

OrangeSky

— New Zealand —

Volunteer Handbook

Positively Connecting Communities

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Introduction



1. Introduction

Orange Sky is the world's first free mobile laundry service for people experiencing homelessness – an idea founded in Australia by two 20-year-old mates, Nic Marchesi and Lucas Patchett. In late 2014, they installed a couple of washing machines and dryers in the back of their old van and visited parks and drop-in centres to wash and dry clothes for free. What started as an idea to improve hygiene standards and restore dignity to people doing it tough, has become something much bigger and more powerful.

In just four years, Orange Sky has evolved to be so much more than just clean clothes and hot showers. We now know, that the most valuable item in all our vans is the six orange chairs, that provide an opportunity for conversation between our friends and volunteers.

Orange Sky grew to reach every state and territory in Australia, and in October 2018, Orange Sky New Zealand launched its very first service in Auckland.

All members of the Orange Sky New Zealand Family will be required to read this handbook and agree to follow the policies and directions contained prior to completing a Volunteer Contract.

1.1. Mission

Positively connecting communities expresses our mission, reinforces our strategic direction and guides the way that Orange Sky delivers every service. Our mission supports our transition to becoming a worldwide for-purpose organisation that connects friends, volunteers and organisations within communities in a positive and non-judgmental way. As such, it is our vision to contribute to a world where people who are experiencing homelessness are positively connected to the community.

1.2. Who we help

Orange Sky connects a wide range of people who are experiencing varying degrees of homelessness, abandonment, social disadvantage, isolation and loneliness. The people who use Orange Sky's services are not our clients or customers – but they are our Friends on the street.

Homelessness can and does happen to anyone. According to the 2013 census there are currently 41,000 people experiencing homelessness in New Zealand – that's roughly 1 in 100 people. While Orange Sky's Friends are using the laundry or shower services, our volunteers have positive and nonjudgmental conversations.

1.3. Orange Sky's Preferred Definition of Homelessness

Homelessness is a state in which people have no access to safe and secure shelter of a standard that does not damage their health, threaten their personal safety or further marginalise them through failing to provide either cooking facilities, or facilities that permit adequate personal hygiene, e.g. laundry and showers.



People working and volunteering with homelessness services often say ‘people experiencing homelessness’ instead of ‘the homeless’ or ‘homeless people’. This is because for most people homelessness is a temporary experience, not a life sentence. Saying ‘experiencing homelessness’ is one of the first steps to changing the perception of homelessness.

1.4. Other Definitions

| TERM | MEANING |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Orange Sky, We, Our, Us | Orange Sky New Zealand |
| Friends, Friends on the street | Persons utilising the services of Orange Sky |
| Board Members | The Orange Sky New Zealand Board members or their nominated appointee |
| Co-founders | Nicholas Marchesi and Lucas Patchett |
| Volunteer | Includes any role within Orange Sky with volunteering responsibilities |
| Employee | Persons employed directly by Orange Sky |
| Contractor | Persons engaged by Orange Sky through a direct contract arrangement or labour hire arrangement |
| Members of the Orange Sky Family | Board members, Volunteers, Employees, Contractors |
| Members of the Orange Sky Community | All members of the Orange Sky family plus our friends on the street |
| Chief Executive Officer, CEO | Employee who manages all Orange Sky activities including strategy, assets, people, operations, marketing, finance and administration |
| Head of Operations | Responsible for Orange Sky’s operations (volunteers, vans and technology) |
| Managers, Service Operations | Responsible for volunteer management and the successful running of an operation in particular geographies |
| Service manager | Responsible for the operations of the van in particular region, supported by the local Assistant Service Manager, Vehicle Manager, Team Leaders and General Volunteers |



Code Of Conduct



2. Code of Conduct Policy

Purpose:

This policy outlines the expected behaviour of all members of the Orange Sky family, including Orange Sky New Zealand (OSNZ) and all other Orange Sky entities.

Scope:

This policy applies to all Board members, employees, volunteers and contractors engaged by OSNZ. In addition, this policy covers activities carried out at the locations of OSNZ services and at any OSNZ functions or events.

2.1. Objective

This Policy is intended to provide all Board members, employees, volunteers and contractors with simple guidelines on what behaviour is expected of them and what behaviour is considered unacceptable. Examples are given to demonstrate the appropriate standard of behaviour; however, it is not intended to be an exhaustive list as every situation that may morally or ethically compromise a member of the Orange Sky family cannot be anticipated. In this regard, Orange Sky expects its representatives to use their common sense and sound judgment.

2.2. Compliance with laws and regulations

Orange Sky expects all persons to comply with all applicable laws and regulations, which relate to their activities for and on behalf of Orange Sky. All persons of Orange Sky are to ensure that their conduct cannot be interpreted as being in any way in contravention of applicable laws and regulations governing the operations of Orange Sky. They should bear in mind that the perception of their actions by others is important and should act accordingly.

2.3. Principles

The following guidelines outline the expected behaviour and characteristics of all members of the Orange Sky family. Orange Sky will recognise positive behaviour and will seek to correct behaviour which is inconsistent with the code of conduct.

Any breaches of the code of conduct will be investigated and appropriate disciplinary action will be taken if applicable. Serious or repeated breaches may result in termination.

2.4. Believe in what we do & give things a crack

- Represent Orange Sky in a manner that reflects the mission and objectives of the organisation, including appropriate conversations and attitudes;
- Engage in real, genuine and inclusive conversations wherever possible with our friends on the street, recognising the dignity in their story and understanding that our role is to listen first and foremost;



- Treat all others (volunteers, employees, contractors, our friends on the street, other service providers and all other persons with whom they interact) fairly, courteously and with respect;
- Abide by and work in accordance with all Orange Sky policies, standards, procedures and relevant statutory regulations;
- Don't attempt to preach or perform missionary work of any kind, remembering that our core business is washing clothes, providing showers and engaging in conversations which are based on topics of our friends' preference; and
- Declare any potential conflict of interest prior to joining Orange Sky.

2.5. Build & Maintain honest relationships and respect one another

- Behave honestly and with integrity, comply with any lawful and reasonable direction, and be respectful of others' time;
- Do not discriminate against, harass, bully or harm others;
- Raise and resolve any problems with your direct leader and then, if necessary, use OSNZ issues resolution procedure if they are dissatisfied with the outcome;
- Inform your direct leader as soon as possible if you are unable to attend your shift, or if you might be late;
- Respect the privacy of fellow members of the Orange Sky family, and only distribute another member's contact details if permission is given and only to necessary persons;
- Seek permission to take photographs of fellow members of the Orange Sky family, do not publish photo and stories to private social media, or anywhere outside of the approved Orange Sky channels; and
- Don't discuss with anyone outside Orange Sky any matter relating to Orange Sky's organisation or affairs which could reasonably be regarded as confidential, except where authorised and in the proper course of their duties.

2.6. Look out for yourself and each other

- Operate in a safe manner that does not endanger yourself, others, property and equipment;
- Advise your direct leader as soon as you become aware of any issue which might affect your safety, performance or attendance; report any unsafe incident you observe or are involved in;
- Operate equipment belonging to Orange Sky in the manner that it is designed for;
- Come to work or any place where Orange Sky offers its services rested, fit for duty and dressed appropriately;
- Do not come to work or any place where Orange Sky offers its services under the influence of drugs, alcohol or any substance which may impair your ability to act safely and appropriately;



- Never bring prohibited items (i.e. firearms, ammunition, fireworks, drugs, alcohol, explosives, offensive materials) to any Orange Sky van, premises or service location; and
- Promptly and truthfully report any and all incidents or near misses in accordance with OSNZ incident reporting procedure.

2.7. Strive to continuously improve & walk the walk

- Appropriately and privately report any behaviour of another member of the Orange Sky family that is not in line with this Policy;
- Lead by example regardless of the level of employee or volunteer in the Orange Sky organisation;
- Respect the area you are working in, not littering, ensuring the service is operating in a way to maximise safety and to minimise disruption to property owners, the public and the environment;
- Comply with any lawful and reasonable requests given by a property owner where Orange Sky operates or by emergency services (Police, Ambulance and Fire), passing on relevant information on to Orange Sky leader;
- Behave in a way which does not hinder yourself or any other member of the Orange Sky family or one of our friends in the performance of their work;
- Protect and properly use confidential and proprietary information and protect the rights of other organisations or third parties; and
- Don't negotiate or contract for services with any company that Orange Sky have a family, social or financial association with, without the approval of a member of the Board.

2.8. Celebrate success

- Acknowledge every person has a role to play;
- Support your fellow Orange Sky family;
- Enjoy your experience with Orange Sky, and provide constructive feedback when necessary via the correct channels; and
- Be excited to see and contribute to the achievements in the Orange Sky community.

2.9. Accountabilities

| ROLE | ACCOUNTABILITY |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board Members | <ul style="list-style-type: none"> - Communicate commitment to the Code of Conduct Policy - Lead by example - Review policy at least annually |
| Leaders (includes all employees and volunteers with leadership responsibilities) | <ul style="list-style-type: none"> - Ensure that there is consistent interpretation of the Code of Conduct - Lead by example - Monitor volunteers/employees/contractors' adherence to the Code of Conduct |



- Provide positive feedback for employees following the Code of Conduct, both formally and during performance review meetings
- Where minor deviations from the Code of Conduct occur, provide volunteers/employees/contractors with feedback on their behaviour and reinforce the standards expected at Orange Sky
- Where deviations from the Code of Conduct warrant it, investigate and undertake appropriate disciplinary action to ensure future adherence to the Code of Conduct

**Volunteers/ employees/
contractors**

- Comply with the Code of Conduct
- Encourage all others to adhere to the Code of Conduct



Privacy, Confidentiality & Building Good Boundaries



3. Privacy, Confidentiality & Building Good Boundaries

This document aligns with OSNZ's Personnel Privacy Policy, and Social Media Policy. Please refer to the full policies for more information, or contact the Privacy Officer at privacy.officer@orangesky.org.nz

OSNZ recognises that the confidentiality of personal information is vitally important to its personnel, and is committed to ensuring that personal information entrusted to OSNZ is protected against misuse.

OSNZ will take all reasonable steps consistent with the law of New Zealand to protect the privacy of personnel when collecting, using or disclosing personal information required for work purposes. Work may be in a paid and/or voluntary capacity.

OSNZ is committed to safeguarding and respecting Friends' dignity, consent and right to basic privacy afforded to every other individual.

3.1. Volunteer Privacy

OSNZ will only collect information that is necessary to enable us to perform its services. We will normally collect personal information directly from the individual, and will advise you when collecting personal information, for what purpose it has been collected, and how such information will be used. Examples of personal information collected and used in this instance include your name, address, contact details and medical conditions. This information may be used to assign you to shifts, send OSNZ uniforms by post, and in case of emergencies.

We will not use or disclose personal information about you for a purpose other than the primary purpose of collection, unless the individual has consented to the use or disclosure or required by law.

We restrict access to your personal information in the database to include only the relevant people.

3.2. Friends' Privacy

OSNZ aims to create a safe environment free from judgement. When accessing Orange Sky services, Friends have the right to privacy, confidentiality and respect.

We recognise that volunteers may come across sensitive or personal information about Friends on shift. Examples of such information include a Friends' name, health matters, personal circumstances and sometimes information relating to criminal activity.

Confidentiality at OSNZ means keeping personal information about a Friend between you and the Friend, and not telling others including volunteers, colleagues, family etc., unless



required by law (see section 9). To debrief conversations with another person, volunteers can change or omit the details of the people involved.

Members of the Orange Sky Family should always ask Friends for permission before taking photographs. Using photographs which you have not personally taken must always have the written permission of the photographer or owner.

3.3. Social Media

OSNZ understand the value in using social media to build meaningful relationships with the community, increase Orange Sky's networking capacity, and share experiences and stories. When using social media either in an official Orange Sky capacity, or privately, the privacy of individuals, confidential information and the brand image of Orange Sky must be protected.

When active on Orange Sky social media platforms, or representing or discussing Orange Sky within your personal accounts, members of the Orange Sky Family remain personally responsible for their words, actions and content, and will be held accountable in such circumstances.

3.4. Responsibility

All members of the Orange Sky Family are required to:

- ensure they speak as an individual and not on behalf of Orange Sky, unless representing the organisation in an official capacity;
- ensure content clearly clarifies which statements are opinions and which are facts;
- ensure they are complying with laws and regulations surrounding confidentiality and intellectual property rights, including copyrights and trademarks
- ensure their accounts do not contain material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including members of the Orange Sky Community, service providers, sponsors and/or other individuals or organisations;
- ensure accounts do not disclose other people's personal information, and comply with the OSNZ Privacy Policies.

3.5. Social Media Privacy

The privacy principles contained within relevant legislation and OSNZ policies must be adhered to when using social media. Photographs and stories are **not** permitted to be published on private social media platforms, but may be shared across internal Orange Sky platforms, including the closed volunteer Facebook groups.

The Boundary Box principles must also be remembered when using private social media platforms. Relationships with Friends should remain professional in nature, and not breach the privacy of anyone in the Orange Sky Community.

As outlined in the Boundary Box, connecting with Friends socially outside of Orange Sky, including on social media, is discouraged.



3.6. Building Good Boundaries

Providing conversation and support to people experiencing homelessness raises many challenges for volunteers. The nature of volunteering with Orange Sky can mean that you develop close and long-term connections with many friends on the street. As a result, you may encounter situations where you are confronted with needs, requests or demands for services or support that are not your role as a volunteer. This section of the training will provide practical information on some of the key ethical and boundary issues in providing support in the community.

3.7. What are Boundaries?

Boundaries are limits in a relationship that the organisation is responsible for establishing and maintaining. Maintaining appropriate boundaries with friends is an important part of volunteering with Orange Sky. Volunteers must understand what boundaries are and take steps to create healthy boundaries from the very beginning of any connection with a friend on the street. As a volunteer representing Orange Sky and providing a service to our friends, you are automatically the person with more power in your relationships with friends. The one with more 'power' has the most responsibility to maintain appropriate boundaries.

3.8. Why do we Need Boundaries?

We need to have a sound ethical framework to provide a good quality service and to protect the rights of people experiencing homelessness, especially those who may be more vulnerable. Boundaries are important for providing a safe and clear environment for volunteers to engage in conversation with our friends on the street.

3.9. Physical Contact

Healthy boundaries involve respecting the personal space of friends and volunteers. Physical contact can convey a sense of acceptance and we encourage volunteers to greet friends with a friendly handshake, high five or fist bump.

Any physical contact beyond the above is considered inappropriate. For example, hugging, kissing, holding hands or linking arms.

3.10. Relationships

Your role as a volunteer is to operate the vehicle and engage in conversations during shift times that allow friends to feel positively connected with the community. Relationships or friendships outside of Orange Sky between volunteers and friends is a serious breach of ethical responsibility and should not occur under any circumstances. This means that volunteers are not allowed to give Friends rides or meet with them outside of shift. However, if you happen to see a Friend on the street in public, it is acceptable for you to stop, say hello and have a conversation with that person.



Conflicts Of Interest



4. Conflicts of Interest Policy

4.1. Introduction

To ensure the continuing success of Orange Sky, members of the Orange Sky Family are expected to be 'responsible persons' of integrity and able to make objective decisions focussed on achieving our core mission. A conflict of interest may arise when a volunteers' private interest clashes with their volunteering responsibilities, which may directly or indirectly become detrimental to the purpose of Orange Sky.

As an organisation, we have a duty of care to ensure that conflicts of interest are prevented where possible, or identified and managed in an ethically responsible way so that they do not adversely affect our services, reputation and/or relationships with members of the Orange Sky Community (e.g. friends, service providers, donors, sponsors, volunteers and employees). To do this effectively, we expect all volunteers to identify and raise any real or perceived conflicts of interest to their appropriate leader, and in turn, Orange Sky must develop and implement a plan to appropriately manage the conflict.

4.2. Identifying Conflicts of Interest

Conflicts of interest most commonly arise when volunteers are tempted to support friends beyond the boundaries of their role as a volunteer, and as a result, detract from the core purpose of Orange Sky and the policies outlined in this handbook. For example, attempting to support friends outside of the Orange Sky environment to write resumes, attend interviews, start small business ventures, or find accommodation. While it may also be tempting to support our friends' commercial endeavours, we strongly discourage volunteers from purchasing any products for sale by friends (e.g. artworks, handmade goods, event tickets).

If OSNZ has any opportunities to provide casual employment for friends, volunteers can suggest the Friends' name to the staff member responsible for recruitment and allow the organisation to conduct its usual selection process. This will ensure that the role of the volunteer is always clearly defined, enhancing the overall consistency and integrity of our service.

Examples of conflict of interests may include, but are not limited to:

- Becoming an Orange Sky volunteer when you have pre-existing relationships with Friend(s) on the street, which may cause a clash between your personal and volunteering responsibilities;
- Accessing any of the services provided by Orange Sky or its' service partners while volunteering with Orange Sky;
- Attempting to support friends in any way beyond the boundaries of the Orange Sky shift environment; and
- Purchasing goods from friends that would contribute to their financial venture.



4.3. Managing Conflicts of Interest

Orange Sky HQ will direct the process of resolving all conflicts of interest (including those that have not been disclosed directly). Conflicts of interest cannot always be avoided but when they arise they must be identified, disclosed and effectively managed. A breach of this policy may provide grounds for disciplinary action, up to and including termination. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will Orange Sky accept such an argument.



Harassment, Bullying & Anti-Discrimination Policy



5. Harassment, Bullying & Discrimination Policy

Purpose: OSNZ aims to ensure equality and equal opportunity to all persons, and in an environment that is free from any activity which is prohibited by human rights legislation. OSNZ aims to provide a working environment which is free from all forms of discrimination, harassment, bullying and other such inappropriate conduct or behaviour, and all people are treated with dignity and respect.

Scope: Everyone has a responsibility to comply with this policy to prevent harassment, bullying and discrimination.

This policy covers all areas of OSNZ's operation, including recruitment of paid staff and volunteers, governance, and the day to day operation of the organisation.

5.1. Definitions

Harassment

Harassment is where a person is subjected to repeated inappropriate behaviour direct or indirect, whether verbal, physical or otherwise, at a place of work or in the course of employment or volunteer engagement that:

- Expresses hostility against or intimidated or ridicules them
- Is unwanted, hurtful and offensive to a person

Harassment includes many forms including sexual or racial harassment.

Bullying

Bullying is unreasonable and repeated behaviour towards a person or group that creates a health and safety risk.

- Repeated behaviour is persistent and can include a range of actions
- Unreasonable behaviour covers actions which a reasonable person wouldn't do in similar circumstances including victimising, humiliating, intimidating or threatening a person. A single incident isn't considered bullying
- Reasonable management action is not considered bullying (e.g. a volunteer or employee facing disciplinary action for breaching OSNZ's Code of Conduct)
- Bullying includes cyberbullying, where technology such as mobile phones, internet etc. is used as a means to bully

Discrimination



Discrimination is where a person is disadvantaged on the grounds of sex, marital status, religious belief, ethical belief, colour, race, ethnic or national origins, disability, age, political opinion, employment status, family status or sexual orientation.

Eye of the Beholder

Perception of the behaviour is critical (i.e. eye of the beholder).

Each individual has the right to react to particular behaviour(s) in ways which are valid for them.

Even if behaviour does not offend the person to whom it is directed, others overhearing or present whilst such behaviour is occurring may take offence and feel that they are being harassed

5.2. Principles

- OSNZ values diversity and does not discriminate against any member of the Orange Sky Community, or any other person by reason of gender, ethnicity, religion, sexual orientation, marital status, pregnancy or childbirth, ethical belief, colour, race, disability, age, employment status, political opinion or family status.
- OSNZ will operate a fair and safe workplace, and will maintain an environment free from discrimination, harassment, harm and violence.
- OSNZ is committed to ensuring that complaints of discrimination, harassment or any other behaviour which does not align with OSNZ's Code of Conduct, are treated seriously, promptly, confidentially, and impartially. OSNZ will ensure action is taken to ensure that misconduct does not continue, and complainants and witnesses are not victimised in any way.

5.3. Managing Complaints

OSNZ has procedures in place for making and managing complaints to ensure any complaint is treated confidentially, taken seriously, and acted on promptly, and in the appropriate manner.

OSNZ will ensure the principles of natural justice are applied and both parties are treated fairly throughout the process.

5.4. Disciplinary Action

If an allegation of harassment, bullying or discrimination is proven through a formal investigation process, the behaviour may amount to misconduct or serious misconduct, and could result in disciplinary action up to and including summary dismissal for employees, or termination of volunteer engagement. OSNZ's Disciplinary Procedure and Grievance & Issues Resolution Policy provide details about these processes and the potential outcomes.

OSNZ would not expect any negative consequence for a volunteer or employee making a complaint (known as victimisation). However, if the complaint raised is found to be fictitious or vexatious, disciplinary action may be taken against the Complainant.

5.5. Role of Contact Officer

The Contact Officer may be the initial point of contact for volunteers wishing to obtain information about resolving a grievance or harassment, bullying, discrimination or related issue. Orange Sky has Contact Officer(s) who are suitably trained to undertake this role.

The role of the Contact Officer is to:

- be an initial point of contact;
- provide information on Orange Sky policies, complaints procedures and law;
- help the Complainant choose the best option for them;
- act as a role model;
- promote Orange Sky policies;
- provide general statistical information to management; and
- maintain confidentiality and impartiality.

Contact Officers are not required to:

- advise what course of action to take;
- investigate the complaint;
- solve the complaint on the Complainant's behalf;
- report on the specifics of cases; or
- initiate or recommend any disciplinary action applicable to either the Complainant or the Respondent.

5.6. Contact Officers at Orange Sky

| Name | Email | Position | Location |
|--------------------|------------------------|----------------------------------|--------------------|
| David Tubb | david@orangesky.org.nz | Head of Operations | Brisbane/ Auckland |
| Emma Young | emma@orangesky.org.au | Head of Finance | Brisbane |
| Alex McLean | alex@orangesky.org.au | Manager, Technology & Innovation | Brisbane |



Grievance and Issues Resolution Policy



6. Grievance and Issues Resolution Policy

Purpose: To provide a formal system for members of the Orange Sky family to raise concerns which may arise in the course of their working relationship.

Scope: This policy applies to all members of the Orange Sky family, namely board members, employees, volunteers and contractors.

6.1. Introduction

This policy deals with issues and complaints regarding, for example, the decision of a leader, the behaviour of another employee or volunteer, or the impact(s) of a policy on the employee or volunteer that he /she perceives as unfair.

It should not be confused with issues and incidents relevant to the operations of Orange Sky which occur on shift e.g. near misses, equipment breakdown, work injuries, property damage, workplace health and safety issues or other issues concerning interactions with our friends. These issues are dealt with under the **Incident Reporting and Management Policy** (see 8.0).

6.2. Issues Resolution and Personal Grievances

This process can be accessed by any employee or volunteer who has an issue or grievance with Orange Sky or one of its employees or volunteers including (but not only) alleged breaches to:

- Employment Agreement
- Volunteer Contract
- Code of Conduct Policy
- Harassment, Discrimination and Bullying Policy
- Fitness for Work

Orange Sky is encouraged to undertake proactive action to resolve the issue. Courses of action may include:

Informal resolution

If a complaint cannot be resolved by direct discussion, or an individual does not feel comfortable addressing the issue face to face or in writing, they can discuss the matter and seek guidance from an appropriate person

For volunteers this can be:

Service Manager
Team Leader
OSNZ HQ Staff
Contact Officer
External agencies

For employees this can be:

Their Manager
Leadership Team
Contact Officer
External agencies

Formal Complaint



If the issue has not, or cannot be resolved by direct discussion or informal means, it may become a formal complaint. The Complainant should speak with a contact officer for advice on this process.

6.3. Internal Issues Resolution Procedure

This procedure covers issues and complaints as outlined above. There is a five step procedure for Internal Complaints and Complainants must complete an Issue Resolution Form at Step 2 when instigating a formal process.

OSNZ's issues resolution procedure is:

- **Impartial** – Both sides have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.
- **Free of repercussions** – No action will be taken against anyone for making a valid, truthful complaint or helping someone in making a valid, truthful complaint. Disciplinary action, including possible termination, may ensue against Complainants who make deliberately false and/or malicious complaints.
- **No victimisation** – Orange Sky will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.
- **Timely** – All complaints will be dealt with as quickly as possible.
- **Confidential** – You can feel secure that if you do make a complaint under this policy, it will remain as confidential as possible. The only people who will have access to information about the complaint will be the Complainant, the investigation officer, and where necessary, the person about whom you have complained. In some situations, some details of a complaint will also have to be told to potential witnesses. Anyone involved in any way with an investigatory process (including Complainants, respondents or witnesses) who breach confidentiality requirements explained to them prior to, during or after the investigation process will face disciplinary consequences for their actions; including potential termination.

The procedure is as follows:

1. Personal resolution

OSNZ hopes to resolve most issues quickly and directly and operates on the basis that all members of the Orange Sky family treat each other as they wish to be treated themselves, with dignity and fairness. The individual who has witnessed a breach of policy, been discriminated against or harassed is encouraged to address the situation directly assuming he/she feels confident to do so. In this instance, the person should approach the person who has allegedly breached the policy or created the issue to discuss the behaviour he/she is unhappy about and why. He/she should also state what outcome is sought (e.g. the unwelcome behaviour must stop).

This step is not compulsory, but is recommended to ensure that minor issues are resolved informally between the parties.



2. Formal complaint

If Step 1 does not resolve the issue, the Complainant may lodge a formal complaint via the **Grievance and Issues Resolution Form** and contact their Leader or Contact Officer (if for example, the issue involves their Leader). All details of the complaint must be formally recorded in the Form, including full details of the alleged incident(s), time, place, and all people involved.

Depending on the nature of the information disclosed, the CEO or Board can decide the appropriate action to take. This may include immediate action (e.g. removal of unsuitable material, changing the volunteer roster) or speaking with the Respondent to attempt to resolve the issue in a simple manner.

Where the above actions have not resolved the issue or it is a serious/complex matter, an Investigation Officer will be appointed. This may also be appropriate where the Respondent denies or disputes the allegations.

3. Investigation

An investigation will be conducted by an Investigation Officer whose role will be to:

- Discuss the issue with the Complainant with reference to the **Grievance and Issues Resolution Form**;
- Inform the allegations to the Respondent and provide them an opportunity to respond;
- Undertake the investigation in a timely manner which may include taking evidence or witness statements from other parties (including parties nominated by the Respondent in defending the matter);
- Seek evidence and facts (not opinions and feelings) that will support or refute the allegation made by the Complainant;
- Undertake comprehensive record keeping.

4. Recommendations and decision

On completing their examination of the matter the investigator will assess the information and present any findings and recommendations to the CEO and Board. The CEO and Board will make a final decision on how the complaint should be resolved.

5. Action

The decision of the CEO and Board will be actioned, and the Complainant and Respondent will be advised of the outcomes.

Where the complaint has been substantiated, outcomes may include:

- Counselling;
- Disciplinary action, including termination;
- An apology;
- Training and/or coaching.



6.4. External Complaints

Employees and volunteers are encouraged to utilise the internal issues resolution procedure. However, an individual who believes they have been discriminated against or harassed may, make a complaint to an external organisation such as the Employment Relations Authority, Employment Court and Human Rights Review Tribunal.



Fitness For Work



7. Fitness for Work Policy

7.1. Introduction

Fit for work (FFW) means that an individual is in a state (physically, mentally and emotionally) that enables them to perform assigned tasks competently and in a manner that does not compromise or threaten their own safety or health or that of others.

An individual's FFW may be affected by many factors including but not limited to fatigue, injury, stress, alcohol or other drugs. An employee/volunteer/contractor who is less than fit for work increases the risk of safety incidents (involving self or others), and property damage.

The policy includes the following parts:

1. Responsibilities/Obligations of each member of the Orange Sky family
2. Drugs and Alcohol
3. Fatigue Management
4. Operation of OSNZ vehicles
5. Mental health and wellbeing
6. Managing Fitness for Work Issues

7.2. Obligations of members of the Orange Sky family

It is the obligation of all members of the Orange Sky family to present for work fit to carry out the duties of their position. It is also the obligation of all members of the Orange Sky family to monitor their own health to ensure that they remain fit for work.

7.3. Intoxication

The consumption, sale or supply of illegal drugs or alcohol will not be tolerated at Orange Sky New Zealand (OSNZ). In circumstances where a criminal offence and/or serious misconduct may be involved, an investigation into the circumstances will occur which may result in the police (or other relevant authority) being contacted and disciplinary action being taken up to and including termination.

7.4. Alcohol

A blood alcohol content reading of zero is required by all persons whilst on OSNZ premises or other sites where the organisation carries out its services, including any international Orange Sky entities. Any persons found to be consuming alcohol or bringing alcohol to any site where the organisation operates a service will be deemed to be in breach of this Policy and may be terminated.

7.5. Drugs

A zero drug concentration is required by all members of the Orange Sky family at all times whilst at OSNZ premises or at sites where Orange Sky provides its services, or at any time



conducting duties relating to Orange Sky. Any person found to be taking illicit substances or have them in their possession at work or at Orange Sky services will be deemed to be in breach of this Policy and may be terminated.

7.6. Fatigue Management

Orange Sky seeks to reduce the risk of incidents due to fatigue. Members of the Orange Sky family who feel they are affected by fatigue or who believe they are unfit to attend work or a shift have a responsibility to notify their leader immediately. Leaders have a responsibility to act on any notification by an employee/volunteer/contractor in relation to fatigue or fitness for duty related matters. Fatigue risk factors will be assessed to ensure that no fatigue risk factors would increase the likelihood of accidents and injuries occurring. This will include, but not be limited to, the number of hours worked in a day and where applicable, the culmination of hours worked that may prevent adequate time for restorative sleep to occur.

Hours of work shall not be scheduled to exceed 14 hours per 24 hours. For a volunteer this should include the hours spent on any employment in addition to the volunteering requirements of Orange Sky and travel requirements. This limit may be extended in an emergency or in extenuating circumstances but only after the relevant Leader and the CEO have assessed the risk and given prior authorisation for this extension to occur. The minimum rest break between two (2) periods of work is 10 hours. Members of the Orange Sky family are required to maintain an adequate number of hours sleep in a given 24-hour period to ensure their fitness for work status.

7.7. Operation of Orange Sky Vehicles

Members of the Orange Sky Family who elect to drive Orange Sky vehicles must:

- Hold and provide proof of a valid driver's licence;
- Operate all Orange Sky vehicles legally and within the conditions specified on the licence held;
- Accept any fines and/or demerit points incurred whilst operating an Orange Sky vehicle (OSNZ will not allow any member of the Orange Sky Family to be penalized for something that was due to neglect, or due to a certain direction given by OSNZ);
- Only transport registered Orange Sky volunteers in Orange Sky vehicles;
- Maintain a blood alcohol content reading of zero when operating Orange Sky vehicles; and
- Notify OSNZ of anything which affects your ability to drive safely and legally.

7.8. Mental Health and Wellbeing

The mental health and wellbeing of the Orange Sky Family is key to the success and sustainability of our organisation, and OSNZ seeks to increase workplace knowledge and awareness, and reduce the stigma of mental health and wellbeing issues and behaviours.



OSNZ recognises that volunteers can face difficult or confronting situations whilst on shift, and are committed to ensuring volunteering is a safe and enjoyable experience.

All members of the Orange Sky Family are responsible for supporting and contributing to OSNZ's aim of providing a judgement-free, mentally healthy and supportive environment, and are expected to:

- Take reasonable care of their own mental health and wellbeing, including physical health, and
- Take reasonable care that their actions do not affect the health and wellbeing of other people in the workplace.

OSNZ encourages and supports anyone concerned about the mental health and wellbeing of themselves or someone they know, to seek support.

National Helplines

*Need to talk? Free call or text **1737** any time for support from a trained counsellor*

| | |
|-------------------------|-------------------------------------------------------|
| Lifeline | 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP) |
| Suicide Crisis Helpline | 0508 828 865 (0508 TAUTOKO) |
| Depression Helpline | 0800 111 757 |

Dial 111 in an emergency or if life is in danger

7.9. Managing Fitness for Work Issues

If a member of the Orange Sky Family is deemed unfit for work for any reason the following action will be taken:

- They may be immediately withdrawn from the place of work or location of service and may not be permitted to drive a vehicle;
- If necessary, arrangements will be made regarding their transportation home;
- They will not be permitted to return to work until the individual can demonstrate they are fit for work. This may require a medical assessment by a medical practitioner - a medical certificate may be required.

7.10. Privacy and Confidentiality

Orange Sky will limit its concern to legitimate health and safety concerns and will only become involved when an individual's behaviour has the potential to interfere with safety in the workplace.

All relevant information will be treated as confidential and will be handled in accordance with the OSNZ Privacy Policy.



Risk Assessments & Incidents



8. Risk Assessment & Incident Reporting Policy

Purpose: Reporting of all incidents that could result in harm to any member of the Orange Sky family or environment, or damage to our assets, and conducting appropriate investigations to understand causes and to introduce control mechanisms to prevent recurrence is a critical management activity.

Scope: This policy applies to all members of the Orange Sky family. This policy has application at all Orange Sky services and at any other place where Orange Sky activities are performed.

8.1. Introduction

The safety and health of every member of the Orange Sky family and the environment around us is of paramount importance. This Policy outlines Orange Sky's protocol for identifying risks at any service location and the appropriate measures of reporting an incident.

8.2. Risk Assessment

Orange Sky has a process of risk assessing all of its' service locations. This is conducted by an authorised Orange Sky representative as follows:

- Prior to the commencement of any new service location or if it has not been done before
- After every twelve (12) months of operation at existing service locations
- Following any incident categorised as red (see Incident Management)
- When a change to the workplace may introduce a high risk or where volunteers believe that the site has become unsafe.

The "Service Location Risk Assessment" form can be accessed through the Portal:

In order for a service to be approved for operation it must be deemed **low risk**. If any aspect of the service is deemed **medium – high risk**, actions must be taken to reduce the risk to low. Under no circumstance will Orange Sky operate if any aspect of the service is considered **extreme risk**.

The risk profile of a location may change in the event of an incident or physical changes to the location. It is very important for the risk profile to be constantly updated to ensure the continued safety of our volunteers.

8.3. Insurance

OSNZ has public liability and personal accident & sickness cover for volunteers over 18 years, in addition to coverage from The Accident Compensation Corporation (ACC) scheme. Any medical intervention or support needed to ensure the wellbeing of a volunteer or individual



injured at an Orange Sky location is recoverable, either from OSNZ's insurance policies, or the ACC scheme. Please ensure an appropriate and detailed incident report is completed and submitted in the event of such an incident.

The OSNZ motor vehicle insurance policy is also comprehensive. No volunteer would be expected to pay for any repairs or damage, including any excess which may be payable. Please report any vehicle incident regardless how minor following the incident reporting process.

8.4. Incident Reporting

All incidents, no matter how trivial, must be reported – no exceptions. The "Incident Report" form can be accessed through the resources section of the App or the Portal.

8.5. Incident Guidelines

The OSNZ insurance policy is comprehensive. No volunteer would be expected to pay for any repairs or damage, including any excess which may be payable. Please report any vehicle incident regardless how minor.

- If you have to think about whether or not to report it – report it!
- If you don't know which category, select the higher severity of the two.
- Just because you feel the incident didn't impact you, it may have impacted someone else or have the potential to impact someone in the future.

8.6. Incident Management

Service Managers will be notified of the incident via text and e-mail. To ensure volunteer wellbeing and satisfaction, appropriate follow-up and closure procedures must be adhered to.

Incidents are categorised in terms of severity (red, amber or green). Depending on the severity of the incident, the actions will be taken before closing the incident completely. Please see the following tables for details.



Traffic Light Rating System



A red incident requires immediate action from your Service Manager and Orange Sky HQ.

A red incident is an event, episode or crisis that has compromised the roadworthiness of the van and/or the safety/wellbeing of our volunteers, directly or indirectly. The incident will have typically occurred in close proximity of

An amber incident requires action from your Service Manager.

An amber incident is an event or episode that has potentially impacted the roadworthiness of the van and/or the safety/wellbeing of our volunteers, directly or indirectly. The incident will have typically occurred in close

A green incident is a “good to know” with no specific follow-up action required.

A green incident is a minor event or episode near the van or a more serious event or episode that occurred away from the van or at the premises of the other



Red Incidents

| Examples | Immediate Actions From Reporter | Follow Up Actions from SM with HQ Support | Closure |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Verbal threat from a friend or any other person towards a volunteer. - Physical or aggressive altercation between a friend or any other person and a volunteer. - Presence of a weapon on shift. - Physical altercation between two or more people – severe enough to warrant police involvement. - Needlestick injury. - Hospital or medical treatment required of any person at the scene. - Mental health crisis (suicidal behaviours) requiring emergency medical attention - Mental health crisis (severe psychosis) requiring emergency medical attention - Mental health crisis (severe effects of drugs/alcohol) requiring emergency medical attention | <ul style="list-style-type: none"> - Your first priority is ensuring the safety of all person/s involved in the incident. - Call 111 for police or medical emergencies. - Pack up service and/or congregate at safe place. - Contact Service Manager as soon as everyone is safe. - Complete incident report ONLY when everyone is safe. | <p>Service Manager MUST do the following as soon as possible following the incident:</p> <ul style="list-style-type: none"> - Ensure the safety of all person/s involved - Debrief with person/s involved - Complete incident report - Service Manager should then liaise with Manager, Service Operations regarding appropriate next steps for incidents of this nature. <p>We may:</p> <ul style="list-style-type: none"> - Suspend the service - Initiate additional training <p>We must:</p> <ul style="list-style-type: none"> - Conduct an incident investigation - Initiate support services according to the nature of the incident, e.g. mechanical, medical and/or psychological - Ensure the van is roadworthy - Complete a risk assessment and ensure this is back to green before recommencing | <p>The following persons must close this incident once complete:</p> <ul style="list-style-type: none"> - Service Manager - All person/s involved - HQ employee |

Amber Incidents

| Examples | Immediate Actions From Reporter | Follow Up Actions from SM with HQ Support | Closure |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Strong criticism or complaints directed against Orange Sky during shift/potential image/brand damage - Verbal altercation from a friend or any other person towards a volunteer. - Physical altercation between two or more friends – not severe enough to warrant police involvement. - First Aid treatment for any person. - Mental Health First Aid intervention for any person. - Information shared by friend which causes the volunteer emotional distress or places the volunteer in an ethical dilemma. - Mechanical issues which requires \$ to fix. - Near miss – either for volunteer or van. - Major Incident near van or more serious incident at other service provider. | <ul style="list-style-type: none"> - Your first priority is ensuring the safety of all person/s involved in the incident - Pack up service and/or congregate at safe place - Contact Service Manager - Complete incident report | <ul style="list-style-type: none"> - Service Manager to read incident report - Service Manager to debrief with the person who filed the report - Find out who else may be impacted by the incident and initiate contact if necessary <p>Service Manager should then liaise with Manager, Service Operations regarding appropriate next steps for incidents of this nature.</p> <p>We may:</p> <ul style="list-style-type: none"> - Initiate support services according to the nature of the incident, e.g. medical and/or psychological - Double-check to ensure the van is roadworthy - Complete a risk assessment (if deemed necessary) - Initiate additional training | <p>The following persons must close this incident once complete:</p> <ul style="list-style-type: none"> - Service Manager - Person/s who filed the incident report |

Green Incidents

| Examples | Immediate Actions From Reporter | Follow Up Actions from SM with HQ Support | Closure |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Verbal altercation between friends. - Minor incident near van or more serious incident at other service provider. - Identification and safe disposal of sharp(s) on site. - Small mechanical issue which may lead to the automotive insurer being called. - Serious issue occurring inside the service provider but not jeopardising the safety of Orange Sky volunteers. Member of the public attended shift who could be confused as a volunteer | <ul style="list-style-type: none"> - Complete incident report - Select option to close incident if no further assistance needed - Contact Service Manager if further assistance needed | <ul style="list-style-type: none"> - Service Manager to read incident report - If incident is NOT already closed, debrief with the person who filed the report and take appropriate action to resolve <p>If necessary, contact Manager, Service Operations for further guidance and support</p> | <p>If the incident has NOT already been closed by the incident reporter, then it must be closed by:</p> <ul style="list-style-type: none"> - Service Manager |

8.7. Incident Investigation

The principal aim of any incident investigation is to establish the cause/s of the incident and to develop control measures to prevent a recurrence. For all incidents classified as “red”, an investigation will be conducted by Orange Sky HQ in order to reduce the risk of recurrence.

All investigations must identify the basic or prime cause and contributing factors, together with appropriate recommendations before it is finalised. The corrective actions shall be followed up until the actions have been signed off as completed.

8.8. Red incidents leading to fatality, injury or illness

Incidents that arise out of the course of providing an Orange Sky service that result in fatality/s, serious injury or serious illness or involves a dangerous act must be reported to the police in the state of the incident. An investigation must then ensue.

8.9. Who is responsible for notifying the police?

Any volunteer with access to a mobile phone can make the notification immediately after becoming aware that a notifiable incident has occurred.

8.10. Accountabilities

| Role | Accountability |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board/CEO | <ul style="list-style-type: none">- Communicate commitment to the risk assessment, incident reporting and investigations policy- Review policy at least annually- Ensure that there is consistent interpretation of this policy- Ensure a sound risk management process is developed for Orange Sky- CEO to notify the Board of any serious accident or high potential incident- Conduct incident investigation when require |
| Head of Operations and Manager Service oPerations | <ul style="list-style-type: none">- Communicate directly with Service Managers for the management of all Amber and Red incidents (and in some instances Green)- Refer Service Managers to the appropriate Orange Sky HQ employee(s) in order to effectively manage the incident:- Communicate with CEO/Board regarding the management of incidents- Conduct incident investigation when required |
| Service Managers | <ul style="list-style-type: none">- Implement the policy in their region and consult with volunteers as part of risk assessment, incident reporting and incident management processes- Develop awareness of incident reporting requirements across all teams in their region |

- Communicate directly with Manager, Service Operations regarding the management of incidents
- Close off all incidents in a timely manner
- Review outcomes of any investigations
- Conduct incident investigation when required

**All members of the
OSL family**

- Comply with this policy
- Report all incidents as soon as realistically possible
- Cooperate with all risk assessment, incident management and investigation procedures



Reporting Crime



9. Reporting Crime

Purpose:

To provide guidelines on obligations for reporting criminal behaviour

Scope:

This policy applies to all OSNZ personnel, including OSNZ Board members, employees and volunteers

9.1. Introduction

Orange Sky New Zealand (OSNZ) aims to create an environment that is safe and free from crime. We do not condone any form of criminal activity within the OSNZ environment and all members of the Orange Sky family have a duty of care to report criminal behaviour to the police and internally via the incident reporting process.

If you are unsure whether or not to report a crime, you can speak to your service manager or someone or an Orange Sky HQ staff member in the first instance. You can also speak to the police informally, either on the phone or in person. The police can give you information on what you need to do and what actions the police will take, but they will not do anything unless you want them to.

9.2. In an Emergency

As a member of public you must immediately phone **Triple One (111)**:

- if a crime is happening now, or
- when a life is threatened.

9.3. Non-Urgent Crimes

If you need police assistance, but it's not an emergency, you can contact your nearest police station as shown on the New Zealand Police webpage:

<http://www.police.govt.nz/contact-us/stations>

It is best to contact police as soon as possible to prevent valuable evidence being lost or destroyed and to help with any potential investigations.

Some examples of non-urgent police incidents include, but are not limited to:

- Property damage
- Harassment
- Stealing
- Drug dealing
- Stolen vehicles
- Family violence or abuse

9.4. Reporting Abuse

In New Zealand it is not mandatory to report partner and child abuse. OSNZ is committed to protecting those who are vulnerable, and creating a safe, enjoyable environment for positive connections.

OSNZ encourages volunteers to report any known or suspected abuse within reasonable means. Volunteers have protection from civil or criminal proceedings where reporting, unless the information was supplied in bad faith.



Criminal History Checks



10. Criminal History Checks

Purpose

This policy aims to ensure the safety and welfare of vulnerable persons who may access Orange Sky New Zealand (OSNZ) services, by ensuring a satisfactory criminal history of all OSNZ personnel.

Scope

This policy applies to all OSNZ personnel, including Board members, paid employees and volunteers.

10.1. Criminal History Checks

All potential and current personnel are required to provide information on past and current convictions. The condition of ongoing involvement with OSNZ in any capacity is subject to the return of satisfactory criminal history results initially upon commencement, and every two (2) years thereafter.

OSNZ will act within relevant legislation and internal Privacy Policies in relation to criminal history information.

10.2. Principles

- OSNZ will maintain a confidential criminal history register detailing personnel names, the date a criminal history check was obtained and an indication of any adverse result.
- All personnel, including paid employees, volunteers and Board members will be required to obtain and submit a criminal history check to OSNZ.
- Any offer of paid employment or volunteer engagement is subject to a satisfactory criminal history check, as required by the individual's position within the organisation.
- OSNZ is not liable and will not reimburse personnel for any costs incurred related to the process of obtaining a criminal history check.
- In the event of an unsatisfactory criminal history result, the Board will consider, and decide whether the result is satisfactory for the individual's position within the organisation. Any decisions made may be appealed in writing. If an individual is not satisfied with the appeal decision, the Grievance & Issues Resolution Process may be followed.
- All personnel must obtain a criminal history check and submit the results to OSNZ every two years. Information contained within the criminal history check will be held by OSNZ in accordance with our Privacy Policy.
- The checking process is confidential, and adverse action may not be taken against the subject of a criminal history check without the person being given an opportunity to respond.

