vulnerable Adults

### 1.5 Does the role involve caring for people in the home of the person being vetted?

*This is about whether the person being vetted is providing services out of their own home (that is, are vulnerable children or adults visiting the home of the person being vetted for support).*

 Yes No

### 1.6 Is the person being vetted:

 A paid worker A volunteer Undertaking vocational or educational training

### 1.7 Is the person being vetted a Children's Worker according to the Children's Act 2014, section 23(1)?

*If the person being vetted is not working with children/ young people (Q 1.4), tick 'No' then skip to question 1.11.  
If the person being vetted IS working with children (Q 1.4) AND is a volunteer (Q 1.6), tick 'No' then skip to question 1.9.*

 Yes No (skip to question 1.9)

### 1.8 Is the role of the person being vetted a core or non-core worker role according to the Children's Act 2014, section 23(1)?

 Core worker Non-core worker

### 1.9 Has the person being vetted previously been Police vetted by your agency?

 Yes No (skip to question 1.11)

1.10 Is the person being vetted still working in the role for which your agency last obtained a Police vet?

*If this request is a renewal of the person's previous vet for this role, please select Yes. Otherwise, answer no.*

Yes

No – the person being vetted is applying for a new role or position

1.11 What is the job title of the person being vetted?

1.12 Evidence of identity (to be completed by agency representative or identity referee)

[See consent form guide for details on how to complete this section](#)

A primary ID has been sighted (mandatory)

A secondary ID has been sighted (mandatory)

One form of ID is photographic (mandatory)

Evidence of name change has been sighted (if applicable)

**OR:** *If your agency is able to accept a verified RealMe identity then:*

An assertion of a RealMe identity has been received (see [consent form guide](#) for further information)

**In making this request, I confirm that:**

- ✓ I have complied and will comply with the [Approved Agency Agreement](#).
- ✓ I am satisfied as to the identity of the person being vetted.
- ✓ I have obtained the authorisation of the person being vetted to submit this vetting request as set out in section 3 of this form.

Agency Representative:

Name:

Date:

Signature:

Electronic signature

## Section 2: Person being vetted to complete and return to agency

\* Denotes a mandatory field

### 2.1 Personal Information

Note the name you are most commonly known by is your primary name

* Family name (Primary)	
* First/Middle name(s)	
* Gender	
* Date of birth	
Place of birth (Town/ City/ State)	
* Country of birth	
NZ Driver Licence number	

### 2.2 Previous names if applicable

Please include other alias or alternate names; married name if not your primary name; previous/ maiden/ name changed by deed poll or statutory declaration. Please include ALL names (first, middle and last) for each alias/previous name.

Family name	First name	Middle names

### 2.3 Permanent residential address

* Flat/ Number/ Street			
* Suburb		Post Code	
* Town/ City			



## Section 3: Person being vetted to complete and return to agency

### 3.1 Consent to release information

1. The New Zealand Police may release **any** information they hold if relevant to the purpose of this vetting request. This includes:
  - a. Conviction histories and infringement/demerit reports.
  - b. Active investigations, charges and warrants to arrest.
  - c. Charges that did not result in a conviction including those that were acquitted (not guilty), discharged without conviction or withdrawn.
  - d. **Any** interaction I have had with New Zealand Police relevant to the role being vetted, including investigations that did not result in prosecution or were resolved by an alternative resolution programme.
  - e. Information regarding family violence where I was the victim, offender or witness to an incident or offence. This is particularly relevant where the role being vetted for takes place in a home environment where exposure to physical or verbal violence could place vulnerable persons at emotional or physical risk.
  - f. Information subject to name suppression where that information is necessary for the purpose of the vet.
2. If I am eligible under the Criminal Records (Clean Slate) Act 2004, my conviction history will not be released **unless**:
  - a. Section 19(3) of the Clean Slate Act applies to this request (exceptions to the clean slate regime).
  - b. Section 31(3) of the Children’s Act 2014 applies to this request (safety checks of core children’s workers).
  - c. The vetting request is made for the purpose of an overseas visa/work permit and authorises the vetting report to be provided directly to the relevant embassy, high commission, or consulate.

Please see the [vetting website](#) for more information regarding the Clean Slate legislation and what may be released.

3. The Police Vetting Service may disclose newly obtained relevant information to the requesting agency after the completion of the Police vet in the following circumstances:
  - a. The disclosure of the newly obtained information is justified under the Privacy Act 2020 (if it had existed or been available at the time of the Police vet, it would have been disclosed); and
  - b. The Police Vetting Service has taken steps to confirm that the purpose for the Police vet still exists – e.g., that I am employed or engaged in a role that required a Police vet.

The Police Vetting Service will take reasonable steps to notify you prior to the disclosure.

4. Information provided in this consent form may be used to update New Zealand Police records.
5. I am entitled to a copy of the vetting report released to the agency (to be provided by the agency) and can request a correction of any personal information by contacting the Police Vetting Service.
6. Please notify the agency or the Police Vetting Service if you wish to withdraw your consent.

For further information about the vetting process, please see the [vetting website](#).

#### Authorisation of person being vetted:

- ✓ I confirm that the information I have provided in this form relates to me and is correct.
- ✓ I have read and understood the information above.
- ✓ I authorise New Zealand Police to disclose any personal information relevant to my application (as described above) to the agency making this request for the purpose of assessing my suitability.

Name:		Date:	
Signature:		Electronic signature	<input type="checkbox"/>