



NEIGHBOURHOOD CARE NETWORK

Being connected to stay safe

Coordinator's Volunteer Agreement

Thank you for volunteering as a Coordinator with the Neighbourhood Care Network Inc and helping to strengthen community connections and safety.

This agreement outlines the responsibilities of Coordinators and the Neighbourhood Care Network Inc.

This is an Agreement between:

[insert volunteer name] and the Neighbourhood Care Network Inc

This Agreement is not intended to be a legally binding contract between us and it may be cancelled at any time by either us or you.

Definitions

Coordinator: Someone who volunteers to support a local neighbourhood group. The NCN aims to have at least two Coordinators for each group.

Local Neighbourhood Group: A group of people nearby who share information and ask for help from and/or provide help to each other during and between emergencies.

NCN: the Neighbourhood Care Network Inc

NCN Hub Team: This is the central team of people who provide administrative support including communication, training, IT support, marketing and membership management for the Neighbourhood Care Network, including Coordinators.

We, Us: the NCN

You: the volunteer who enters this agreement

1. NCN Coordinator Role

NCN Coordinators are volunteers.

You are responsible for convening and coordinating your local neighbourhood group.

The extent of your responsibilities and involvement is up to you as long as you:

- Work closely with other volunteer Coordinators from your local neighbourhood group to plan and coordinate your activities
- Participate in Coordinator induction and training activities
- Support the development of a local Communication and Vulnerability Action Plan for your local group, with the support of the NCN Hub Team
- Welcome new residents to the area and invite them to join the local group
- Stay in touch with the NCN Hub Team by responding to calls, emails and texts

2. What you can expect when volunteering at the Neighbourhood Care Network

To support you in your role we will provide you with:

- a written overview of the NCN and the Coordinator role
- induction and training relating to your role
- respect for your privacy, including keeping your private information confidential
- support from the NCN Hub Team, including training opportunities, information, tools and resources
- insurance to cover you for the volunteer duties you are authorised to perform
- referral pathways through the NCN Hub Team for people in your local group who have complex needs

3. What the Neighbourhood Care Network asks of Coordinators

We ask that you:

- support the Neighbourhood Care Network's aims and objectives
- participate in all relevant induction and training sessions
- comply with the law at all times, and
- be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

4. The health and safety of you and others

The safety of everyone who is involved in our organisation is a priority.

We have a duty of care to minimise risks to everyone affected by the conduct of our volunteers and contractors.

It also means that as a volunteer, you are responsible for:

- taking reasonable care for your own health and safety
- taking reasonable care for the health and safety of others

- following reasonable instructions from the NCN Hub Team and policies and procedures
- letting the Neighbourhood Care Network know of any concerns you may have about safety or fitness in performing the role

5. Information we need before you can start in the volunteer role

Before you can start in the Coordinator role, we need you to:

- attend a Coordinator Induction Briefing, usually by Zoom
- provide a National Police Check certificate
- Apply for your Working With Children Check before starting in the role and provide confirmation of the check within 2 months starting in the role

6. Insurance

We are committed to providing adequate insurance cover for Coordinators while carrying out their volunteering roles.

We have the following insurances:

- General Liability, including Public Liability
- Volunteer Workers Personal Accident

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to: contact the NCN Hub Team to report an incident as soon as it has occurred

7. Confidential information

You will be given access to the NCN's confidential information as part of, or to assist you to undertake your role. Confidential information includes information about NCN members such as their personal details.

You are not permitted to use or disclose any confidential information for any purpose other than for the proper discharge of your duties as a Coordinator for the NCN.

8. Consent to use photographs and images

Please cross out the choice which does not apply.

You

agree

do not agree

that the NCN may take photographs and video footage of you carrying out your volunteer work and use it for the purposes of marketing and promotion of the NCN and its services. This may include printed and digital marketing, including the use of your image on social media platforms.

Please sign to acknowledge that you have read this volunteer agreement and have had an opportunity to ask questions.

Volunteer's full name

Volunteer's signature

Date

