

EMPLOYEE VOLUNTEERING HEALTH & SAFETY GUIDELINES

 *Volunteering*
New Zealand



***a practical guide
on how to promote
the safety
of employee
volunteers***

Mobil

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Disclaimer

The information and guidance contained in this guide is accurate and up-to-date at the time of publication. Volunteering NZ or anyone mentioned in this booklet is not responsible nor legally liable for the way the information is implemented. It is the responsibility of all parties involved in an employee volunteering project to ensure safety of the employee volunteers, and that policies and procedures meet current legal requirements.

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INTRODUCTION

Volunteering New Zealand has prepared the following guidelines to highlight health and safety issues associated with employee volunteering. Mobil Oil New Zealand Limited (Mobil) has contributed funds through its community contribution programme to Volunteering NZ to assist it to produce and publish the Employee Volunteering Health & Safety Guidelines.

The guidelines, which aim to promote safety and prevent accidents/injuries among employee volunteers, cover volunteering risk factors, responsibilities and useful contacts.

The number of community projects involving employee volunteers in New Zealand has been increasing rapidly over recent years. For the period 2007 to 2009, employee volunteering initiatives organised by volunteer centres throughout New Zealand demonstrated a 47 per cent increase in the number of projects and a 75 per cent increase in the number of participants from 1,491 in 2007 to 2,608 in 2009.

In addition to employee volunteers, a number of organisations such as welfare and church groups offer groups of volunteers for community projects.

This growth in employee and other group volunteering was noted by officials from the Department of Labour and the Accident Compensation Corporation (ACC). The

question was posed as to what type of ACC cover was applicable to employee volunteers. Are employees 'at work' when they are being paid by their employer for volunteering?

There are a variety of models for employee volunteering programmes. In some instances employee volunteers have special paid leave and may have the opportunity to choose their own volunteer work on an individual basis. Other programmes offer employees the opportunity to join a group project that has been designated and organised by the employer. This may occur during ordinary work time or through special leave provisions.

The type of ACC cover which may be applied if employee volunteers are injured is outlined on pages 4 and 5.

Regardless of the type of employee volunteering programme, all volunteering activities have health and safety issues that must be addressed. Employees going from their paid workplace into short term volunteering projects, especially in group projects, are likely to be going into a very different 'work' environment and without the type of orientation/training that longer term or permanent volunteers would expect to receive.

The following guidelines are relevant to the key parties involved in employee volunteering, including the host community organisation, the employer, individual volunteers and the brokering organisation such as a volunteer centre.



WHO IS RESPONSIBLE

As in any workplace situation, all employee and other group volunteering projects involve health and safety considerations. However, the additional factor to be aware of for employee volunteering is that volunteers may be operating in a very different work environment, encounter unfamiliar types of work, not know how to handle equipment/tools, get tired quickly and not be aware of potential hazards (See Appendix 3).

Many volunteers are familiar with the light type of 'do it yourself' work such as painting and gardening. However, volunteers coming from office type environment to do physical

activities or work involving specialised equipment may not have appropriate experience or training. These factors need to be taken into account when assessing the health and safety requirements for employee volunteer work.

As noted in the introduction, there are four key stakeholders who may be involved in employee volunteering projects (community organisation, employee, employer and brokering agency). Depending on the nature of the project and stakeholder engagement, responsibility for employee volunteering health and safety may include:

Host community organisation

Knows best the tasks and work environment. Hence, it holds prime responsibility to ensure health and safety for employee volunteers by identifying and communicating potential health and safety issues and skills and experience requirements to undertake the work.

Employer

Ensures its employees are aware of the need to undertake appropriate roles and take adequate care in order to do their volunteer work in a safe way and that it is fully informed about the legal issues associated with volunteering.

Employee volunteers

Have a responsibility for their own safety including obtaining and following the particular health and safety requirements of the project.

Brokering agency

Makes each party aware of the need to ensure health and safety issues are well covered when the project is carried out.

THE LEGAL RESPONSIBILITIES FOR HEALTH AND SAFETY

In New Zealand the Health and Safety in Employment Act sets out responsibilities for employers and their paid staff to ensure the work environment is safe and work practices are carried out safely.

All organisations that involve volunteers have a general duty of care under the Act to provide for the safety of their volunteers. This duty of care requires organisations to consider and put in place plans for dealing with safety arrangements appropriate for the kinds of activities being undertaken by the volunteers.

Where the organisation employs paid staff and also involves volunteers who undertake regular ongoing volunteer duties, apart from some exceptions (see Appendix 4) those volunteers are covered by the requirements of the Act which apply to paid staff. The penalties in the Act can be applied.

While the Act only stipulates responsibilities for ongoing regular volunteers working for an organisation with paid staff, everyone who volunteers should be actively encouraged to recognise they have responsibilities to ensure their own safety and the safety of those they are working with when taking part in an employee/group volunteering activity.

In the case of group employee volunteer projects which are short term and not ongoing, the host organisation will have the general duty of care responsibility. If the host organisation has paid

staff and the employee volunteers become involved on a regular ongoing basis then the legally enforceable requirements of the Act are likely to apply.

In preparing these guidelines we have received advice from the Wellington Community Law Centre and ACC. In general, where an employee volunteer suffers an injury as the result of an accident while volunteering, ACC would regard the injury as a non-work injury. However, there are some situations where an employee volunteering project may be considered work-related. This is explained in more detail on the next page.

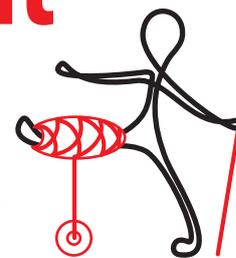
It should also be stated that when employers are directly involved in organising volunteering projects for their employees they have a responsibility or duty of care to ensure their employees can undertake the project safely.

TIP for the employers

Consider including health and safety of your employees involved in employee volunteering into the internal policies and procedure.



ACC cover and payment for the first week of leave after an accident



All volunteers have ACC coverage in the event of suffering an injury as the result of an accident, providing the terms of the legislation are met.

In many situations, employee volunteers who have an accident while volunteering will not be in an employed work situation and ACC will not regard the injury as a work related accident. This means that if an injured volunteer required absence from paid work as a result of the accident, the employer would not be required to pay wages for the first week of absence. Sick leave or other leave could be taken instead. If the absence is more than a week the person would be eligible for ACC weekly compensation after the first week, providing the legislated conditions are met. We also note that research undertaken by Volunteering NZ indicates many employers would pay wages in the first week of the absence.

The comments received from ACC indicate there would be certain circumstances when

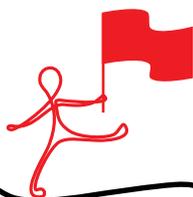
an employee volunteering project may be considered work related. ACC says that if employees of an organisation were doing voluntary work as part of an activity organised by their employer, and the choice was to stay at work or go on the voluntary work exercise, and if that employee were to suffer an injury by accident during that activity, ACC may regard that claim as a work injury claim. The participants would not be participating in the project were it not for their employment.

ACC has made clear this is not a formal legal opinion and that each claim would be considered on the circumstances of the particular claim at the time.

While the main responsibility for health and safety of volunteers lies with the host organisation, ensuring a safe and enjoyable volunteer working environment requires the engagement of all the key stakeholders and should include the following strategies;

Host organisation

Before:



Follow the health and safety key principles (See Appendix 2.) to ensure the safe workplace for the employee volunteers.

Review the tasks to be undertaken and assess the skills needed, the equipment to be used and what orientation/training the volunteer team might need before starting their work.

While on the project:

It is important to ensure that the employee or community group volunteers have the necessary skills to carry out their assignment and/or are given adequate training in what they will be doing and how to carry out the work safely. Their work might also require supervision.



If at any time it becomes evident a team member will not be able to do the assigned task(s) safely or has a health condition that might be aggravated by taking part, that volunteer should be assigned other duties.

If something goes wrong:

Any accident or near-miss incident will need to be recorded in the same way as if it had involved a paid staff member or permanent volunteer by obtaining information from the injured person and witnesses, inspecting the equipment and checking the working environment.



The incident findings should be reported to the employer of the injured volunteer, to the injured volunteer and the brokering agency, if applicable, and used to prevent future similar incidents.

Employer

Before:

When the employer takes the lead on organising employee volunteering, it needs to ensure it obtains a full briefing from the host organisation on the tasks, health and safety issues, safety hazards, tools/equipment/training/safety gear requirements, evacuation procedures and any specific instructions that participating employees should be given before starting the project.

Complete a project agreement with the host organisation which covers the details listed above.

Ensure that the employer's leave policy adequately covers situations where an employee volunteer has to be absent from work as the result of an accident while on the volunteering project.



While on the project:



Ensure an appropriate staff member is available for support if an emergency situation arises.

If something goes wrong:



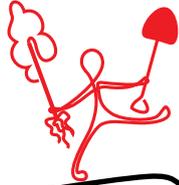
If the employee requires time off work follow up with the employee on his/her wellbeing. Seek a full report on what occurred and take any follow up action that might be needed.

Employee:

Before:

Whether or not the project is organised by or on behalf of the employer, each employee should make him/herself aware of any skill requirements and the health and safety issues involved in the volunteering activities.

Each person should make their own decision on whether or not to become involved in a project and consider the effects of existing health conditions, e.g. asthma if involved in painting inside a building.



Provide information to the employer, team leader and/or host organisation on emergency contact numbers.

While on the project:

Follow the health and safety instructions of the host organisation supervisor or group team leader and take note of emergency procedures.

Respect the host organisation's rules, codes of conduct and site policies.

If the employee does not feel confident enough or is too tired to complete the task, inform the supervisor.

If the employee identifies new hazards, immediately inform the supervisor and/or group team leader and keep safe until the hazard is managed.



Do not undertake any volunteering work that has not been safety assessed.

If something goes wrong:

Follow the instructions of the site supervisor. If he/she is not available, act in the best possible way to protect yourself and the others from the ongoing hazard.



If another employee volunteer is injured, provide or assist with help, first aid or arranging the emergency evacuation.



Brokering agency

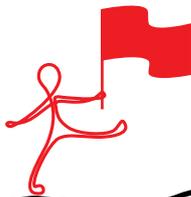
Before:

Establish a good understanding of the volunteer work and potential hazards.

Ensure that a representative of the agency or volunteering project visits the host organisation to view the project site, understand the work to be done and identify potential health and safety hazards.

Clarify the responsibilities with the host organisation about briefing the volunteers and their employers on health and safety and ensuring everyone will understand what they can and cannot do. This might be put in the project agreement.

Ensure a full briefing including the health and safety issues is prepared by the host organisation and provided to the employer or volunteer team organiser.



While on the project:

If feasible, visit employee volunteers while they are on the work site and check that the project is supervised, activities are going well and health and safety requirements are being met.



If something goes wrong:

Obtain a report on the incident and apply the lessons learned for future projects.

After the project (for all):

Ensure evaluation includes the health and safety aspects of the project.

Use the feedback received to improve procedures for briefing both host organisations and employers/project team organisers in future projects.



AGREEMENTS AND INFORMATION BRIEFS

Agreements

A project agreement should be completed between the key parties involved in employee volunteering.

The agreement should be between the host community organisation and the employer or other organisation providing a group of volunteers. The leader of the volunteer team should be asked to become familiar with the key content in the agreement on behalf of the volunteer team. Examples of the possible different types of agreements are available in Appendix 5.

A brokering service such as a volunteer centre might also be a party to the agreement or have a separate agreement with the host organisation and employer/organisation.

The agreement should outline the tasks (including volunteering hours), the numbers

of volunteers required to complete the tasks, provision of lunch/refreshments, orientation/training which will be given by the host organisation, the equipment and safety clothing which the host organisation or employer will provide to the volunteer team and responsibilities in the case of an accident or emergency.

Information Briefs

The agreement may need to be supplemented by a full information brief providing details of the work to be done, the type of skills required, the fitness levels required of the volunteers, the equipment and any protective clothing which will be needed etc. It should specify potential hazards on the work site, evacuation procedures, emergency contact details, the availability and location of emergency equipment, and the location of first aid supplies. Where appropriate it would include arrangements for work breaks and refreshments that will be provided.

Checklist

The checklists which follow are intended to help promote volunteer safety.

Please go through the applicable check list. If you answer No to a question, you may need to take further action on that point.



Host organisation

Yes No

Have you prepared a full information brief which includes details of the work to be done for the project, the skills needed for the work, equipment and any protective clothing required, the health and safety procedures to be followed?

Yes No

Have you prepared an appropriate orientation for the volunteers which includes health and safety information instruction?

Yes No

Do you have a Hazard Plan and effective health and safety procedures in place which can be used and followed by the volunteer team? Do your safety assessments include wet weather and back-up tasks?

Yes No

Are you confident the volunteer team will know how to act in case of emergency?

Yes No

Do you regularly check and maintain all your equipment?

Yes No

Do you have a procedure to check if the volunteers may bring or create any hazards when undertaking the project for you?

Yes No

Do you check that employee volunteers are not doing any dangerous work or using machinery with potentially high hazard?

Yes No

Do you ensure that project volunteers are not intoxicated (and no alcohol is consumed over lunch/refreshment breaks)?

Yes No

Do you make sure the staff working with the employee volunteers are briefed on working with the volunteers including guiding them on any relevant safety procedures?

Yes No

If the project requires tools which require particular skills or a high risk activity, have you ensured adequate training and supervision?

Yes No

Is your first aid kit complete and easily accessible?

Yes No

Is there a systematic way to evaluate the project's safety?

Employer

Yes No

Is there a comprehensive information brief from the host organisation and have you signed a project agreement?

Yes No

Is there a team leader for the group doing the volunteering?

Yes No

Do you inform your employees in advance about the volunteering tasks and skills/experience required?

Yes No

Have you specified or provided personal protection gear required for volunteering such as clothing, gloves, sun hat, safety glasses, shoes, etc?

Yes No

Is there an agreement between you and the employee on leave provision in case of an absence resulting from an injury caused during the employee volunteering project?

Do you have an emergency contact person/number for the employees while on their volunteering project?

Yes

No

Do your employees know what immediate action to take in case one of the team members is injured?

Yes

No

Do your employees expect to report to you any incidents and injuries while on an employee volunteering project?

Yes

No

..... **Employee**

Have you received full information about the tasks to be done and health and safety and skill requirements?

Yes

No

Have you received the health and safety briefing from your team leader and a representative from the host organisation at the worksite?

Yes

No

Do you feel confident the tasks you are asked to do will not affect any health conditions you might have?

Yes

No

Do you know what special clothing you should wear or take with you and if you need to bring any food?

Yes

No

If you are volunteering as a group, do you have a team leader?

Yes

No

Do you know what to do in case one of your team mates is injured or any other emergency occurs?

Yes

No

Do you know how leave will be arranged with your employer including leave if you are injured during the project and need time off work?

Yes

No

..... **Brokering agency**

Do you or another agency representative visit the host organisation and the site where the employee volunteers will be working, checking if there are effective health and safety procedures in place and being used?

Yes

No

Do you ensure the employer/organisation has been given proper briefing information to give to their volunteer team?

Yes

No

Is there a project agreement with the employer and/or host organisation which includes relevant coverage of health and safety provisions?

Yes

No

Do you check with the employer that all the employees coming to work on the project are fit and capable of doing the required tasks?

Yes

No

Do you visit project sites as part of your project management?

Yes

No

Do you pass any information you received from the employees or employer about their health issues or needs to the host organisation?

Yes

No

APPENDICES



Employee Volunteering

Employee Volunteer

Employer

Group Volunteering

Host Organisation

Brokering Agency

Volunteer Centre

Volunteering NZ

1. Glossary of Terms

- ✚ The commitment of an employer to encourage its staff to volunteer for community organisations.
- ✚ An employee who is encouraged and supported by the employer to undertake voluntary service with a community organisation.
- ✚ Any entity which enables and encourages staff to take part in volunteering during or out of their working hours. This may be in the form of paid leave. An employer may be a for-profit business, not-for-profit organisation or government agency.
- ✚ Any number of persons undertaking volunteer work as a group through a non-employer organisation.
- ✚ A community organisation which provides and benefits from volunteer work done by the volunteers.
- ✚ An organisation such as a volunteer centre which assists employers and their employees and community organisations to match and engage in volunteering projects.
- ✚ A not-for-profit organisation which aims to promote volunteering, build capacity and provide leadership on volunteering issues and connect volunteers with volunteering opportunities in their communities. Within the employee volunteering settings, they often act as brokers between the community and business.
- ✚ The national organisation which works to lead, promote, and represent all volunteering in Aotearoa/New Zealand.

2. Health and safety key principles

Within the legal framework, all involved in employee/group volunteering need to consider the following to minimise the risks of possible accident:

- ✚ Identify known and potential hazards that pose risk to all or some participants of the project, using the three key areas of the environment, people caused and equipment
- ✚ Manage the hazards appropriately by eliminating, isolating or minimizing them
- ✚ Have a Health & Safety policy and clear procedures which everybody knows and follows
- ✚ Ensure all the volunteers have appropriate orientation and training for the tasks they are to do
- ✚ Use protective equipment/clothing as appropriate
- ✚ Ensure all the tools and machinery are used and maintained in accordance with the safety instructions
- ✚ Be familiar with potential emergency situations and procedures to be followed in the case of an emergency or accident (fire exits, first aid kit location, where accident and hazard registers are, etc.)



3. Most frequent hazards

A hazard is an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm and includes a situation where a person's behaviour may be an actual or potential cause or source of harm to the person or another person.

The following is a nonexhaustive list of the most frequent potential hazards that might occur on volunteer work sites:

- ✚ Working at height
- ✚ Using unfamiliar tools and inappropriate use of tools
- ✚ Muscular stress while doing a physical activity (eg. lifting)
- ✚ Noise
- ✚ Insect bites and stings
- ✚ Transport to and from the volunteering site
- ✚ Exposure to cold, heat and sun
- ✚ Lack of ventilation
- ✚ Physical or mental fatigue

4. Types of ongoing regular volunteering within an organisation with paid staff that are excluded from the legally enforceable provisions of the Health and Safety in Employment Act.

-  Participation in a fundraising activity
-  Assistance with sports or recreation for a sports club, a recreation club, an education institution
-  Assistance with activities for an educational institution outside the premises of the educational institution
-  Providing care for another person in the volunteer's home

5. Templates

The following templates are examples of the current practices among the parties involved in employee volunteering in NZ. Due to the complexity of the matter, the examples are here to illustrate the possible types of arrangements. You might need to adjust the type, content and clauses of the agreement to your circumstances.

5.1. Agreement between volunteer team leader and brokering agency

Company _____

Team Leader's name _____
Given name Family Name

Project Name _____

Contact Address _____

Phone (_____) _____ Cellphone (_____) _____

Email _____

Gender: M F

Age Band: (In the box, put the number of team members in that bracket)

15-19 20-29 30 - 39 40 - 49

50 - 59 60 and over

What are the main goals of your team's volunteering activity? _____

Health & Safety

(Brokering Agency's name) expects that at all times, team members will respect and act in an appropriate way, while taking part in a volunteering project on community group premises.

Volunteers will be alerted to health and safety conditions that prevail in the area by the designated host organisation prior to the commencement of your project.

Your company Health & Safety regulations apply to all business employees as if employees are in their normal workplace. We expect volunteers to use common sense and not to take undue risks.

(Brokering agency's name) and its staff are not liable in any way regarding accidents that may happen during a volunteering project.

Signed by brokering agency representative _____

Position _____ Date ____ / ____ / ____

(Company's name) team agrees to complete its volunteering project to the best of its ability. In the event of cancellation (Company's name) team agrees to give (Brokering agency's name) at least one week's notice of withdrawal in order that another team can do the project work.

Signed by team leader _____ Date ____ / ____ / ____

5.2. Agreement between brokering agency, employer and host organisation

Agreement between

(Name of the host organisation),

(Name of the employer) & (Name of the brokering agency)

Project Name _____

Date of the project _____

Time of the project _____

Brokering agency contact details _____

Employer/Business contact details _____

Host organisation contact details _____

Number of volunteers _____

Gender of volunteers in numbers M F

Age Band (In the box, put the number of team members in that bracket)

15-19

20-29

30 - 39

40 - 49

50 - 59

60 and over

Host organisation's duties

- Type of work that will be provided
- Skill and experience requirements and health and safety regulations (point out the hazards, emergency procedures) for the work explained
- Tools and other equipment provided
- Type of support and supervision provided to volunteers on the day
- Other facilities and services to be provided: toilets, refreshments, lunch and first aid equipment
- Alternative arrangements in case of bad weather (if applicable)
- Incidental costs and payment responsibilities
- Volunteering policies, code of conduct and restrictions/no go zones, including protocols for client interactions, photographs and media/promotions

Under no circumstances will (brokering agency's and employer's name), their employees or agents be liable to (host organisation's name) in contract, tort, or any other principle of legal liability, for any loss whatsoever be it direct or indirect of profits, business, anticipated savings or for any indirect or consequential loss whatsoever. This clause shall survive the termination of this agreement.

(Host organisation's name) agrees with the terms of this agreement

Signed: _____

Position: _____ Date: ____/____/____

Employer's duties

- Pass the information to the volunteers
- Provide the emergency contact details
- Advise volunteers on clothing and transport arrangements and food if applicable
- Respect Health and Safety requirements of the host organisation
- Incidental costs and payment responsibilities
- Expectations regarding media/promotions

(Employer's name) agrees with the terms of this agreement

Signed: _____

Position: _____ Date: ____/____/____

Brokering agency's duties

- Inform both employer and host organisation on any changes of the project
- Communicate the information between the employer and host organisation

(Brokering agency's name) agrees with the terms of this agreement

Signed: _____

Position: _____ Date: ____/____/____

5.3 Agreement between individual volunteer and host organisation

Name of the host organisation _____

Contact details _____

Host organisation's representative name _____

Contact details _____

Name of the volunteer _____

Contact details _____

Name of the project _____

Project description _____

Background information _____

Tasks to be completed by the volunteer _____

General information for the volunteer

- Fitness level
- Specific knowledge and skills
- Available facilities such as toilets, accommodation

Host organisation's duties information

- Tools and equipment to be provided
- Activity training arrangements
- Health and safety briefing, including the first aid kit
- Volunteering restrictions policies, code of conduct and privacy provisions

Volunteer's duties information

- To provide the information on any medical conditions or life threatening allergies or reactions, details of next of kin and an emergency contact
- To follow the health and safety instructions
- What to bring (clothes, food, drinks, tools or protective clothes, personal items such as sunscreen, sunglasses, water bottle, etc.)

Health and safety information

- Hazard plan
- The nearest hospital and means of transfer

Liability statement

Volunteer's name

accepts that any medical costs associated with accidents are to be classified as nonwork related and will be paid for by the ACC or other means and under no circumstances by the (host organisation's name). (Host organisation's name) does not accept any responsibility whatsoever for any personal accident or loss/damage to personal items or equipment for volunteers whilst they are engaged in the project.

Volunteer's signature _____

Date: ____/____/____

Host organisation's representative _____

Date: ____/____/____

6. List of other useful resources

Guidelines for Guarding Principles and General Safety for Machinery available from www.osh.govt.nz

Noise and Work Resource Kit – Management of available from www.osh.govt.nz

How to implement safer workplace practices: A guide to workplace health and safety available from www.acc.co.nz

Improving Workplace Safety and Health available from www.osh.govt.nz

Mana Mahi Guide to the Employment of People in Tangata Whenua, Community and Voluntary Sector Organisations available from www.communitycentral.org.nz/workplace-wellbeing

Keeping it legal: Legal Responsibilities of Voluntary Organisations in New Zealand available from www.keepingitlegal.net.nz



7. Useful contacts:

Workplace Health & Safety Infoline
0800 209 020

The Department of Labour's Occupational Health and Safety website www.osh.govt.nz includes resources on managing stress, managing volunteer's health and safety, and ensuring health and safety for volunteers on marae

ACC Injury Prevention team 0800 THINKSAFE (844 657) thinksafe@acc.co.nz provides info on the Act, ways to prevent injuries and illness in the workplace, including a range of resources for small businesses

www.worksafereps.org.nz – Information on training opportunities and resources for health and safety representatives at the workplaces

www.privacy.org.nz - Website of Privacy Commission provides the resources and information on protection and respectful management of personal information

Regional volunteer centres contact list

VOLUNTEERING AUCKLAND

www.volunteeringauckland.org.nz
admin@volunteeringauckland.org.nz

AUCKLAND
70 Khyber Pass Road, Grafton,
Ph: 09 377 7887, Fax: 09 377 9915

VOLUNTEERING WAIKATO

www.volunteeringwaikato.org.nz
manager@volunteeringwaikato.org.nz

HAMILTON
Level 2, Caro Street Community Building, Caro Street,
Ph: 07 839 3191, Fax: 07 839 7987

VOLUNTEER TAUPO

volunteertaupo@waiorahouse.org.nz

TAUPO, Waiora House, 129 Spa Road,
Ph: 07 378 0953, Fax: 07 378 0963

VOLUNTEER WESTERN BAY OF PLENTY

mgr.volunteerwbop@xtra.co.nz

TAURANGA
The Historic Village, 17th Avenue West,
Ph: 07 571 3714, Fax: 07 571 3714

VOLUNTEERING HAWKES BAY

www.volunteeringhb.org.nz
volunteering@volunteeringhb.org.nz

NAPIER
62 Raffles Street
Ph: 06 833 6691, Fax: 06 835 3492

VOLUNTEERING NEW PLYMOUTH

www.volunteeringnewplymouth.org.nz
npvsnz@yahoo.co.nz

NEW PLYMOUTH
Level 1, Kings Building
36, Devon Street West, New Plymouth
Ph: 06 758 8986

GISBORNE VOLUNTEER CENTRE

gisvolunteercentre@xtra.co.nz

GISBORNE, 336 Palmerston Road,
Ph: 06 868 4522, Fax: 06 8684523

VOLUNTEER WHANGANUI

www.volunteerwhanganui.org.nz
manager@volunteerwhanganui.org.nz

WHANGANUI
Room 206, Community House, 53A Ridgway Street
Ph 06 347 9430, Fax 06 347 90430

VOLUNTEER RESOURCE CENTRE MANAWATU & DISTRICTS

www.vrcmanawatu.org.nz
info@vrcmanawatu.org.nz

PALMERSTON NORTH
Level 2, 74 The Square, Palmerston North
Ph: 06 354 6027

VOLUNTEER KAPITI

www.volunteerkapiti.org.nz
info@volunteerkapiti.org.nz

PARAPARAUMU
Kapiti Community Centre, 15 Ngahina Street
Ph: 04 905 8884

VOLUNTEER PORIRUA

(Sub office of Volunteer Wellington)
porirua@volunteerwellington.org.nz

PORIRUA
Level 2, Pember House, 16, Hagley Street
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VOLUNTEER WELLINGTON

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