



Cancer Society

Te Kāhui Matepukupuku o Aotearoa

Volunteering/Tūao for the Cancer Society

Welcome to the Cancer Society

Tēnā koe and welcome to our team.

Thank you for choosing to volunteer with us. You are joining one of the most respected charitable organisations in New Zealand and whether it's hours, days, months or years that you give, you really will make a difference.

The Cancer Society was started by volunteers in 1929 and today, volunteers continue to make a lasting impact on people and their whānau who are impacted by cancer.

Volunteers are vital to our ability to provide free services in our region. The Cancer Society is a non-government organisation, and we are reliant on community support, donations and the assistance from volunteers like you, to continue to provide these services.

As one of our volunteers, you are an important part of our team, and we acknowledge and appreciate the skills and expertise you bring to the Cancer Society. It is our aim that you not only enjoy your volunteer work with us and find it a positive and meaningful experience, but that you learn and develop some new skills and great friendships, along the way.

About this Handbook/Ringaringa.

The information in this handbook will help you become familiar with the Cancer Society, and the essential things that all volunteers need to know about volunteering with us. It outlines some key policies and procedures and our responsibilities to you, as well as giving you some guidelines to make the most of this experience for yourself and those you support.

Please read through this handbook carefully and refer to it during your volunteering work with us if any questions arise. If there is anything you are unclear about, have a chat with one of our team before commencing any volunteer work.

Community Coordinator: Please refer to your local contacts.

Community Manager: Please refer to your local contacts.

About the Cancer Society/Mō tātou

Formed in 1929, the Cancer Society of New Zealand is currently the leading non-government organisation, dedicated to reducing the incidence and impact of cancer for all New Zealanders. We are an independent charity, wholly reliant on community support and donations.

As a national organisation made up of regional divisions, the federated structure of this model enables each division to focus on locally funded provision of services within their local communities. We also have a national office in Wellington which provides support for our divisions.

The Canterbury-West Coast Division of the Cancer Society and the Otago Southland division have recently merged to form Cancer Society Southern and provide services to almost all over the South Island. In Christchurch and Dunedin, you'll find our largest facilities, out of which our administration and accommodation services operate, providing essential accommodation and transport for our division and the wider South Island. There are also Centres throughout the South Island where people can come and meet our team face to face.

Our Mission, Principles and Values

“To reduce the incidence and impact of cancer in Aotearoa New Zealand.”

To achieve our **mission** of reducing the incidence and impact of cancer, we are committed to working with communities by providing leadership and advocacy in cancer control.

We work on the **principles** of equity, evidence-based best practice, co-operation and collaboration, responsiveness and relevance, and act as an independent, professional voice.

Our **values** are Integrity, Respect and Excellence.

Te Tiriti o Waitangi led and equity focused.

Equity can be described as: *different people with different levels of advantage require different approaches and resources to get equitable health outcomes.*

Within Aotearoa New Zealand there are groups who carry a disproportionate burden of cancer including higher incidence levels, mortality, and impact. These cancer inequities are unfair, avoidable and responsive to intervention; thus, achieving equity across the cancer continuum is crucial.

You'll be volunteering in an organisation that is committed to honouring the principles of Te Tiriti o Waitangi and providing equitable services across Aotearoa. This commitment is reflected throughout the Society's Equity Charter, and divisional and national policies and procedures.

Why all the daffodils?

The daffodil is a worldwide symbol of hope for people affected by Cancer – they mark the return of spring and new life.

Did you know?

- We need over 600,000 fresh daffodils for Daffodil Day
- Over 50 daffodil farms supply our daffodils, with over 40 of these in the Wairarapa
- 11,000 amazing volunteers get involved in Daffodil Day

What we do/Ta tātau

We provide a range of practical assistance and support to our local communities, to help people understand cancer, get through treatment, and live well with cancer. You don't need a referral from a healthcare professional to access our services and thanks to the generous support of our community, our services are free.

Cancer Information Helpline

0800 Cancer, our Information Helpline is a free service available to people with cancer, their whānau, the public and health professionals.

Support Services

Our Supportive Care team provides ongoing support following a cancer diagnosis, helping people navigate cancer related health services and access the right support, when they need it most. This includes:

- ✦ Support for people with cancer and their whānau
- ✦ Information about cancer and cancer treatment
- ✦ Assessment and support to manage the side effects of treatment
- ✦ Links to other Cancer Society services, support groups, healthcare professionals and community services

Transport to Treatment

One of our most utilised services, this is wholly supported by our wonderful team of volunteer drivers who transport clients from their home to cancer-related treatments and home again.

Accommodation

Our Canterbury Cancer Centre is a modern, purpose-built accommodation facility owned and operated by us and free for our clients who live outside of the area and need to travel to Christchurch for treatment. Daffodil House in Dunedin is an eleven-room accommodation facility in central Dunedin for use by clients from outside of the area who are getting treatment in Dunedin.

Cancer Prevention

The Cancer Society work hard to create a future with less cancer for the generations to come. We work strategically with decision makers in councils and government to create policy and legislation that will improve the health of our communities. You'll also see us out and about at events, promoting, educating and creating awareness about cancer.

Research

The Cancer Society provides funding for research, conducted both regionally and nationally, into the causes and treatment of cancer. Last we dedicated \$3 million towards research.

Fundraising and Events

Throughout the year, volunteers and community groups co-ordinate fundraisers and events that generate the funds which enable us to offer our free services.

Daffodil Day – held on the last Friday of August every year, has become one of New Zealand's most recognisable campaigns. As well as raising awareness about cancer, Daffodil Day is our largest annual fundraiser and involves thousands of volunteers and community events around the motu.

Did you know?

- 1 in 3 New Zealanders will be affected by cancer.
- Each year approximately 21,000 people are diagnosed with cancer and more than 8,800 will die as a result.
- Cancer is the leading cause of death in NZ, accounting for nearly 1/3 of all deaths.
- There are over 100 different cancer diseases. The five most common are colorectal, prostate, breast, melanoma and lung cancer.
- The Cancer Society is one of New Zealand's most trusted charities and operates separately to all other charities.

Rights & Responsibilities/Ngā tika me ngā kawenga

We recognise and value volunteers as people who make a unique contribution to the care and support of people affected by cancer, and to the community at large. It's important that before commencing any kind of volunteering, you know what to expect from us and your rights and responsibilities as a volunteer.

Your Rights

As a volunteer, you can expect to:

- Be welcomed, respected, and valued as part of our team
- Do work that suits your skills, experience, and interests
- Receive the training, guidance, and support you need
- Be reimbursed for approved volunteering expenses
- Choose when and how you volunteer, including the option to step back at any time
- Share your thoughts, ideas, and feedback—and know that we will listen

Your Responsibilities

As a volunteer, you agree to:

- Respect the privacy and confidentiality of the Cancer Society and the people we support
- Carry out your role as agreed and take part in training when needed
- Be open about what you feel comfortable doing and ask for help or guidance when needed
- Follow the Cancer Society's policies, values, and guidelines
- Understand your role and work together respectfully with staff and other volunteers
- Keep personal beliefs and personal health matters private while volunteering
- Maintain appropriate boundaries and share personal information thoughtfully
- Let us know as early as possible if you're unavailable or decide to stop volunteering
- Always act with kindness, respect, and professionalism

Our Rights

The Cancer Society has the right to expect:

- The role description to be adhered to.
- Volunteers to work appropriately with clients and be aware of boundary issues.
- Withdraw a volunteer who does not operate within Society policies or whose skills do not enable the requirements to be met.

Our Responsibilities

The Cancer Society will:

- Recognise the value of you as a person who makes a unique contribution to the care and support of people impacted by cancer and to the community at large.
- Provide you with appropriate orientation, training, and supervision.
- Keep you informed of our policies and procedures, and health and safety obligations.
- Provide you with clear role descriptions.
- Reimburse any approved work-related expenses that you incur.

How Volunteering Works – FAQs

Who will I be most in contact with as a volunteer?

You will usually have the most contact with staff at your local Cancer Society Centre or through rural support groups. They manage and support volunteers in their area/region, with additional support from Cancer Society staff.

What happens to my personal information?

We keep a record of your details in our secure volunteer database, **MyImpact**. Your information is treated as highly confidential and managed in line with the Privacy Act and our privacy policy. You can access your information at any time, and it will not be shared without your permission unless required by law.

How do I update my contact details or personal information?

It's important your information is kept up to date. If your contact details change, log into **MyImpactPage.com** to update them, or contact your local team. Please also let us know if your circumstances change in a way that may affect your volunteering.

What happens when I start volunteering?

When you first join, you'll receive either an in-person orientation or written information relevant to your role. You'll also receive role-specific training from your supervisor when you begin volunteering.

What support will I receive while volunteering?

You'll be supported by a Cancer Society staff member, or occasionally another volunteer. They're there to guide and assist you, and we encourage you to ask for help when needed and to share feedback.

Can I change or add another volunteer role?

Yes. If you'd like a change or want to take on additional volunteering, contact your local centre. Training will be provided for any new role you take on.

What if I need to take a break or go away?

If you're in a regular volunteering role and will be unavailable for a period (such as a holiday), please let us know so we can update our records. When you're available again, remember to tell us so your volunteering can be reactivated.

Do I have to volunteer on public holidays?

Most services are closed on public holidays, including the Christmas–New Year period. You're not required to accept volunteer assignments during holidays if you don't wish to.

What if I decide to stop volunteering?

You can stop volunteering at any time. We appreciate as much notice as possible, especially if you're in a regular role. Any Cancer Society property must be returned, and we welcome feedback about your experience.

What should I wear while volunteering?

Please wear clean, tidy clothing and appropriate footwear (no jandals). For some activities, such as Daffodil Day or Relay for Life, a shirt or vest may be provided.

Do I need to wear identification?

Yes. You must always wear your volunteer ID badge, so you are easily identifiable.

How do I record my volunteer hours?

All volunteer time—including training, meetings, fundraising, client visits or driving—must be recorded in **MyImpact** or on a provided timesheet. This helps us recognise milestones, meet reporting requirements, and maintain safety records.

Can I be reimbursed for volunteering expenses?

Yes, you can be reimbursed for approved costs incurred while volunteering. Please get approval before incurring expenses and follow your local reimbursement process. Volunteer drivers can claim for a contribution towards fuel costs.

Can I speak to the media on behalf of the Cancer Society?

No. Only approved spokespeople are allowed to speak to the media.

What should I do if a journalist contacts me?

Do not respond. Forward the enquiry straight away to the **Communications Manager** or **Chief Executive**.

What if a client offers me money or a donation?

You must not accept money from clients. If they wish to contribute, ask them to donate directly to the Cancer Society. Any cash donations given to you must be passed on for official receipting.

Will there be ongoing training opportunities?

Yes. We offer refresher training and other sessions throughout the year. These help keep you informed and are a great way to connect with other volunteers. We welcome your training ideas.

What if I have health concerns?

You must let us know if you're diagnosed with a serious health condition or need to take medication that could affect your ability to volunteer safely. Medical clearance is required before returning after a serious condition.

Is there a stand-down period for some volunteers?

Yes. Volunteers must wait at least one year after their own cancer discharge, or after the discharge or passing of a loved one, before volunteering in a client support role. Other non-client-facing volunteering options may be available during this time.

Working effectively/**Kia tino mahi**

Practical advice for new volunteers.

Perfume, aftershave, and flowers

Please refrain from using strong scents. These can cause nausea for people undergoing cancer treatment.

Feeling unwell?

Keep well away from people undergoing treatment for cancer. Treatment can compromise the immune system and make clients more prone to infection or illness.

Upsetting situations.

Clients may go through a variety of physical and emotional changes during their cancer journey, which you may find upsetting. Make eye contact and keep your tone of voice gentle and friendly. If a client's physical appearance has been affected, they could feel insecure about how they might appear to others and sense your discomfort.

Emotional involvement and triggers.

If you feel you are becoming emotionally involved with a client, talk to the Cancer Society staff member that supports you. This is a responsible action on your part and won't be seen as a weakness.

If you feel 'triggered' by something in your own life when with a client, talk about it with the Cancer Society staff. Talking is a healthy response to what is a normal reaction, and we will respect your honesty and be supportive.

Advice – never give it.

Never give advice, medical or otherwise. All medical information must come from a health professional. If you have a concern about a person or situation, let our staff know.

We know it's well-meaning, but it is best to refer clients or support people to our **0800 Cancer Helpline (0800 226 237)** if they ask you for advice or your opinion.

Know our services!

You are invaluable in providing extra support and information by knowing what is available or who is the right Cancer Society staff member to contact – knowing our **0800 Cancer Helpline (0800 226 237)** is a great place to start!

If you're fundraising, it's helpful to be familiar with our services and how funds are used as Donors often ask questions about this – <http://www.cancer.org.nz> has some great information you can use.

The importance of boundaries.

In our work, we may see, hear, or have access to sensitive and personal information, which can sometimes **affect us personally**.

It's important that we are all mindful of this and maintain clear, respectful personal boundaries in everything we do.

If you experience **any form of harassment or inappropriate behaviour** while volunteering, please let a staff member know straight away so we can support you.

Working effectively/**Kia tino mahi**

How to talk when someone has cancer

Whatever your volunteer role, the best greeting of all is a **smile!**

Introductions

When introducing yourself make sure they know your name and ask them how they would like to be addressed.

General conversation

When talking with someone who has cancer, your own common sense is your best guide. **Let the person take the lead.** If they want to talk, listen carefully. Notice what they say, how they say it, and what they may be feeling. Avoid asking questions or looking for information.

Silence is ok

Don't be afraid of silence in a conversation. Try to feel comfortable when there is a lull in the conversation.

Silence is a normal part of conversation. It's okay to sit quietly together for a moment.

You don't need to fill every gap with words. Sometimes quiet moments help people feel heard and at ease. Gentle background noise, like music or the radio, can also feel comforting.

Don't always talk about cancer

People with cancer may not want to think or talk about their disease all the time. Most often, they want and need **understanding not sympathy**, and realistic help not over-indulgence. Listening is a key aspect of the support you are providing, but solving their problems is, however, not your role.

Never ask a client what cancer they have if it's not for a genuine need/purpose.

Having some conversation starters prepared can be helpful in ensuring you make the right conversation.

Words Matter:

We use the term **people affected by cancer** to describe people with a cancer diagnosis. This term portrays a more positive and appropriate picture of the effect of cancer.

People who use our services are called **clients**, or **guests** if they are staying in our accommodation.

We strive to use positive terms to describe the cancer journey and people affected by cancer.

The following words portray a negative stance, and we recommend they are not used:

- Patient
- Victim
- Sufferer/suffers/suffering
- Afflicted/affliction
- Sentence/death sentence
- Battle/battling
- The Big C

Be careful with humour – jokes or one liners can be insensitive and inappropriate.

It's ok to feel sad and being overly cheerful can isolate a person from you. **Choose your time.**

Sympathy – generally, people affected by cancer don't want your sympathy, but **understanding or empathy is welcome.**

Policies and procedures.

Yes, we have them!



On the following pages is a summary of the policies and procedures that you'll come across most regularly as a volunteer.

These are in place to keep you, our staff and the people we interact with safe, and ensure that there are clear guidelines in place to support you and create great volunteering experiences.

These may change from time to time, and if they do, we'll make sure you know about it.

Our People Experience Team look after these so if you have any questions at all or would like to see a copy of the full policy documents, let them know. You can email the People Experience Team at people@southerncancer.org.nz.

Important Guidelines/Tūao aratohu

There are some rules that apply to everyone working with the Cancer Society. Some are based on law (for example, the Human Rights Act, the Privacy Act, and the Health & Safety at Work Act), while others reflect the environment we work in and the principles of volunteering.

These rules are necessary to:

- ✿ Provide safe conditions for you, our clients and their whānau, our donors, and others we interact with
- ✿ Protect the integrity of the Cancer Society

As a volunteer for the Cancer Society, you agree to:

- ✿ **Not use information** gained through your volunteer role for personal, professional, or business advantage
- ✿ **Not misrepresent** your knowledge, skills, training, or experience, including by giving medical or other advice
- ✿ **Not discriminate** on the grounds of age, belief, culture, gender, marital or family status, intellectual, psychological or physical ability, race, religion, sexual orientation, or social or economic status
- ✿ **Keep your own religious, political, mental, and physical health matters private while volunteering**
- ✿ **Not act as a witness** to wills or sign legal documents (for example, power of attorney)
- ✿ **Always maintain professional and appropriate boundaries** with clients and their whānau, ensuring they do not feel harassed in any way (including sexual harassment or pressure to donate)
- ✿ **Not take on additional duties** with a client without the knowledge and consent of Cancer Society staff
- ✿ **Respect the confidential nature of information** about people affected by cancer and their families that you become aware of through your role

Your personal views and beliefs.

Please clarify with a staff member any **personal, moral, or religious beliefs** that could **compromise the standard of care you can provide.**

You may withdraw your services or say “no” to any volunteer work without feeling guilty or judged.

Remember!

Most of the time things go smoothly.

The pleasure and support you will give by your thoughtfulness and the warmth you are able to communicate will be most appreciated.

These practical suggestions have come from situations over the years which have not gone to plan.

Now, that knowledge keeps us safe!

Health & Safety/**Kaupapa here haumarū**

Whether you're a volunteer, a paid staff member, or a client receiving support for us, we all have the right to have our health and safety protected when working here.

It's up to us all to work together to create a safe and healthy workplace and do all we can to prevent accidents and illness.

Our main responsibilities are to:

- ✦ Identify, manage and assess hazards to establish safe work practices.
- ✦ Provide information, training and instructions on how to do your work safely.
- ✦ Provide protective clothing and equipment as required.
- ✦ Record all accidents and incidents, including 'near-misses' and investigate where necessary to ensure future accidents are avoided.
- ✦ Provide opportunities for you to be involved in health and safety.

Your responsibilities are to:

- ✦ Take care of your own health and safety.
- ✦ Take care not to affect the health and safety of others.
- ✦ Carry out your work in a safe way.
- ✦ Follow all health and safety policies, procedures and instructions.
- ✦ Let your supervisor know if something happens or nearly happened.
- ✦ Share your ideas and provide feedback on how we can improve our health and safety practices.

Please refer to our full [Cancer Society Health & Safety Policy](#), available from our People Experience Team.

Legislation that affects you.

[Health and Safety at Work Act 2015](#)

This outlines yours, and our obligations regarding Health & Safety so that we all get home safe.

[Privacy Act 2020](#)

We are committed to ensuring the privacy of your personal information, our clients and other stakeholders.

[Accident Compensation Act 2001](#)

Volunteers are covered by ACC for personal injuries sustained while volunteering.

[Human Rights Act 1993](#)

You cannot be discriminated against for any reasons that are considered protected under the Act.

Health & Safety/**Kaupapa here haumaru**

Health & Safety Procedures

Incidents, Accidents, and Near Misses

Sometimes things don't go to plan. If an incident or accident happens while you're volunteering, it's important that we know about it so everyone can stay safe.

If you are involved in, or witness, an incident:

- ✦ **Make the situation safe straight away**, if it's safe for you to do so
- ✦ **If someone is hurt**, make sure they get medical help
- ✦ **Call 111** if it's an emergency
- ✦ If you're unsure whether it's an emergency and you're worried, **call 105** — they can advise you what to do

Once the situation is safe, **tell the staff member who assigned your task**. They'll need to know what happened, what caused it, and how we can stop it from happening again. Depending on what occurred, you may be asked to complete an [Incident or Injury Report](#) form or complete the [Report a Risk or Hazard](#) form.

A **near miss** is when something could have caused harm but didn't. Even if it seems small, near misses are important to report because they help us prevent accidents in the future.

If a near miss happens, follow the same steps:

- ✦ Make the situation safe
- ✦ Tell a staff member
- ✦ Complete a [Report a Near Miss](#) form

Hazards and Risks

We all share responsibility for noticing hazards and risks and helping make our environment safer.

Before you start volunteering, you'll receive a health and safety briefing relevant to your role. This will include information about any known risks and how to manage them.

If you feel unsure about something or notice something unsafe **tell a staff member straight away**. We'll record it in our hazard register and look at ways to remove or reduce the risk.

If you spot something, tell us — always. Speaking up helps protect **everyone**.

Safety – top tips!

- ✦ Never put yourself in a situation where you feel unsafe or uncomfortable
- ✦ If you're unsure about something, talk to a staff member immediately
- ✦ If someone tries to steal money from you while fundraising, **do not resist** — call **111**, then let us know
- ✦ Never withdraw money from an ATM for a client or anyone else
- ✦ Never accept or handle a client's PIN number — even with good intentions. Even though you are honest, the next person they trust may not be

Health & Safety/**Kaupapa here haumaruru**

Health & Safety Procedures

Lone Working

Lone working means working by yourself without being able to see or speak to other staff or volunteers.

To stay safe when lone working:

- ✦ Always carry a charged mobile phone
- ✦ Let someone know **where you're going and when you'll be back**, and check in regularly
- ✦ Do not work alone if you have an **uncontrolled medical condition** — tell us if this applies to you
- ✦ Only do tasks you are **fully trained and confident** to carry out
- ✦ Never do **high-risk work** on your own
- ✦ Secure the premises if you are on-site alone

Further guidance is available in the **Lone Working Policy**, which will be covered during your role-specific induction.

Bullying

Bullying is a significant hazard in New Zealand workplaces, and we're committed to preventing and addressing this behaviour should it occur.

If you experience or see behaviour that you find unreasonable and that might impact your or someone else's physical, mental or emotional health, tell a staff member or one of our People Experience Team immediately.

First Aid

We have trained first aiders to assist with emergencies. Please check with staff members for who the relevant first aiders are for your role.

Tell a staff member of any medical conditions you have which may need special treatment in an emergency.

Client Wellbeing

Supporting someone with cancer may sometimes mean responding when they feel suddenly unwell. You are **not** expected to be a medical professional.

If a client suddenly experiences and dizziness, trouble breathing or other sudden changes that feel unsafe or worrying:

Stay calm ➡ Keep them safe ➡ Get help ➡ Offer reassurance

- ✦ Stay calm and encourage them to sit or lie down, do not move them forcefully.
- ✦ Remove any hazards
- ✦ Do not give clients any food, drink or medication (only assist with their medication if they clearly ask)
- ✦ **If the situation feels serious or you are unsure what to do – call 111**, otherwise you can contact your Community Coordinator or Manager.
- ✦ Stay with the client while you wait for help, keep them comfortable, ensure you respect their dignity and if needed cover them with a blanket or jacket and wherever possible ask before touching them.
- ✦ Once further assistance has arrived, notify your Community Coordinator and seek debrief/support – **your wellbeing matters too.**

Support Pathways for Volunteers

Your wellbeing matters to us, we want you to feel supported, valued, and cared for. If you ever find yourself feeling overwhelmed, unsure, or simply needing someone to talk to following a distressing interaction encountered during your volunteering, please use the following support options:

1. Debriefing with a Community Coordinator - If something has affected you during your volunteering - whether emotionally, practically, or unexpectedly - your first point of support is your **Community Coordinator**.
2. Checking in with a Cancer Navigator - If your concern is related to a client's cancer journey and you want a clearer understanding of what they may be experiencing, a **Cancer Navigator** can help.
3. Additional Support for Volunteers – Southern Cancer Society will work with volunteers to ensure they are appropriately supported; this may be through an external resource or professional service.

You Are Not Alone

Please remember seeking support is a strength, not a weakness. We deeply appreciate the care and compassion you bring to our clients, and we are committed to looking after you in return.

If you ever feel unsure where to start, simply reach out to your Community Coordinator - together, we will make sure you get the support you need.

If at any time you would like an alternative contact to speak to about your volunteering – you are welcome to reach out to the **Volunteer Partner, Heather Mechaelis** - heather.mechaelis@southerncancer.org.nz or phone 027 482 4567.

Thank you for volunteering with Cancer Society Southern, we hope you enjoy your volunteering journey with us.

Confidentiality/Muna

As a volunteer, you may be invited into the private lives of people affected by cancer and their whānau, often during times of vulnerability, stress, or uncertainty. In your role, you may hear or learn personal information that a person would not normally share. This places you in **a position of trust**, which we take very seriously.

All information shared with you, or that you become aware of through your volunteer role, is **confidential**. This includes personal details, health information, family circumstances, and even the fact that someone has contacted or visited the Cancer Society. Confidentiality is protected under New Zealand privacy legislation, and everyone we support has a legal right to privacy.

What we ask of you

To help protect the people we support, all volunteers must:

- ✦ Respect the **high standard of confidentiality** expected of everyone at the Cancer Society
- ✦ Never discuss one client with another client
- ✦ Never share or use confidential information outside your volunteer role
- ✦ Never communicate with healthcare professionals on behalf of a client **without the client's consent** and prior discussion with your supervisor, volunteer coordinator, or a Cancer Society staff member

Contact with the Cancer Society must always be initiated by the person affected by cancer, or by their representative with the individual's consent. Any contact or action taken on someone's behalf must be done **with their clear permission**.

Breaches of confidentiality are regarded as **extremely serious** and may result in a review of your suitability to continue volunteering.

Smokefree Policy/**Auahi kore**

The Cancer Society is committed to providing **smokefree and vape-free environments** and supporting people who want to quit smoking or vaping. This reflects our mission to reduce the incidence and impact of cancer and to support people living with cancer.

We are proud supporters of **Smokefree Aotearoa**, and we aim to show leadership by ensuring that our staff, volunteers, premises, and activities are smokefree.

Many of the people we support are undergoing cancer treatment and may be particularly sensitive to smoke, vaping, or lingering smells. Some may also be trying to quit. Providing a smokefree environment is an important way we show care, respect, and support.

What this means for volunteers

All volunteer activities

- Smoking and vaping are not permitted during volunteer activities or while wearing Cancer Society badges, vests, or uniforms
- Volunteers who smoke must take reasonable steps to ensure there is **no lingering smell** on their clothing or person

Volunteer drivers

- All volunteer drivers' vehicles must **always be completely smokefree**
- Ashtrays must be clean and empty
- The Cancer Society does not recruit current smokers as volunteer drivers
- Any smoke-related complaint about a vehicle will result in a review of the volunteer's suitability for this role

We understand that quitting can be challenging. Support is available for volunteers who would like help to stop smoking or vaping — please contact the **People Experience (PX) Team**.

Any breach of the Smokefree Policy will result in a review of the volunteer's ongoing suitability to volunteer with the Cancer Society.

Volunteer Code of Conduct/Tūao Mana

Purpose

The Volunteer Code of Conduct exists to inform volunteers on the standards of conduct required when volunteering for the Cancer Society.

Volunteers are expected to act honestly, conscientiously, reasonably and in good faith when carrying out their duties and in their relationships and interactions with other people.

At all times, we expect volunteers to:

- ✦ Observe the responsibilities and guidelines outlined in this handbook, and
- ✦ Observe all Cancer Society policies and procedures, and
- ✦ Observe all Cancer Society safety procedures.

Volunteers must not:

- ✦ Create any liability for us without authorisation.
- ✦ Act in a way that may bring the Society into disrepute
- ✦ Seek or accept any offers, gifts, rewards or benefits.
- ✦ Engage in any activity that may cause physical or mental harm or another person (such as verbal abuse, physical abuse, assault, sexual or racial harassment, bullying, or any action that compromises the safety of yourself or others.
- ✦ Be affected by alcohol, medication or non-prescription drugs while volunteering.
- ✦ Provide a false or misleading statement, declaration or claim.
- ✦ Engage in any activity that may damage our property.
- ✦ Have unauthorized possession of property belonging to anyone else.
- ✦ Engage in criminal activity in our workplace.
- ✦ Give away free or discounted products, services and/or property belonging to us without our prior consent.

Breaches of this Code of Conduct.

Breaches of this Code of Conduct may result in disciplinary and grievances procedures.

Breaches may lead to a notification of unacceptable behaviour and a warning or immediate end of your services as a volunteer.

Repeated breaches of the Code of Conduct will lead to the immediate end of your services as a volunteer.

Conflicts of interest

Volunteers should avoid situations that may lead to conflicts of interest by:

- ✦ Consulting with a staff member or the People Experience Team before taking any other roles in organisations whose goals, purposes or activities conflict with ours.
- ✦ Making sure your commitments do not conflict with the performance of your duties here.
- ✦ Advising a staff member immediately if a conflict of interest occurs or could possibly occur.