

'We cannot succeed without the support of those around us' - UNESCO Aotearoa Youth Leader, Chair, Shahin Najak, 2021.



HE KUPU WHAKATAKI NĀ TE KAIĀRAHI FOREWORD

Volunteering Auckland has been serving the public since 1990 in leading, promoting and supporting volunteering in Tāmaki Makaurau Auckland.

Young people have always wanted to volunteer. We have seen them as climate action activists, environmental warriors and as companions to the elderly. We saw many take up volunteering throughout the pandemic of 2020 through 2021, following their own passions to help and support their communities.

Besides building character and finding out what excites them in life, being a volunteer teaches youth important life skills that aren't always as easy to teach in school. They learn work ethics and gain the confidence they need to become leaders among their peers.

However, when it came to wanting to volunteer for NGO community groups they seemed to struggle to get accepted. We wanted to find out why this is.

Over many conversations with member NGOs and high schools, we heard that a minimal understanding of legislation relating to youth, recruitment and retention of young volunteers, and student safety were at the forefront of why many NGOs were often hesitant to engage youth under 18 years as volunteers.

Whether you are new to volunteer engagement or an experienced volunteer manager, we hope that this guide will help you in creating an environment where our youth can flourish as volunteers.

Nāku iti noa, nā I Yours sincerely

(18Mas)

Cheryll Martin QSO
Kaiwhakahaere matua I General Manager
Volunteering Auckland



CHERYLL MARTIN QSO VOLUNTEERING AUCKLAND

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TE ORANGA NUI PURPOSE



This support guide has been created by Volunteering Auckland to help give confidence to community groups, non-profits and charitable organisations in engaging youth as volunteers.

It is important to remember that these are general guidelines only, informed by best practices, current legislation and policies, that you can adapt to your situation as needed when working with youth.

It offers information, guidance and practical support to non-profit community groups wanting to know more about recruitment and retention, benefits of volunteering, legislation and other policies, that are relevant to a young person's experience of volunteering.

The guide is not intended to be a detailed or complete summary of the issues which organisations may need to consider in relation to the engagement of youth volunteers.

Organisations should seek specific legal advice if they have any questions or concerns about the engagement of youth volunteers by their organisation.

Rangatahi Te Mahi Tūao: a support guide for community groups to engage youth as volunteers © Volunteering Auckland, 2022

"VOLUNTEERING IS A GREAT WAY FOR YOUNG PEOPLE TO REALISE THEIR POTENTIAL AND EXPERIENCE HOW REWARDING IT CAN BE. BY DOING COMMUNITY SERVICE, YOU FIND YOUR PLACE IN THE COMMUNITY."
- BRIAN, 17 YEARS, AUCKLAND

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"IT IS SUPER FULFILLING WHEN YOU DO FOR THE SAKE OF OTHERS. YOU GET TO MEET AMAZING PEOPLE, AND AS A BONUS, IT LOOKS GOOD ON YOUR CV."

- CAM, 16 YEARS, NORTHLAND



TE TIRITI O WAITANGI AND VOLUNTEERING

Volunteering Auckland acknowledges Te Tiriti o Waitangi as Aotearoa New Zealand's founding document.

We recognise the importance of TeTiriti, and the unique space of Māori as tāngata whenua (people of the land, 'indigenous') in carrying out our commitment to our young people and the broader community, as it relates to supporting mahi aroha I volunteering*.

The relationship between Te Tiriti and volunteering relates to the principles of partnership, participation and protection, and how these are demonstrated in our actions within our volunteer-involving programmes and in our organisational practices as a whole.

In the context of engaging youth as volunteers, your organisational practices could be:

Partnership - young people sharing in the decision making which affects their own lives and the communities.

Participation - creating opportunities for young people to be involved in, and add value to your organisation's activities.

Protection - ensuring the health, safety and wellbeing of youth volunteers.

How you incorporate these principles into your practices may be different for each organisation, programme and task.

For more information on starting, or continuing, your journey on engaging with Te Tiriti o Waitangi, see the following;

https://trc.org.nz/sites/trc.org.nz/files/Application/Nga-Rerenga-o-Te-Tiriti.pdf

https://inspiringcommunities.org.nz/wpcontent/uploads/2018/01/Working-with-Tangata-Whenua_IC_2018.pdf

https://www.live-work.immigration.govt.nz/live-in-new-zealand/history-government/the-treaty-of-waitangi

* Mahi aroha I Volunteering is the unpaid activity performed out of sympathy and caring for others in accordance with the principles of tikanga to maintain mana and rangatiratanga, rather than for financial or personal reward. - 'Mahi Aroha: Māori perspectives on volunteering and cultural obligations', Office of the Community and Voluntary Sector, Wellington, 2007



ARE YOU READY FOR YOUTH VOLUNTEERS?

Finding youth volunteers who fit well into different organisations and volunteering opportunities is a shared process.

Community groups, organisations and NGOs need to ensure they have someone responsible for volunteers within their organisation. This person should also have a strong commitment to supporting and engaging youth as volunteers.

The following are helpful tips for working with youth volunteers;

- Clearly communicate the process for becoming a volunteer from the start, including the time and role requirements.
 Volunteers should understand that they are being engaged as an unpaid volunteer and not as an employee or independent contractor.
- Create clearly **defined roles**, with titles. Keep the title short with some indication of the main activity involved. Avoid using 'Volunteer' in the role title.
- Ensure that the person responsible for youth volunteers is easily accessible to answer questions, provide coaching, and regular check-ins.
- Provide adequate training so youth volunteers are well informed, prepared and confident in completing their tasks.
- **Involve youth** in defining their tasks whenever possible, incorporating their own interests, motives and goals.
- Consider how buddy systems and team setups might provide support.
- Provide a means of feedback from the youth volunteers and assign a staff member to evaluate and implement improvements to your volunteer programme.
- Capitalise on opportunities around school holidays and short assignments.

Extra Reading:

- Competencies for Managers of Volunteers, Volunteering NZ [VNZ]
- Best Practice Guidelines for Volunteer-involving Organisations, VNZ
- Placing Youth in a Volunteer Framework, Volunteering Auckland





CREATING SPACE FOR YOUTH VOLUNTEERS

Recruitment is a process to attract and invite people to consider volunteer involvement in your organisation, group or club.

You will not necessarily get a "yes" at the first contact, but that first contact is vital in creating a prospective volunteer's first impression of your organisation, and you as the leader of volunteers. Think about what happens when a young person first contacts your organisation, whether by walk-in, phone, email or online.

Then, consider these key points in engaging with a young person about volunteering:

- · Offer flexible volunteer assignments that fit around school commitments.
- Be specific ie. skills required, both soft and hard skills. Will these result in the benefits below?
- Offer support and training for volunteers remember to make the training accessible.
- Highlight the impact volunteers are making towards your mission.
- Feature your volunteers on social media stories of volunteers are a great recruiter.
- Recruit through your current volunteers people will talk about their experience as a volunteer.
- Post volunteer opportunities online check out the support from your local Volunteer Centre.

All volunteers, no matter their age, should be welcomed and trained properly. Your mission should be to make sure their onboarding is smooth, efficient, and even educational.

THE BENEFITS OF VOLUNTEERING FOR YOUTH

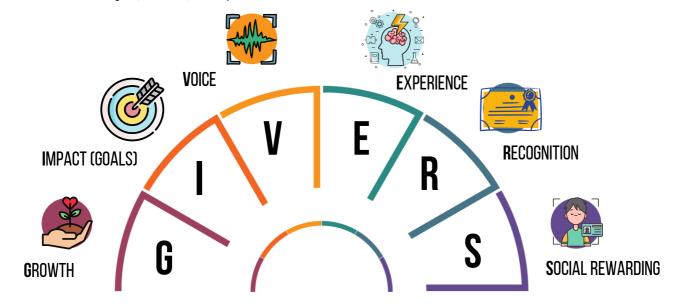
- Greater self-esteem and selfconfidence
- Career and life skills
- Supports academic success
- Gaining work experience
- Useful references for future employment
- Greater community involvement
- Increase in social networks
- Leadership and communication skills
- Greater empathy for others
- Builds long-term generosity
- Contributes to safer communities
- Supports ongoing participation in volunteering



VOLUNTEER RETENTION

Retention is a simultaneous meeting of the needs of the organisation, volunteer programme and the volunteer.

When engaging, training, supporting and recognising your volunteers, it may be helpful to use the 'GIVERS' acronym, below, as a point of reference.



- **G GROWTH** (in the volunteer) reflects the wish people have to grow as a person, build their skills and widen their horizons
- **I IMPACT** (from their efforts) reflects the wish of volunteers to see the difference they have made to people's lives, their community, and the world
- **V VOICE** (to make a difference) recognises the fact that people respond better when having their voice heard within the organisation
- **E EXPERIENCE** recognises that people want a memorable and positive experience of volunteering (which encourages them to tell good stories to others who may then volunteer) word of mouth
- **R RECOGNITION** acknowledges the extrinsic motivators and the wish to be rewarded, even if it's just by a simple thank you
- **S SOCIALLY REWARDING** takes into consideration that people are social beings who enjoy being with friends

Useful Links:

Givers Framework:

https://sramedia.s3.amazonaws.com/media/documents/GIVERS%20-%20FINAL%20REPORT%2001.06.18.pdf

Retaining Youth as Volunteers:

https://volunteeringauckland.org.nz/news/placing-youth-in-a-volunteer-framework-apr-16

WHAT'S IN A 'REASON WHY'?

Meaningful acts of acknowledgment, based on motivation, are an integral component of retention.

Motivation is a 'reason why' that is different for different people. McLelland* states that 'everyone has a driving motivator'. This could be the need for achievement, the need for affiliation, or the need for power or influence.

Example: Identifying volunteers to help with an event:

- a. Achievement helps determine how the event runs
- b. Affiliation helps ensure everyone has a cuppa
- c. Power/Influence helps MC the event

Knowing and understanding your volunteers' underlying motivators will not only help determine the appropriate form of reward, or recognition, it will also help determine what role would be best suited to them.

Recognition is about 'noticing people's efforts and letting them know about it'**. The best way to know what young people would appreciate as recognition is to ask them - why are you volunteering for this organisation, or cause? what do you hope to achieve, or what do you hope will change, because you are volunteering?

Often this information can be collected at the initial conversation you have with the volunteer, at training sessions, or just having a chat while you volunteer alongside them.

With any reward, the key to success is having options that match a person's motivation, values, or 'reasons why' for volunteering. Remember that a person's 'reason why' will change over time, or will change when their 'reason why' has been met, so keep the chats going.

Social Impact is a growing motivator for young people. A young person would ask: "what will change in my community, if I volunteer?" Knowing that people are being fed, or housed, or the local stream is clean, can often mean more to someone motivated by social impact. Ensure that you are telling the important stories, the stories that highlight the social impact that volunteer actions are having on your cause, your clients, and on your volunteers.



** Volunteer Recognition

https://literacybasics.ca/volunteer-management/volunteer-recognition/



KEEPING YOUTH SAFE AS VOLUNTEERS

The health, safety and wellbeing of youth is paramount in keeping young people protected during their volunteer experience.

It is recommended that all community groups, organisations and NGOs complete a health and safety form for their sites and for all volunteers. [Templates may be available upon request from your local Volunteer Centre.]

Please note that the term 'youth' in this support guide refers to young people aged between 14 and 18 years old.*

The next few pages cover the relevant legislation and/or obligations to consider when engaging youth as volunteers:

Police vetting

This is the process by which an organisation completes an application on behalf of their employees or adult volunteers directly involved with youth volunteers. This information is processed by external agencies to ensure the suitability of the candidate that is supervising youth volunteers.

Useful links:

Registering for Police Vetting

https://www.police.govt.nz/advice-services/businesses-andorganisations/vetting/register-new-zealand-police-vetting/

Fees and charges for Police Vetting

https://www.police.govt.nz/advice-services/businesses-andorganisations/nz-police-vetting-service/fees-charges-and-payments/

Applying for a Police Vetting Check

https://www.justice.govt.nz/criminal-records

* Children under the age of 14 years must be supervised at all times

"WHEN I'M HELPING WITH FOOD PARCELS, IT MAKES IT EASIER FOR THE PEOPLE I'M HELPING TO GET FOOD TO THEIR FAMILIES. IT'S ONE LESS THING FOR PEOPLE TO WORRY ABOUT. WHEN I'M MENTORING, I'M TALKING TO YOUNGER KIDS AND FIGURING WHAT I CAN HELP THEM WITH. HELPING OUT WHERE YOU CAN, REALLY MAKES A **DIFFERENCE.**"

- DREMAYER, 16 YEARS, AUCKLAND



KEEPING YOUTH SAFE AS VOLUNTEERS

Health and Safety at Work Act 2015

The health, safety and wellbeing of staff, volunteers and people in the workplace are the responsibility of everyone.

As a community group, organisation, NGO, or leader of volunteers, you need to understand what your responsibilities are - as an organisation and as individuals, both paid and volunteer - involved in the organisation.

Following the requirements of this Act helps the organisation and its staff, volunteers, and visitors identify the potential risks and hazards within the work environment, and undertake actions to prevent illness and injuries.

Further information here:

https://www.legislation.govt.nz/act/public/2015/0070/latest/D LM5976660.html

Health and Safety at Work (General Risk and Workplace **Management) Regulations 2016**

The GRWM Regulations 2016 contain general duties relating to young persons in the workplace. See Part 4 of the Act:

https://www.legislation.govt.nz/regulation/public/2016/0013/l atest/DLM6727530.html

Definition of Volunteer:

Under the Health and Safety at Work Act 2015, a distinction is made between 'volunteers' and 'volunteer workers'. For the purposes of this support guide, 'volunteer' refers to those who are either casual or ongoing volunteers.

To determine if you have a 'volunteer' or 'volunteer worker' see section 19 of:

https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM59766 60.html

"I VOLUNTEER FOR THE SOCIAL ASPECT, TRYING NEW THINGS, TO HELP OTHERS, AND FOR THE JOY OF BEING IN A CARING **ENVIRONMENT WHERE WE ALL LOOK AFTER EACH OTHER. I ALSO** ENJOY THE PLEASURE OF HELPING OTHERS. I FEEL SATISFIED AND GOOD ABOUT MYSELF BASED ON WHAT I MAY HAVE DONE WITH THEM OR FOR THEM."

- NIC, 17 YEARS, NORTHLAND.



KEEPING YOUTH SAFE AS VOLUNTEERS

Children's Act 2014

More information can be found on safety checking of adult workers and volunteers supervising youth volunteers through this link:

https://www.legislation.govt.nz/act/public/2014/0040/latest/DL M5501618.html?src=qs

Drivers licensing

If a youth volunteer is required in their role to carry passengers in their own car, they may be required to hold a passenger service licence and have a "P" (passenger) endorsement on their driver's licence.

Further information here:

https://www.nzta.govt.nz/driver-licences/getting-an-endorsement/

REPORT OF CONCERN

A **report of concern** is usually formed when an individual believes that a young person may be at risk of being ill-treated, harmed, deprived or disregarded.

Community groups, organisations and NGOs should have a process to enable young people to report any concerns. This could include:

- Appointing a staff member or volunteer as a point of contact for any concerns.
- Informing youth of their rights and encouraging them to voice concerns for themselves and others.
- Advising youth of external agencies they can report concerns to (see link below).

www.worksafe.govt.nz/notifications/health-or-safety-concern/raise-a-concern-form/



Q&A?



DISCLAIMER: The information in this Q&A section was correct as at 30 September, 2022. Please ensure you keep updated on any legislation changes that may affect the Acts or comments mentioned below.

Q. WHICH RULES, REGULATIONS AND/OR LEGISLATION SHOULD AN ORGANISATION BE AWARE OF WHEN ENGAGING YOUTH VOLUNTEERS?

There are various key pieces of legislation and other regulations to be aware of when engaging youth volunteers. This includes the following legislation and/or obligations:

Employment Relations Act 2002 (ERA): The ERA is relevant so far as it relates to the status of a worker as a volunteer (rather than an employee). Specifically, a volunteer is someone who does not expect to be rewarded for work performed as a volunteer and in fact receives no reward for that work; otherwise the worker may be deemed an employee at law, and will be entitled to various minimum entitlements. "Reward" in this context does not include reimbursement of expenses incurred by a volunteer in performing volunteer work.

Useful information about the engagement of volunteers can by found on: https://employment.govt.nz/starting-employment/who-is-an-employee/volunteers

Health and Safety at Work 2015 (HSWA): The HSWA imposes a range of obligations on a person conducting a business or undertaking (PCBUs), including a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of its workers (including "volunteer workers") while they are at work in the business. See section 19 of:

https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976853.html

Health and Safety at Work (General Risk and Workplace Management) Regulations 2016 (GRWM Regulations 2016): The GRWM Regulations 2016 contain general duties relating to young persons in the workplace. See Part 4 of the Act:

https://www.legislation.govt.nz/regulation/public/2016/0013/latest/whole.html

Children's Act 2014 (Children's Act): The Children's Act contains rules relating to the reduction of risk of harm to children, by requiring people employed or engaged in work that involves regular or overnight contact with children to be safety checked. See sections 25 - 39 of: https://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html



Q & A?



Human Rights Act 1993: The Human Rights Act protects individuals, including volunteers, from unlawful discrimination based on any of the prohibited grounds (e.g. race, sex, religion) set out in the Act. Search for "young persons" in:

https://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html

Privacy Act 2020: The Privacy Act governs how an individual's personal information can be collected, used and accessed by an organisation. Children have the same rights as anyone else under the Privacy Act. Particular care needs to be taken when collecting personal information from children. Specifically, an agency may only collect personal information from children or young persons if it is fair and does not intrude to an unreasonable extent upon their personal affairs. See section 22 of:

https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html

WHAT SPECIFIC POLICIES NEED TO BE IN PLACE FOR AN ORGANISATION ENGAGING YOUTH VOLUNTEERS?

All organisations engaging youth volunteers should have in place relevant policies and procedures as they relate to the organisation's general obligations under health and safety and privacy law. Volunteers should also be inducted into an organisation to ensure that they understand their role and their obligations when volunteering.

In relation to the engagement of volunteers specifically, the following policies may be beneficial (but are not legally required), depending on the nature of the volunteering.

- a **volunteer agreement**, which records the arrangements relating to the volunteering (including a clear statement that the person is being engaged as a volunteer and does not expect to be paid for the work);
- a volunteer code of conduct, which sets out expected standards of behaviour when volunteering for the organisation;
- a **complaints procedure** (to the extent that this is not already covered by existing policies for the organisation).

Contact your local Volunteer Centre for support in developing the above documents, or templates, to complete yourself.





WHAT IS THE DIFFERENCE BETWEEN ONE-OFF VOLUNTEERING AND ONGOING VOLUNTEERING? ARE THERE DIFFERENT REGULATIONS IN PLACE?

Engaging volunteers on a one-off basis (as opposed to an ongoing basis) may impact the obligations an organisation owes to that person under the **HSWA** depending on whether the volunteer meets the definition of a "volunteer worker" under the HSWA.

Useful information about the engagement of volunteers can be found at: https://employment.govt.nz/starting-employment/who-is-an-employee/volunteers

The **HSWA** imposes a range of obligations on PCBUs. Most organisations will be **PCBU**s under the **Health and Safety at Work Act 2015 (HSWA 2015)**; however, "volunteer associations" are excluded from the definition and therefore do not owe health and safety obligations under the HSWA. The term "volunteer association" is defined as a group of volunteers working together for one or more community purposes where <u>none</u> of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the association.

A **PCBU** owes a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of its workers whilst they are at work. "Workers" include "volunteer workers". See section 19(3) of the **HSWA** (2015):

See also section 36 of the HSWA 2015 re duty of care: https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976895.html



WHAT WORK ARE YOUTH VOLUNTEERS ALLOWED TO DO? IS PARENTAL CONSENT REQUIRED FOR YOUNG PEOPLE TO VOLUNTEER?

There are a range of laws and regulations which restrict the engagement of youth in relation to certain types of work, e.g. the **GRWM Regulations 2016** relates to young persons in the workplace, and places duties on organisations to ensure that workers under the age of 15 do not work in areas that are likely to cause them harm.

See Part 4 of the regulations 43 - 48:

https://www.legislation.govt.nz/regulation/public/2016/0013/latest/DLM6727514.html

Under the **GRWM Regulations**, no worker <u>under 16 years old</u> is allowed to work between the hours of 10pm and 6am.

The **Education and Training Act (2020)** contains requirements relating to the obligations of students to attend school. (For example, the Act prohibits employers from employing school aged children during school hours or at any other time which would prevent or interfere with their attendance at school.)

The **Maritime Transport Act 1994** contains provisions relating to the engagement of young persons on ships.



WHO IS RESPONSIBLE FOR YOUTH VOLUNTEERS? DO YOUTH VOLUNTEERS NEED TO BE SUPERVISED AT ALL TIMES?

↑ The receiving organisation has complete responsibility for youth whilst they are volunteering.

Under the **Summary Offences Act 1981**, it is an offence to leave any child under the age of 14 years without reasonable supervision and care.

Depending on the nature of the work involved, youth volunteers may need to be supervised to minimise any risks to their health and safety in accordance with the organisation's health and safety obligations.

CAN YOU LEAVE A 14 YEAR OLD (OR YOUNGER) VOLUNTEER ALONE WITH A GROUP OF CHILDREN?

Government guidelines state that a child under the age of 14 can be supervised by a mature and responsible person who is at least the age of 14, is able to give reasonable supervision and care, is confident looking after children, and is able to cope in an emergency.

An organisation should always consider whether a youth volunteer who is over the age of 14 can work unsupervised safely - either alone or with other young persons - in accordance with its obligations under the **HWSA**.

DO WE NEED TO POLICE CHECK ALL ADULTS WHO SUPERVISE OR COORDINATE YOUTH VOLUNTEERS?

Supervisors or adults directly involved in the coordination or direction of youth volunteers within specific agencies must have received an approved police vetting.

Information about Police Vetting can be found here: https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service

It may be prudent to undertake a criminal record check for individuals who are engaged with children (including those who are involved in the coordination or direction of youth volunteers) on a regular or ongoing basis (even when Police Vetting is not required), in order to comply with an organisation's health and safety obligations.

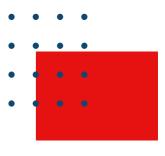
Q: WHAT PROVISIONS HAVE TO BE IN PLACE REGARDING INSURANCE?

An organisation should have policies and procedures in place which enable it to address issues relating to volunteer behaviour and conduct, particularly where this may impact the health and safety of staff or other volunteers. Questions of liability are complex and specific advice should be sought. Organisations should consult their insurance provider to discuss any concerns around insurance cover.



APPENDIX OF TEMPLATES

Parental consent for travel form.



CHILD TRAVEL CONSENT

1. The Parent(s)	
I/We,, am/are the lawful custodial parent(s) and/or non-custo	odial
parent(s) or legal guardian(s) of:	
2. Child	
Full Name:	
Date of Birth:	
Place of Birth:	
3. Traveling Alone/Accompanying Person	
□ - I authorise my child to travel alone.	
□ - I authorise my child to travel with the following individual/organisation:	
Individual/Organisation Name:	
Relationship to Child (if applicable):	
4. Itinerary	
I authorise my child to travel to the following location during	the
period beginning on, 20, and ending on, 20	
5. Signature(s)	
Parent / Legal Guardian Signature:	
Date:	
Full Name:	
Parent / Legal Guardian Signature:	
Date:	
Full Name:	

Sign in and sign out form

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Sign In / Sign Out

Event:		Date:		
Print Name	Comments	TIME-IN	TIME-OUT	
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- WHO CAN I CONTACT FOR MORE SUPPORT AND GUIDANCE ON ENGAGING YOUTH AS VOLUNTEERS?
- WHO CAN I CONTACT FOR MORE SUPPORT AND GUIDANCE ON DEVELOPING AND/OR REVIEWING OUR VOLUNTEER-INVOLVING PROGRAMME?
- WHO CAN I CONTACT FOR MORE SUPPORT AND GUIDANCE IN MY OWN PROFESSIONAL DEVELOPMENT AS A LEADER OF VOLUNTEERS?



Rangatahi Te Mahi Tūao: a support guide for community groups to engage youth as volunteers



Ohu Tūao o Tāmaki Makaurau

VOLUNTEERING AUCKLAND TRUST

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