

As a Daffies Volunteer your wellbeing matters to us, we want you to feel supported, valued, and cared for. If you ever find yourself feeling unsure, frustrated or simply needing someone to talk to following a challenging interaction or situation encountered during your volunteering, please use the following support options.

1. Debriefing with your Retail Manager

If something has affected you during your volunteering - whether emotionally, practically, or unexpectedly - your first point of support is your Retail Manager.

They can offer a listening ear, talk through what happened, and help you make sense of the situation. Your Retail Manager is experienced in supporting volunteers and is across all aspects of the running of the store.

3. Additional Support for Volunteers

The Cancer Society Southern will work with volunteers to ensure they are appropriately supported; this may be through an external resource or professional service.

Additional support could be required due to:

- ✿ Ongoing stress or worry because of volunteering role.
- ✿ Emotional fatigue because of volunteering role.
- ✿ Difficult situations encountered during volunteering role.

2. Connect with the Volunteer Partner

If your concern or question is related to wider Cancer Society query or you would like an alternative contact outside of your retail manager. You are welcome to contact Heather Mechaelis, Volunteer Partner.

Volunteer Partner can talk to:

- ✿ Cancer Society Volunteering policies.
- ✿ Other volunteer roles available.
- ✿ Information about what is typical or expected as a Cancer Society volunteer.
- ✿ Guidance and support as to best next steps to work through a situation.

4. You Are Not Alone

Please remember seeking support is a strength, not a weakness. We appreciate your dedication and commitment to Daffies which supports the work of the Cancer Society. We are equally committed to looking after you in return.

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

Daffies Volunteer Support Pathways



Contacts:

Halswell Daffies Retail Manager – Erin Shackley

Email: erin.shackley@southerncancer.org.nz / Phone: 0211713383

Parklands Daffies Retail Manager – Fiona McLean

Email: Fiona.mclean@southerncancer.org.nz / Phone: 021579645

Cancer Society Southern - Volunteer Partner - Heather Mechaelis

Email: Heather.mechaelis@southerncancer.org.nz / Phone: 027 4824567

If at any time you would like to contact a member of the Cancer Society Southern senior leadership team regarding Daffies operations– you are welcome to reach out to the **Chief Financial Officer, April Pike** (Retail Managers report to April) April.pike@southerncancer.org.nz or phone 0274063740.

Thanks for all that you do.

Cancer Society Southern Team