

**AUCKLAND WOMEN'S REFUGE**  
**Te uru o te kahikatea**

P O Box 78016, Grey Lynn, Auckland ph 09 378 7635 fax 09 360 7635  
info@awrefuge.org.nz

Kia Ora

Thank you for your interest in wanting to become a volunteer with Auckland Women's Refuge.

Our volunteers are a very important part of our organisation. It is common practice that all our potential volunteers fill out the following questionnaire and disclaimer form.

We realise that you may not know the answers to the questions. All we ask is that you fill them out to the best of your ability and post them back as soon as possible to:

**Auckland Women's Refuge**  
**P O Box 78016**  
**Grey Lynn**  
**Auckland**

Once we have received your completed questionnaire we will contact you regarding an interview time to further discuss voluntary work within our refuge.

Please follow all the instructions on the questionnaire and ensure you have signed before returning it to us.

Naku noa

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**QUESTIONNAIRE FOR VOLUNTARY WORKERS**

NAME: .....

AGE: .....

NATIONALITY/ETHNICITY: .....

ADDRESS: .....

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PHONE WORK ..... HOME .....

MOBILE ..... EMERGENCY CONTACT .....

EMAIL .....

Do you have a drivers license? YES / NO

Do you have any medical conditions? .....

Why do you wish to become a volunteer for Auckland Women's Refuge?

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What is your understanding of Domestic Violence?

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What is your understanding of the treaty of Waitangi?

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What do you know of homophobia?

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Have you done volunteer work anywhere else?

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You will need 3 written references from people you have worked or volunteered with, along with telephone contacts details. It is important that your referees are not relatives.

**Name:**

**Name:**

**Name:**

**Relationship to you:**

**Relationship to you:**

**Relationship to you:**

**Contact phone no:**

**Contact phone no:**

**Contact phone no:**

**Address:**

**Address:**

**Address:**

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How did you hear about us?

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Have you ever received services from a Domestic Violence organisation?

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Are you currently in an abusive relationship? .....

Check here if you have ever been convicted of a crime.

Please list your conviction and date, including any driving convictions. Convictions for any sexual or violent offence, dishonesty, drink or dangerous driving would be of particular concern

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It is the policy of Auckland Women's Refuge not to consider an applicant's arrest record in employment and volunteer decisions, but a job-related conviction may be considered. Applicants whose position requires contact with clients or their children are automatically barred from employment or volunteering if convicted of an offence that would, under the law, bar the applicant from employment by such as a licensed child-care facility. Convictions of other offences will be considered on a case-by-case basis. Every applicant shall, as part of the application process, enumerate all convictions, certify that falsification of information is ground to deny or withdraw an employment or volunteer position or immediately terminate the employee or volunteer and authorise the release of criminal, conviction information to the designated privacy officer of this organisation. Should the background check disclose conviction for a crime, the applicant will be given a copy of the information. All background check information shall be treated as confidential and accessed by our privacy officer only.

Date: ...../...../.....

I .....state that I have no criminal convictions for any sexual or violent offence, or any conviction for crimes of dishonesty.

I understand that if it is found that I have convictions of this nature that I have not disclosed to Auckland Women's Refuge, this will be grounds for instant dismissal.

Signature: .....

Name: .....

Please tick that boxes that apply to you and answer the questions that follow:

What hours are you available to do voluntary work?

Days  Time ..... am to .....

Evenings  Time ..... pm to .....

Weekends  Time .....

**Daily tasks where we require most help are listed below:**

Which tasks would you be most interested in helping with?

- Donations and pick ups (requires full current drivers license)
- Cleaning and household duties
- Gardening
- Administrative tasks
- Computer data input
- Reception duties
- Fundraising

**Evening Tasks listed below:**

- Crisisline phonecalls
- Picking up / transportation of women and children into the womens refuge safehouse

What skills do you have that you would consider helpful for doing this type of voluntary work?

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**CRISISLINE OPERATOR JOB DESCRIPTION:**

**OBJECTIVE:** Ensure Domestic Violence victims have access to appropriate service and support in accordance with the Guiding Documents.

**KEY TASKS:**

- Answer the 24-hour crisisline on your shift;
- Provide a confidential information service to those in an abusive domestic situation;
- Provide a referral service for those in an abusive domestic situation;
- Screen for domestic violence cases;
- Keep phone line open for domestic violence emergency;
- Find your replacement if you cannot do your shift.

**QUALITIES REQUIRED:**

- Genuine desire to help women and children;
- Warm telephone manner;
- Initiative and diplomacy;
- Confidentiality

**SKILLS REQUIRED:**

- Listening skills;
- Interviewing skills;
- Good telephone manner;

**TRAINING:**

- Will be provided a our next training session;
- Can be a start to other opportunities.

**REPORT TO WHOM:**

- Crisisline Co-ordinator;
- Auckland Women’s Refuge Collective

**ESTIMATED TOTAL HOURS ARE** ..... **PER MONTH**

**ON** ..... **AT** ..... **pm TO** ..... **am**

**RESPONSIBILITY:**

- Keep good record of all calls;
- Send all phone logs into office;
- Maintain confidentiality;
- Attend all collective meetings.