



TIMEBANK VOLUNTEERS: POLICIES 2021

INTRODUCTION

Thank you for volunteering for the Coastal New Brighton Timebank. We have developed policies to help ensure that the Coastal New Brighton Timebank is a supportive, safe, and rewarding process for everyone who takes part in it. As volunteers you are required to uphold these policies. Please read these carefully and if you have any questions, please contact the Coastal New Brighton Timebank Coordinator or Sustain South Brighton Board.

POLICIES

1. COASTAL NEW BRIGHTON TIMEBANK VALUES

All Coastal New Brighton Timebank activities will be informed by and undertaken in accordance with our CORE VALUES:

1. Caring and respectful relationships
2. Reciprocity
3. Community led
4. Supports sustainability
5. Everyone's time is valued equally
6. Everyone has something to give

2. RESPECTFUL RELATIONSHIPS

- a. All individuals including community members and Coastal New Brighton Timebank staff and volunteers are to be treated in a fair, equal, respectful, caring and just manner.
- b. The Coastal New Brighton Timebank will:
 - i. ensure fair and equal access for all individuals to the services and activities it provides.
 - ii. uphold the rights of all individuals, groups and communities.
 - iii. respect and remain inclusive of all cultural identities including class, ethnicity, gender, sexuality, age, religion, and ability.
 - iv. encourage respect for the diversity of cultures.
 - v. aim to expand choices for all individuals with special regard to people who experience disadvantage or lack of access to resources, services, and opportunities.
- c. The Coastal New Brighton Timebank recognizes the right of all individuals to be treated in a way that is culturally respectful for them.
- d. An aspiration for the Coastal New Brighton Timebank is to at all levels including governance, employees, Timebank members and partnerships, reflect the multiple cultural identities of the community in which we are a part of.

3. COMMUNICATION

- a. All communication from the Coastal New Brighton Timebank will be respectful and in accordance with our core values. Communication will also emphasize:
 - i. Clear information for community members and volunteers about what participation in the Timebank involves.
 - ii. This includes communicating the rights and responsibilities of Timebank members to ensure people are able to form clear expectations in their Timebank interactions.
 - iii. Clear processes for community members and groups to have any questions or concerns they may have addressed.
 - iv. Referral processes to other useful resources and information if we are unable to assist people.
- b. All communication from and with community members and organisations will be addressed in a timely manner.

4. RELATIONSHIP BUILDING, NETWORKING AND PROMOTION

- a. All relationship building involving the Coastal New Brighton Timebank will be respectful and in accordance with our core values. Relationship building will emphasize:
 - i. Developing cooperative relationships with all stakeholders including community members, volunteers, local body organisations, other community groups and organizations, funders, and government departments.
 - ii. Working towards collaboration and not competition.
 - iii. Seeking to add meaningfully to all those who we are involved with - reciprocity.
 - iv. Support for member-initiated projects and activities, aiming to contribute to self-empowerment for individuals and community groups through connecting needs to resources.
 - v. Sustainability in promoting Timebanks as an alternative way to value goods and services and in reducing waste.
 - vi. Support for lifelong learning and human development.

5. CONFIDENTIALITY

- a. All Coastal New Brighton Timebank volunteers must protect the confidentiality of Timebank members, staff, and other volunteers.
- b. Full online access to Coastal New Brighton Timebank member profiles and Timebank participation is available to those who have successfully completed the application process. Volunteers must treat this information with respect. Member information from the Community Weaver website and any other information we hold about members, staff or volunteers MUST only be used within the scope of the Coastal New Brighton Timebanks purpose and activities.
- c. The only exception to the protection of confidentiality is if there are significant health and safety concerns about a Timebank member or others. In this case where possible staff will endeavor to discuss these concerns with an individual before their confidentiality is broken.

6. REPORTING

- a. If a critical issue arises for the Coastal New Brighton Timebank, volunteers must inform the Timebank Coordinator or Sustain South Brighton Board as soon as possible.
- b. When required volunteers will provide short verbal or written reporting of Timebank events of activities they have taken part in.

7. HEALTH AND SAFETY WHEN RUNNING COASTAL NEW BRIGHTON TIMEBANK EVENTS OR ACTIVITIES

- a. Find out about the health and safety requirements for each venue from those hiring it out.
- b. Ensure that appropriate safety guidance and talks are delivered to those attending events at a venue such as where the exits are and where to assemble in case of emergency.
- c. Consider Timebank members, staff, and volunteers' safety. When running community events by themselves staff or volunteers will inform another staff member about what they are doing to ensure that there is a support person available to assist them if they need it.
- d. Ensure that accessibility to the venue is safe for all attending. Consider issues such as disability access.
- e. Ensure that you do not go over the maximum number of people for occupancy for a venue.
- f. If events are child focused with children in attendance, then police background checks must be carried out on staff involved.
- g. If you are managing traffic to the event ensure that there is appropriate marshalling, signage, parking and dedicated pedestrian access to the site.
- h. Ensure that there are appropriate first aid staff and medical supplies onsite for events that you are running and that you're aware of how to and are able to contact emergency services if necessary.
- i. Consider how you might handle unpredictable weather.
- j. Assess and address any potential fire risks for the event.

8. HEALTH AND SAFETY

- a. If Timebank members or volunteers feel unsafe or uncomfortable in any situation, they are asked to please take steps to leave or avoid that situation, seek appropriate support, and advise the Coastal New Brighton Timebank Coordinator as soon as possible.
- b. To keep one another safe, Coastal New Brighton Timebank and its staff will exercise reasonable care in relation to Timebank members and volunteers and their activities in the community. That means doing what a reasonable, prudent person would do in a similar situation.
- c. Coastal New Brighton Timebank members and volunteers are required to take similar responsibility for each other's health and safety during trades and at Timebank events.
- d. Any health and safety incidents or accidents must be reported to the Timebank Coordinator and medical assistance sought when necessary.

9. MEDIA

- a. Only those that are authorised to by Sustain South Brighton Board are allowed to speak for the Coastal New Brighton Timebank to the media. This must be done in a way that reflects the core values of the Timebank.
- b. All media enquiries MUST, in the first instance, be directed to the Coastal New Brighton Timebank Coordinator.

10. SOCIAL MEDIA AND INTERNET

- a. All posts from volunteers in relation to the Coastal New Brighton Timebank on social media will be congruent with the values and kuapapa of the Timebank.
- b. The Coastal New Brighton Timebank reserves the right to remove any posts involving the Timebank that violate these core values.
- c. Volunteers are also urged to report any problems with using the website to the Coordinator or website administrator.
- d. Coastal New Brighton Timebank may use images of members and volunteers with their consent, on the group's Facebook page.
- e. Staff, volunteers, or community members may not promote commercial activity or political views on Coastal New Brighton Timebanks website or Facebook page.

11. PHOTOS

- a. Coastal New Brighton Timebank may use images of members and volunteers, with their consent, on the group's Facebook page and for promotional activities such as in the media.
- b. Verbal consent with the option of signed consent must be obtained from people over the age of 16 before a photo that identifies them is used in any marketing or promotional material for the Coastal New Brighton Timebank.
- c. Signed consent must be obtained from parents or guardians and children/ young people for usage of photos that identify under 16-year old's.

12. TOOLS AND EQUIPMENT

- a. All tools and equipment must be used and stored responsibly.
- b. Tools and equipment that are shared with individuals or other groups are to be returned in good order and in a timely manner.

13. INCIDENTS

- a. When an incident occurs, the incident form must be filled in and when necessary the Sustain South Brighton Board informed . (See incident form in policies and procedures folder).
- b. An incident is any event that could lead to or has led to harm for community members, community groups, volunteers or staff and/ or the Coastal New Brighton Timebank.
- c. Incidents refer to things that happen in the course of the Coastal New Brighton Timebanks work in managing and facilitating the Timebank.
- d. Examples include disputes between staff or volunteers, property damage (malicious, accidental or due to natural events), an incident or accident at an event being hosted by the Timebank, or an accident on our premises.

- e. The Coastal New Brighton Timebank will seek to be informed of any Incidents that happen in the course of individual Timebank transactions involving Timebank members. In this case the Coastal New Brighton Timebank will offer advice, support, and assistance. However, incidents that occur within individual transactions between Timebank members are primarily the responsibility of the community members involved.

14. LIABILITY AND LIMITATIONS

- a. The Coastal New Brighton Timebank refers Timebank members who indicate that they are able to perform a specific service or activity. The Timebank cannot guarantee the quality of work or performance of anyone who is referred.
- b. The Coastal New Brighton Timebank or its staff and volunteers will not be responsible for any injuries to people or damage to property experienced during a Timebank transaction.
- c. The Coastal New Brighton Timebank does not guarantee any service or activity undertaken through the Timebank when the expectations of the receiver are not met.

15. COMPLAINTS

- a. If an exchange that Timebank members are involved in doesn't meet their expectations, it is Timebanking practice to appreciate each other's best efforts, nevertheless.
- b. However, if members have a more serious concern please inform the Timebank Coordinator. Timebank staff will direct them to and be guided by the Coastal New Brighton Timebank policies and procedures and the Code of Conduct.
- c. All complaints are to be made in the first instance to the Coastal New Brighton Timebank Coordinator.
- d. Complaints about or from Coastal New Brighton Timebank staff or volunteers may also be directed to the Sustain South Brighton Community Activator or the Sustain South Brighton Board.
- e. All complaints will be addressed within a timely manner.

16. PROBLEM REPORTING AND RESOLUTION

- a. Should a volunteer have concerns about any problems arising during their work, they should promptly raise it with the Timebank Coordinator, or Sustain South Brighton Board.
- b. The volunteer will be kept informed of the steps taken to resolve the issue.

15. WORKING BEES RUN BY THE TIMEBANK

- a. A short safety talk will be given at the start of the working bee by a Timebank staff member or volunteer.
- b. The working bee coordinator will ensure that a First Aid kit is available at each working bee.
- c. Appropriate safety gear will be provided for participants.
- d. All children and young people under the age of 16 will be accompanied and supervised by a parent/caregiver.
- e. If participants come across dangerous goods or situations during the activity they will inform the working bee coordinator.

f. Closed footwear must be worn.

Thank you for helping build a caring community!

Contact the Coastal New Brighton Timebank Coordinator if you have any questions or concerns at:
cnbtimebank@gmail.com or phone: 022 622 0339

Or you may contact the Sustain South Brighton Board at:
sustainsouthbrighton@gmail.com