



# Volunteer Handbook

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# 1 INTRODUCTION

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## 1.1 WELCOME

Mums4Mums Charitable Trust would like to wish you every success during your agreement, whether you recently joined or whether you are an existing volunteer. We hope that your experience of volunteering with us is positive and rewarding.

## 1.2 ABOUT MUMS4MUMS CHARITABLE TRUST

### **Our Purpose:**

The purpose of the Trust will be to bring together committed members of the community whose aim is to collaboratively improve maternal mental health outcomes for new mums and quality of life outcomes for babies. The Trust will also provide referral to supporting programs and agencies as needed.

### **How do we do this?**

There are lots of steps in the background but put simply we coordinate loving, experienced women in our community who are police vetted into the homes of new mums and new-borns. We provide important support and nurturing needed to assist mum and babies to improve their outcomes.

### **Vision:**

Mums4Mums vision is that every baby born in New Zealand (single, twin or triplet) or with unique health needs and their mum are nurtured and supported within their first 6-12 weeks for the best chance of survival and quality of life. Support can be provided longer if needed and based on the unique needs of the mum and whanau.

### **Mission:**

Mums4Mums Volunteers believe it is the right for every baby born and their mums to receive the best care possible. We achieve this by supporting mums in their home to care for their babies, support the mums and connect them with other supporting entities to ensure the best outcomes possible for whanau.

### **Our Principles / MātāPono:**

Connecting / Whanaungatanga

Connection is so incredibly important. It's what grounds us and stabilizes us and provides us with mana and courage to face what is ahead of us. It's through lack of connections that we struggle. Mums4Mums volunteers provide that connection / whanaungatanga in your home and makes that adjustment to motherhood a more successful beginning. A good foundation on which for you and your whanau can build.

Collaborating / Kotahitanga

We are not going to re-invent the wheel if we don't have to. If there is an existing supporting agency in the community, we will connect with them and see if they can assist with meals, clothing, baby items,

transportation, etc. We understand that it takes a village to raise a child. Not all of your needs will be met through Mums4Mums so we will do our best to find out who else can provide support to.

#### **Supporting and Caring / Manaakitanga**

We do this the best. We stand mothers and support them and care for mothers and baby. Our services are provided in the comforts of their home, and it is done regardless of residency status. Mums and babies are supported and given the best opportunity for a positive outcome. When mum and baby are doing well. then we as a community are doing well.

#### **Our Values are:**

##### **Trust / Tiakanga**

We are entrusted to go into the private homes of mums and babies. All Volunteers agree to be vetted and to renew their vetting every 2-years. We believe that trust is earned, and our actions must always be based on what is best for babies.

##### **Relationship building / Whakawhanaungatanga**

We believe that developing supportive relationships is at the heart of what we do, and only by supporting others are we able to achieve our goals.

##### **Excellence / Hiranga**

We aim to perform to the best of our abilities, to deliver excellence and seek improvement in all aspects of our role.

##### **Love / Aroha**

We lead with aroha, we leave our judgements and biases on the shelf, and we serve mum, babies and whanau with tender loving care and respect.

### **1.3 PURPOSE OF THE VOLUNTEER HANDBOOK**

This volunteer handbook sets out Mums4Mums Charitable Trust's expectations, the policies and procedures relating to your volunteer agreement. If you require any clarification or additional information, please speak to your Regional Coordinator. All volunteers are required to comply with the Volunteer Handbook. Therefore, we ask that you read the content carefully as you may be subject to termination of your volunteer status in the event that you breach the Volunteer Handbook.

### **1.4 PRINCIPLE OF EQUALITY**

Mums4Mums Charitable Trust is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We are confident that you share our commitment in implementing these policies.

We will not tolerate any unlawful discriminatory act or attitude in the course of your agreement or in your dealings with our clients, suppliers, contractors, members of the public or fellow volunteers. Acts of unlawful discrimination, harassment or victimisation will result in the termination of your volunteer status.

## **1.5 GENERAL**

Amendments to this Volunteer Handbook will be issued from time to time.

This Volunteer Handbook does not form part of your agreement, unless expressly stated otherwise. However, in any event, the Volunteer Handbook may be considered when interpreting a volunteers rights and obligations under the terms of agreement.

## **2 JOINING THE ORGANISATION**

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### **2.1 BUSINESS NORMAL HOURS OF OPERATION**

We assist our mums during all hours. Our office is open 8:30am to 4:30pm Monday to Friday. But employees and volunteers work and can assist at other times as our mums need.

### **2.2 INDUCTION**

At the start of your volunteer role, you will be required to complete an induction programme, during which all of our policies and procedures will be explained and/or provided to you, as necessary. Information relating to these will be given to you at the induction.

### **2.3 VOLUNTEER TRAINING**

At the commencement of your volunteer role, you will receive any training necessary for your specific role. Volunteers may be required to participate in training necessary to perform the role to the required standards.

### **2.4 VOLUNTEER ROLE DESCRIPTION**

Amendments may be made to your volunteer role description from time to time in relation to the Trust's changing needs and your own ability.

### **2.5 MOBILITY**

It is a condition of your volunteering that you are prepared, whenever applicable, to travel to any other of our sites or client sites within a reasonable travelling distance. This mobility is essential to the smooth running of the organisations business.

### **2.6 CONVICTIONS AND OFFENCES**

During your Volunteering role, you are required to immediately report to Regional Coordinator any convictions or offences with which you may be potentially or have been charged.

## 3 VOLUNTEER RESPONSIBILITIES

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### 3.1 A VOLUNTEER HAS THE RIGHT:

To be treated as an equal partner with Mums4Mums staff and leadership team in alignment with our mission.

- To have sound leadership and a clear job description
- To have safe and enjoyable volunteering working conditions
- To provide feedback, positive or negative, and receive full attention for your opinions
- To be free from discrimination, harassment, intimidation, bullying or coercion
- To have the opportunity to make a difference. And you do!

### 3.2 YOUR RESPONSIBILITIES AS A VOLUNTEER:

- To express any concern about another volunteer or worker to your Regional Coordinator.
- To notify the family contact you are assigned to and the Regional Coordinator as early as possible if you are unable to work the scheduled shift
- To attend orientation and training sessions and our social group events.
- To always be considerate and work as a member of a team.
- To carry out assignments in good spirit and seek assistance from experienced volunteers or staff members whenever you may need guidance or help.
- To accept the right of the Trust to dismiss a volunteer because of negative performance or harm caused by their actions.
- To decline an assignment that is not acceptable, but to maintain an open mind with regard to other people's standards and values.
- To communicate personal limitations, such as transportation needs, time constraints, or other challenges that could interfere with the volunteering.
- To work with the culturally diverse population of our community
- To maintain participant confidentiality and data privacy.
- To ensure correct personal contact details and volunteer records are given to your Regional Coordinator.
- To adhere to the Trust's Code of Conduct and Professional Ethics and exhibit professionalism.

## **4 GENERAL TERMS AND PROCEDURES**

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### **4.1 CHANGES IN PERSONAL DETAILS**

You must notify Mums4Mums Charitable Trust of any changes in your personal details including but not limited to your name, address, telephone number, emergency contact so that we can maintain accurate records.

### **4.2 CONFLICT OF INTEREST**

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. Mums4Mums Charitable Trust may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include: transfers, or reassignments.

### **4.3 DRESS AND APPEARANCE**

Consistent with the culture of Mums4Mums Charitable Trust, you will be expected to present a professional image with regard to your appearance and standards of dress and maintain excellent standards of personal hygiene at all times.

You should wear clothes appropriate to your volunteer role responsibilities.

### **4.4 VOLUNTEER'S PROPERTY AND LOST PROPERTY**

We do not accept liability for any loss of, or damage to, property that you bring onto clients homes. You are requested not to bring personal items of value into clients homes and, in particular, not to leave any items overnight.

### **4.5 GIFTS OR GRATUITIES**

Do not accept any payment, fee, gratuity, gift, incentive, commission or any other benefit from any person or business with which Mums4Mums Charitable Trust has any kind of relationship.

If you are approached with the offer of such a gratuity or gift, you must report it your Regional Coordinator immediately.

Failure to comply with this clause may be treated as serious misconduct.

### **4.6 MEDIA POLICY**

No Volunteer is permitted to make comments or give any business-related information to any person/s from the media, either during or outside of normal working hours. If someone from any media outlet contacts you either personally or through the business, you should take their details and pass this on to your Regional Coordinator. Mums4Mums Charitable Trust may provide authorisation for you then to speak to the media. If approved you may engage with the media in line with the agreement with Mums4Mums Charitable Trust.



#### **4.7 BEHAVIOUR WHILE VOLUNTEERING**

You should behave with civility towards fellow volunteers, Organisation staff, clients, customers, service users and members of the public, with whom the Volunteer interacts with in the course of the Volunteer's role. Objectionable or insulting behaviour or bad language may result in termination of your volunteer status.

Volunteers are encouraged to promote the interests of Mums4Mums Charitable Trust Charitable Trust and shall, during your volunteering hours, devote your time, attention and abilities to the Mums4Mums Charitable Trust and its affairs.

Any involvement in activities which could be construed as being in competition with Mums4Mums Charitable Trust is not allowed.

## 5 TE TIRITI O WAITANGI

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### 5.1 OUR COMMITMENT

Mums4Mums are committed to Te Tiriti o Waitangi, Treaty of Waitangi; in recognition that Māori still today, disproportionately experience negative health, education, housing and social outcomes. It is imperative we honour,

1. the 'obligations to the articles in Tiriti o Waitangi', and
2. the 'principles of the Treaty of Waitangi'

### 5.2 OBLIGATIONS

We are committed to honouring our obligations to the articles in Te Tiriti o Waitangi:

**Kawanatanga:** Governance by the Crown – (Tangata Tiriti)

**Tino Rangatiratanga:** Rights of Māori to have undisturbed possession of their taonga) and

**Ōritetanga:** Full citizenship and rights of Māori – (Tangata Whenua/Mana Whenua)

### 5.3 PRINCIPLES

Mums4Mums will honour the principles of the Treaty of Waitangi:

**Partnership:** We will fulfil our Tiriti/Treaty obligations and continue to promote respectful and enduring partnerships with Māori.

**Protection:** Te Ao Māori is braided into the work and ethos of our organisation. We ensure Māori perspectives and interests, and the integrity and use of te Reo Māori me ngā tikanga Māori are protected and maintained.

**Participation:** Our workplace is a culturally inclusive environment based on integrity and trust. We actively support Māori to participate and contribute to improving outcomes for Māori in the social sector.

### 5.4 KARAKIA

E tau nei ki runga, i a tātou katoa, te wairua aroha  
Kia ngākaunui tatou ,ki te hāpai i ā tātou mahi, kia puawai tātou katoa.  
Whakakahangia tatou, kia mahitahi, kia manaaki, kia tiaki, i ngā tamariki, i ngā rangatahi, i ngā hapori hoki.  
Mauri ora!

Settle upon us all a loving spirit  
To enable us to be dedicated to our work so that all may grow and blossom.  
Strengthen us to work together to nurture and look after the children the youth and also our communities.  
A vibrant life force!

## **6 SAFEGUARDS**

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### **6.1 SOCIAL MEDIA**

Any volunteer-related issue or material that could identify an individual who is a customer/client or colleague, which could adversely affect Mums4Mums Charitable Trust, a customer/client or Mums4Mums Charitable Trust's relationship with any customer/client must not be placed on any social networking site.

This means that, unless otherwise authorised, volunteer related matters must not be placed on any such site at any time either during or outside of volunteer hours and this includes access via any mobile computer equipment, including mobile phone or other devices.

### **6.2 CONFIDENTIALITY**

As a volunteer of this organisation, you may have access to confidential information, both verbal and written, relating to whānau clients, participants, volunteers or staff, and this organisation.

As a volunteer it is expected that you agree to treat all such information confidentially and to discuss only within the professional boundaries of your volunteer position for this organisation.

You must agree not to discuss any Mums4Mums participant, co-volunteer or staff matters after leaving the volunteer position or assignment. Breach of this agreement shall constitute grounds for and may result in termination of your volunteer status, except where such disclosure is consistent with stated policy and relevant laws.

### **6.3 IMPARTIALITY**

We recognize that our volunteers are active in their communities and come from a variety of backgrounds with diverse beliefs. As a non-profit, Mums4Mums is a nonpartisan organization that does not believe in discriminating against any person. We believe in the value of everyone in our community. In turn, we ask that volunteers show respect for all people when representing Mums4Mums and please be aware that biased or discriminatory behaviour is not tolerated.

## **7 MOTOR VEHICLES**

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### **7.1 GENERAL REQUIREMENTS**

You may be required to use your private motor vehicle to enable you to efficiently perform your duties. Where travelling in the course of duties, the motor vehicle is considered to be a workplace and Mums4Mums Charitable Trust recognises it has health and safety obligations in respect of this. Mums4Mums Charitable Trust will ensure that Trust-provided motor vehicles are registered and insured in accordance with the relevant legislation.

### **7.2 USING A PRIVATE VEHICLE FOR TRUST PURPOSES**

When using your own vehicle in the performance of your duties, you are responsible for ensuring the vehicle is roadworthy and in a presentable condition. You will be responsible to register, insure and service any private motor vehicles used in the performance of your duties.

You must ensure that whilst driving your motor vehicle to perform your duties, it is in a safe and good working order.

You are responsible for washing the motor vehicle, and for ensuring that appropriate levels of oil, water and tyre pressure are maintained.

### **7.3 FINES**

Mums4Mums Charitable Trust will not be held responsible for any fines (e.g. parking, speeding, tolls etc) incurred by you.

### **7.4 ACCIDENT PROCEDURE**

If you are involved in an accident, you must follow emergency procedures and notify your Regional Coordinator as soon as possible.

## **8 BULLYING AND HARASSMENT**

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### **8.1 INTRODUCTION**

Mums4Mums Charitable Trust is committed to the provision of a fair, healthy and safe volunteer environment in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

The intention of these procedures is to inform volunteers of the type of behaviour that is unacceptable and to provide procedural guidance. We recognise that we have a duty to implement this policy and all volunteers are expected to comply with it.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

Mums4Mums Charitable Trust recognises that bullying and harassment can exist in the volunteer environment, as well as outside, and that this can seriously affect volunteer's volunteering and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### **8.2 HARASSMENT**

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, political opinion, family status, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour

These examples are not exhaustive and action at the appropriate level will be taken against volunteers committing any form of harassment. Appropriate action in relation to a volunteer can include the termination of volunteer status.

### **8.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the volunteer environment and outside of the volunteer environment at events connected to Mums4Mums Charitable Trust, such as social functions.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group

These examples are not exhaustive and action at the appropriate level will be taken against volunteers committing any form of bullying. Appropriate action in relation to a volunteer can include the termination of volunteer status.

### **8.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

#### **i) Informal complaint**

Mums4Mums Charitable Trust recognises that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a Regional Coordinator or Mums4Mums board member.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your Regional Coordinator can assist you in this.

#### **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of Mums4Mums Charitable Trust as a formal written complaint and again

your Regional Coordinator can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment

On receipt of a formal complaint, we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by a support person or representative. You must take all reasonable steps to attend the meeting. Those involved in the investigation will be expected to act in confidence and any breach of confidence may lead to the termination of volunteer status.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and any decision will be sent, in writing, to you and to the alleged bully or harasser.

## **8.5 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to a volunteer will lead to the termination of volunteer status.

## **9 DRUGS AND ALCOHOL**

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### **9.1 ZERO TOLERANCE POLICY**

The use of drugs or alcohol jeopardises a safe volunteer environment. Mums4Mums Charitable Trust has a zero tolerance policy with regard to drugs and alcohol in the volunteer environment. Volunteers are not permitted to volunteer while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by volunteers may result in the termination of volunteer status.

Mums4Mums Charitable Trust recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate businesses or support groups.

Volunteers and visitors must not be adversely affected by drugs or alcohol at volunteer environment or while at Mums4Mums Charitable Trust functions, and must at all times be fit to perform their volunteering safely.

Alcohol may be consumed at some Mums4Mums Charitable Trust events. Where this is the case, Mums4Mums Charitable Trust encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

### **9.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION**

Volunteers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their volunteering must notify their Regional Coordinator as soon as possible. If you are in any instance where you are unsure if your ability will be affected, please notify your regional Coordinator and family that you cannot attend your shift that day.

### **9.3 SMOKE-FREE WORKPLACE**

Smoking anywhere in the volunteer environment is not permitted.



## 10 WHISTLE-BLOWERS

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If you believe that Mums4Mums Charitable Trust, or any of its officers or volunteers, is involved in any form of wrongdoing such as:

- committing a criminal offence
- failing to comply with a legal obligation
- endangering the health and safety of an individual
- environmental damage
- concealing any information relating to the above

You are encouraged, in the first instance, to report your concerns to the Mums4Mums Charitable Trust Board who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the police, NZTA, the Environment Protection Authority or WorkSafe NZ.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then you may be subject to termination of volunteer status.

## 11 CODE OF CONDUCT

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### 11.1 INTRODUCTION

This policy sets standards of performance and behaviour expected by Mums4Mums Charitable Trust. The policy aims to help promote fairness and order in the treatment of individuals. It is the Trust's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

### 11.2 CONDUCT

#### **Volunteer Responsibilities:**

- to abide by Mums4Mums Charitable Trust's health and safety policies and procedures and your general health and safety responsibilities
- to be reliable and trustworthy
- to assist our mums in the best way possible or get assistance if having any difficulty
- to always be polite towards customers/clients, members of the public or your colleagues
- to ensure confidentiality of our clients and not breach their privacy
- to report any incidents that occur that may need to be taken further, e.g. any health and safety incidents or client incidents

#### **Organisation Responsibilities:**

- to provide any feedback to volunteers that may be areas of improvements or positive feedback received
- to deal with any issues with confidentiality
- to support you to find the best outcome
- to provide a safe and healthy environment and place to work

## 12 PRIVACY POLICY

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### 12.1 INTRODUCTION

Mums4Mums Charitable Trust treats the handling of your personal information very seriously. Accordingly, the purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

### 12.2 COLLECTION OF PERSONAL INFORMATION

Personal information may be collected during the recruiting process and throughout your agreement with Mums4Mums Charitable Trust. This personal information may be disclosed to other areas within the business for administrative purposes and for the progression of your application. All confidential information will be used for legitimate purposes in accordance with relevant legislation. **Personal information** includes information relating to:

- the engagement, training, of the Volunteer
- termination of the agreement of the Volunteer
- terms and conditions of the agreement of the Volunteer
- Volunteers' personal and emergency contact details
- Volunteer's performance or conduct

All reasonable attempts will be made to keep this information relevant, complete and current. You must ensure that any personal information provided is accurate and current.

### 12.3 YOUR RESPONSIBILITIES

In light of the above objective, you are responsible for the appropriate handling of such information and to prevent unlawful disclosure. If you have access to this information or such any personal information belonging to another volunteer or a client of Mums4Mums Charitable Trust, you must ensure that you maintain the confidence of any confidential information that you have access to, or become aware of, during the course of your agreement and will prevent its unauthorised disclosure or use by any other person. If you become aware of information being disclosed to the wrong recipient you must notify your Regional Coordinator immediately.

You will not use the confidential information for any purpose other than for the relevant and related to Mums4Mums Charitable Trust processes during or after your agreement. Further, you should not disclose or discuss confidential information relating to your own agreement with any other volunteers or client of Mums4Mums Charitable Trust.

Any action in breach of this policy may result in the termination of your volunteer status.

## **13 TERMINATION OF AGREEMENT**

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### **13.1 TERMINATING YOUR VOLUNTEER WITHOUT NOTICE**

This Volunteer Agreement may be terminated by the Trust at any time without notice.

### **13.2 RETURN OF TRUST PROPERTY**

On the termination of your agreement, you must return any Mums4Mums Charitable Trust property which is in your possession or for which you have responsibility. You should return such items on your last day of volunteering.

All Mums4Mums Charitable Trust property should be returned to the appropriate person.

## 14 ACKNOWLEDGEMENT FORM

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I \_\_\_\_\_ (please print name) acknowledge that I received a copy of this Mums4Mums Charitable Trust Volunteer Handbook and that I have read, understood and agreed to it.

Signed:

Dated: