

He waka  
eke noa

**brain  
tumour  
support**NZ

In it together



# Volunteer Handbook

**Thank you for choosing to volunteer with Brain Tumour Support NZ and for helping to reach and improve the lives of people affected by a brain tumour.**

Volunteers are at the very heart of our organisation and essential to everything we do! It's our ambition to make sure that anyone who gives their time to us should feel valued, understood and be proud to be part of our team. This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful.

**THANK  
YOU**

## **Our history**

**Three of our five Board of Trustee members have direct experience of either living with a brain tumour, or with a family member who has a brain tumour.**

Our charity began in 2019 in response to the severe lack of information and support for brain tumour patients and their families here in New Zealand.

## **A little bit about us**

**We are New Zealand's leading brain tumour support charity.**

We provide information, support and guidance to patients, their families and friends. We advocate for the best treatments, care and support for patients, so they can have the best possible outcomes and quality of life.

# Some of the things we do



**Fundraise**



**Develop resources for patients, families and healthcare workers**



**Create public awareness campaigns to ensure early diagnosis**



**Develop and monitor a national peer support network**



**Develop online support groups and establish a social media presence**



**Support and promote brain tumour research**



**Advocate on patient's behalf**

# A little bit about you

## **Our volunteers get involved for a variety of reasons.**

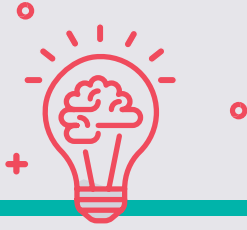
Some want to make a difference to the lives of people affected by a brain tumour, others want to develop new skills and some simply want to meet new people and have fun. We don't have a typical volunteer. Every person who volunteers for us does have one thing in common: they're absolutely vital to our work and we are absolutely grateful!



# What you can expect from us

## **Our commitment to our volunteers, we will:**

- Always treat you with respect, consideration and appreciation.
- Ensure you have a clear idea of your responsibilities, including the length of time we'd like you to be involved in a project.
- Give you information about the support available to help you carry out your role.
- Provide you with support through regular meetings or discussions (dependent on your role).
- Offer you fair, honest and timely feedback on your work.
- Update you on how your work has made a difference.



## Our Vision

Everyone living with a brain tumour has the support, information and access to best treatments, so they feel less afraid, less alone and more empowered.



## Our Mission

We will inform, support and advocate for New Zealand brain tumour patients, their friends, family and whānau.

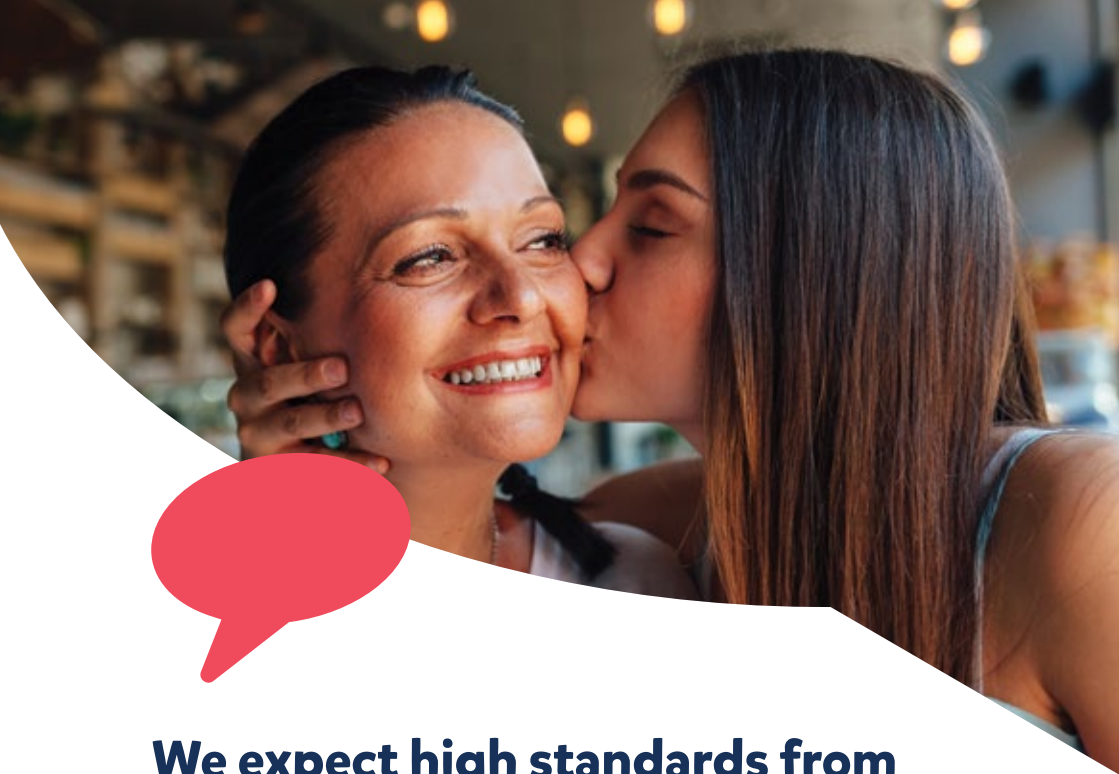


## Our Values

Our values create a moral compass for our trust and everyone who works with us. It guides our decision-making and how we are with others. These core values are our framework that we share and should be acted on by all.

## WE WILL BE...

- Inclusive
- Supportive
- Compassionate
- Honest
- Respectful



## **We expect high standards from all our supporters, whether they are paid staff or volunteers.**

**To ensure you get the most out of your role, please try to do the following:**

- Always treat Brain Tumour Support NZ staff, supporters and fellow volunteers with respect, consideration and appreciation.
- Act in a professional way whenever you represent Brain Tumour Support NZ in public.
- Act in a way that doesn't discriminate against or exclude anyone.
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved in a project.
- If you don't fully understand your role and responsibilities, please ask your Brain Tumour Support NZ contact for guidance.

# Health and safety

It's important that you carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public.

# Confidentiality

**Volunteers must maintain confidentiality during their time with Brain Tumour Support NZ.**

For this reason, when you complete an application form you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, Brain Tumour Support employees and our work is kept private, unless sharing this information is required by law.



# Criminal history check

**Some of our work will involve working with or supporting children, young people and vulnerable adults in a wide variety of ways.**

If your role involves working with these people you will be required to undergo a criminal history check as part of our policy on safeguarding. Your Brain Tumour Support NZ contact will be able to provide you with more information if it's required for your role.

# How much you mean to us

**We rely on our volunteers to help us to achieve our Mission. We literally could not do it without you and we can't thank you enough for your time and expertise.**

You help us to ensure that everyone living with a brain tumour has the support, information and access to best treatments, so they feel less afraid, less alone and more empowered.

**THANK  
YOU**



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**Get in touch  
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