



**KIWI HARVEST
FOOD
RESCUE**



FEED MORE • WASTE LESS • KAI ATU

VOLUNTEER HANDBOOK 2023



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WELCOME VOLUNTEER SUPERSTARS!

KiwiHarvest is New Zealand's largest food rescue social venture. We collect excess food that is good enough to eat, yet won't sell, and distribute it to front line agencies providing food support to our most vulnerable communities. KiwiHarvest rescues up to 200,000 kilos of food every month, the equivalent of 571,428 meals. Apart from feeding hungry people, KiwiHarvest prevents food from going to landfill where it produces methane as it degrades, a harmful greenhouse gas.

We want to provide everyone a chance to give, whether it is food, donations, or time. You can help us on our mission to Feed More and Waste Less by volunteering.

Volunteers are an important part of KiwiHarvest's history. When our organisation was founded, the team was made up of family, friends, and volunteers. Today, we could not do half the work we do without our weekly volunteers across all five of our branches. Thank you to our Volunteer Superstars for your gift of time to KiwiHarvest!





WHY VOLUNTEER AT KIWIHARVEST?

Volunteering at KiwiHarvest is great for team building, encouraging corporate responsibility and giving back to your community.

AS A VOLUNTEER YOU WILL:

- Meet like-minded people and have fun in a team environment
- Make a tangible difference to communities struggling with food insecurity
- Contribute to reducing food waste, with your own two hands!
- Gain an understanding of the various organisations that support people who are struggling
- Develop greater awareness of the challenges people face that may cause them to rely on food support

WHO CAN VOLUNTEER WITH KIWIHARVEST?

Individuals and couples: Anyone who wants to give back to their community, meet like-minded people and join a team environment.

Teams: Groups of friends, families, classmates, or co-workers of up to 8 people. People in the group can arrange separately with the volunteer coordinator or elect a Team Leader, who arranges the sign-up process.

Corporate teams: These groups work with our Volunteer Coordinator to arrange a date for their employees to come in. We can offer corporate groups larger group bookings of up to 17 people when arranged at least one month in advance. Depending on the time of year, this may not always be available.

CONTACT/BRANCH DETAILS

Here at KiwiHarvest, you'll report to the branch where you will carry out your volunteering. Contact details for our different branches are listed below.

AUCKLAND (HIGHBROOK & NORTH SHORE)

Opening hours: 7:30am - 3:30pm

Contact: Harmony Ryder (Auckland Operations Assistant)

Email: volunteer@kiwiharvest.org.nz

Phone: 021 194 6988 / 0800 601 609

Address: Unit G/70 Business Parade South, East Tamaki, 2013

QUEENSTOWN

Opening hours: 8am - 4:30pm

Contact: Kayleigh Simons-Smith

Email: queenstown@kiwiharvest.org.nz

Phone: 021 385 246

Address: 4/156 Glenda Drive, Frankton, 9300

DUNEDIN

Opening hours: 9am - 3pm

Contact: Rae De Haan

Email: rae.dehaan@kiwiharvest.org.nz

Phone: 021 373 307

Address: 7 Willis Street, Dunedin Central, 9016

INVERCARGILL

Opening hours: 9am - 3pm

Contact: Jessie Beer

Email: jessie.beer@kiwiharvest.org.nz

Phone: 021 373 941

Address: 12 Benmore Street, Prestonville, 9810

For General Information:

www.kiwiharvest.org.nz | 0800 601 609



VOLUNTEER OPPORTUNITIES



FOOD SORTING

AVAILABLE AT: Highbrook, Queenstown, Dunedin and Invercargill

WHAT'S INVOLVED?

Help our teams pack and sort rescued food at our branch DC's into manageable sized boxes/ bags. This packed food then gets delivered out to our recipient charity organisations, working on the frontline to feed our most vulnerable. This is a physical activity that requires the ability to lift and move boxes of up to 15kgs, as well as staying on your feet for long periods of time. It is held in an operating warehouse, so closed-in shoes (sneakers, safety shoes, or work boots) are a must. Please bring a light jacket that you can work in if need be as it is quite chilly in the warehouse during Autumn and Winter.

AGE RESTRICTIONS

Food Sorting allows for those aged between 13-17 to volunteer alongside a parent/guardian who is also taking part. Those 18 and older can attend on their own.

THINGS TO BRING:

- Closed-in shoes (sneakers, work boots, safety shoes)
- Water bottle
- Comfortable clothing
- A light jacket in Autumn/Winter
- High-vis vest (optional) we will provide these if you do not have one.
- Gloves (if you have some otherwise KiwiHarvest will provide)

FOOD RESCUE DRIVER ASSISTANT

AVAILABLE AT: Highbrook, North Shore, Queenstown, Dunedin and Invercargill

WHAT'S INVOLVED?

Our drivers are out on the road every day rescuing food and delivering it across the regions. Volunteer Driver Assistants help our Drivers with this task and get a first-hand look at the type of food we rescue and the communities we are helping to support.

You will start each day at your local branch and help in the efficient and timely collection and redistribution of surplus food. The role requires heavy lifting of up to 15kgs at a time and you are required to wear comfy clothing and closed in shoes. We will provide you with a branded hi-vis vest to wear.

Some of our Driver Assistants (who feel comfortable) will have the opportunity to drive the vehicles and complete deliveries and collections either solo or in a pair. Opportunities are available everyday, Monday – Friday and hours vary across all our branches. You can sign up to do just one day a week, a couple or just once a month – it's up to you, every shift helps!





YOUR TASKS THROUGHOUT THE DAY WILL INCLUDE:

- Load food into the van in accordance with approved food handling guidelines
- Log details of volume/types of food collected into our system
- Assist in distribution of food to recipient agencies
- Liaise with food donors/recipient charities
- Be an ambassador for KiwiHarvest, and represent us in a positive manner in all dealings with donors, recipients, and the general public

SKILLS, ATTRIBUTES AND EXPERIENCE:

- Reasonable level of fitness
- Ability to lift weights of up to 15kg at a time
- Can-do, friendly attitude
- Good interpersonal skills
- Understanding of sensitivity around issues faced by clients at the various agencies we service
- Positive disposition

HEALTH & SAFETY:

- All volunteer van assistants are required to do a Rapid Antigen Test (RAT) at the beginning of their shift
- Masks are recommended but not mandated on our site or in the vehicles
- A KiwiHarvest hi-vis vest will be supplied and you will be required to wear this at all times

AGE RESTRICTIONS

Driver Assistant volunteers must be 18 years or older.

THINGS TO BRING:

- Closed-in shoes (sneakers, work boots, safety shoes)
- Water bottle
- Comfortable clothing
- A light wet weather jacket (optional)
- Snacks or Lunch (nothing that needs to be heated or refrigerated)

FOOD RESCUE RIDER (E-BIKE)

AVAILABLE AT: Queenstown

WHAT'S INVOLVED?

Join our Queenstown team as a volunteer Food Rescue Rider! Spend 45 minutes of your day (lunchbreak is perfect) using our branded e-bike and safety gear to collect food from the local cafes and eateries in the Queenstown CBD. The bike will be stored securely in the CBD and you'll be given a run-sheet which tells you which cafes to visit and pick-up food from. The bike has built-in storage for the food you collect and when you return the bike you'll just need to leave the food at the clearly marked collection point ready for our truck driver to collect later that day - simple!

Using our KiwiHarvest e-bike means any small hills will be a breeze and it's a fun way to get outdoors and be involved in a worthwhile community cause. We estimate the ride should take around 45 minutes to complete so whether it's your lunch break or your day off, you'll have plenty of time left to get on with the rest of your day, feeling good after your good deed!

AGE RESTRICTIONS

Food rescue riders must be 18 years or older.

THINGS TO BRING

- Closed-in shoes (sneakers, work boots, safety shoes)
- Water bottle (optional)
- Comfortable clothing
- A light wet weather jacket (optional)



GENERAL VOLUNTEER POLICIES

COVID-19 POLICY

With the ever-changing landscape of COVID-19 we are always working to ensure we have the most up to date information on COVID-19 protocols. Currently, we require anyone who volunteers with KiwiHarvest to perform a RAT before beginning their session with us to ensure we minimise the spread of the virus as much as possible. We no longer require vaccine passports to be verified. Masks are not mandated on our sites but we do recommend wearing them.

HEALTH AND SAFETY POLICY

For health and safety reasons, all roles are age restricted to 18 unless accompanied by a guardian which would be specified in the role description. All roles can be physically demanding and require the ability to move boxes of up to 15kg. Volunteers are required to complete a branch and role-specific health and safety induction, need comfortable work clothing, closed-in shoes and a positive attitude!

Workplace health and safety is important in ensuring the workplace environment is both safe and encourages sound health practices. The Health and Safety at Work Act requires management and all staff (employees and volunteers) to actively participate in maintaining a safe working environment as well as ensuring the safety and well-being of visitors and others. KiwiHarvest is committed to ensuring a healthy and safe workplace for staff (employees and volunteers) and visitors.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to an employee of KiwiHarvest to enable immediate action to be taken. All staff members must participate in minimising risks, hazards and incidents.

If a volunteer becomes unwell or has an accident during their course of work at a KiwiHarvest branch, which requires medical attention, suitable arrangements will be made to provide transport to either a doctor or hospital.

INDUCTION OF NEW VOLUNTEERS

New volunteers will be inducted onto the site when they have their first volunteering session. They will then be asked to complete a Volunteer Induction form to acknowledge they are understanding of KiwiHarvest's health and safety regulations and a Volunteer Agreement form if they wish to become a regular volunteer.

PUBLIC HOLIDAYS

KiwiHarvest does not operate on public holidays and is closed over the Christmas period (dates for this vary across the branches).

CANCELLATIONS

If you are unable to attend your volunteering session, please either email the relevant branch or call our Volunteer Coordinator to let them know. Ideally, we would like at least 48 hours notice. This includes if the number of people in your group changes. Group and Corporate teams should try to provide cancellation notice at least 2 days in advance. In the unlikely event that KiwiHarvest needs to cancel a session, we will always endeavour to give 24 hours' notice via email.

PRIVACY & PERSONAL INFORMATION POLICY

KiwiHarvest is committed to protecting the privacy of personal information of all stakeholders in the organisation including its volunteers. KiwiHarvest volunteers will abide by the principles outlined in the [Privacy Act 2020](#) KiwiHarvest collects and uses personal information from volunteers for the following reasons:

- Application and recruitment process of volunteers

- Maintaining contact with volunteers to ensure coverage of shifts and responsibilities and letting volunteers know of opportunities

When you volunteer for the first time with us you will sign a photo consent waiver notifying us if you consent to your photo being taken. Photos taken during KiwiHarvest volunteer sessions are used across our social media channels, media and occasionally for print. Please tell a KiwiHarvest staff member if you do not want your photo to be taken.



INTERNET AND EMAIL ACCESS POLICY

A volunteer may be allowed access to the WIFI if it is helpful to their role. A volunteer is not allowed access to the WIFI for personal use or for posting photos of their volunteering session - this can be done afterwards.

VOLUNTEER FEEDBACK

Regular volunteers may be asked to complete a volunteer feedback form at some point in their volunteer journey with KiwiHarvest. This is used to help us improve our volunteering sessions and we welcome any suggestions/ feedback you may have.

SPEAKING ON BEHALF OF KIWIHARVEST

No volunteer may act as an official spokesperson for KiwiHarvest without permission from KiwiHarvest management. Volunteers are encouraged to promote KiwiHarvest's work in formal and informal settings which do not include media interviews. If volunteers are asked to speak about their work with KiwiHarvest at a formal event, they should inform a staff member and seek relevant and current information.

SOCIAL MEDIA STATEMENT

Volunteers are encouraged to share their experience with friends, family and networks including via social media if they wish. KiwiHarvest can be found on Facebook, Instagram and LinkedIn. You can follow, like and tag KiwiHarvest when you share photos with your followers of your experience at KiwiHarvest. In your personal capacity outside of work, if you choose to post a comment or content which relates to KiwiHarvest, remember your comments or content will reflect on the organisation and you are responsible for what you publish. If you are involved in conversations online that may include mention of our activities, including events, services, organisations or projects, we require you do so in a positive way that reflects well on yourself and our organisation, reputation and interests.

Please contact media@kiwiharvest.org.nz if you would like to run anything by the team or need further clarification, we will be happy to help!



SOME USEFUL TALKING POINTS TO REMEMBER ABOUT KIWIHARVEST:

- KiwiHarvest is New Zealand's largest food rescue social venture
- They collect excess food that is good enough to eat, yet won't sell, and distribute it to front line agencies feeding our vulnerable communities.
- With five branches across the country, KiwiHarvest rescues up to 200,000 kilos of food every month the equivalent of 571,428 meals
- Apart from feeding hungry people, KiwiHarvest prevents food from going to landfill where it produces methane as it degrades, a harmful greenhouse gas

EMERGENCY PROCEDURES

You will be inducted on specific emergency procedures when you join the team. Please ensure you are aware of the location of First Aid kits and evacuation points around the site.

BEST LIFTING TECHNIQUES

When volunteering at KiwiHarvest it is important you use the correct lifting techniques, so you are less likely to cause any injury. If it is your first time volunteering with KiwiHarvest one of our team will demonstrate the correct way to lift heavy items. You may be lifting weights of up to 15kg so please use the correct lifting technique as pictured below.



Thank you!

We hope you enjoy volunteering with

KIWIHARVEST

www.kiwi harvest.org.nz | 0800 601 609