

Welcome!

Induction Guide



NAME:

Welcome to New Zealand Red Cross!

Nau mai haere mai ki Rīpeka Whero Aotearoa

It is great to be able to welcome you to New Zealand Red Cross. You have joined more than 500 staff and over 10,000 members and/or those that volunteer their time with New Zealand Red Cross, along with 13 million Red Cross and Red Crescent members worldwide helping those in need.

At the heart of our work is a powerful and world-changing idea: that human beings are capable of responding to and overcoming the challenges we face, especially from conflict and natural disaster. Our mission is to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

Our world is all too often marked by preventable suffering and tragedy. The great humanitarian challenges we face – poverty, forced migration, climate change, the threats posed by nuclear weapons, conflict and injustice – require urgent action. We need to be effective, compassionate and courageous.

Thank you for being part of that action and for wanting to make a difference to people facing vulnerability, whether they live next door to you or in communities overseas.

This Induction Guide is part of your introduction to New Zealand Red Cross and we hope your time with us will be an enjoyable and rewarding experience. We hope you will take time to learn about our history, our fundamental principles and values, what we do and what we stand for.

Thanks for getting involved. We look forward to meeting you in person soon.

NGĀ MIHI MAHANA



Kerry Nickels

NATIONAL PRESIDENT



*Sarah (Norm)
Stuart-Black*

SECRETARY GENERAL

Haere Mai



Tikilluarit

Welcome

Bem-vindo

Welcome



- Velkommen
- Fáilte
- Croesawu
- Bienvenue
- Benevenuto
- Bienvenido
- Zapraszamy
- Ahla oushela
- Shalom
- Seo Dhowow
- Welkom
- Dobro pojalovat
- Huan Ying
- Kidavaki
- Hwangyong-hamnida
- Youkoso
- Maligayang Pagdating
- Aloha
- Ulu Tons Mai
- Afio Mai
- G'day
- Sus maia
- Talit ali lelei

You are here →



The New Zealand Red Cross Mission & Fundamental Principles

Our Mission:

“To improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.”

Our Fundamental Principles:

HUMANITY

Te Ngākau Atawhai

IMPARTIALITY

Te Tōkeketanga

NEUTRALITY

Te Whakaraupapa

INDEPENDENCE

Te Tū Motuhake

VOLUNTARY SERVICE

He Ratonga Tūao

UNITY

Te Kotahitanga

UNIVERSALITY

O te Ao

The seven Red Cross Fundamental Principles guide all we do, directing how we go about serving others. Whether we are alleviating suffering or spreading the spirit of kindness and tolerance, these shared Fundamental Principles between all Red Cross Red Crescent Societies around the world bind us together and serve as our lifeline to the Movement. They include:

Humanity

Te Ngākau Atawhai

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, co-operation and lasting peace amongst all peoples.

Impartiality

Te Tōkeketanga

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs and to give priority to the most urgent cases of distress.

Neutrality

Te Whakaraupapa

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

Te Tū Motuhake

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary Service

He Ratonga Tūao

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

Te Kotahitanga

There can only be one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

O te Ao

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



Contents

There are four main sections to this Induction Guide:

1. *Our History*
2. *Our International Family*
3. *Our Present*
4. *Resources*

At the end of this guide is an Induction Checklist for you to complete with your leader, which will ensure you have all the basics to get you started.

Purpose

The purpose of your New Zealand Red Cross induction and this guide is to help you feel welcome, understand the Red Cross Red Crescent Movement and our organisational structure and share some resources with you to support you in your role.

WELCOME!

1. *Our History*



History—General

Solferino and Henri Dunant

It all began for us from the compassion of one man—Henri Dunant, a Swiss businessman.

In June 1859, he was travelling by carriage in Italy to meet with Napoleon III, who he heard was in the area, regarding some land rights for his business.

On his journey, he came to the town of Solferino in Lombardy, Italy the day after a bloody battle had taken place. Tens of thousands of soldiers lay there either dead, dying or wounded.

Dunant was horrified at what he saw and made the decision to do what he could to help. He set up a makeshift hospital in the local church and, with women and elderly in the village, organised care for the wounded, no matter which side of the battle they were on. He even recorded the last goodbyes of many of the dying and passed them on to their loved ones.

Upon Dunant's return to Switzerland, he wrote and published a book about his experience which made its way all over Europe. In it, he proposed two things:

1. the creation of volunteer “national relief societies” to provide humanitarian aid in times of war
2. an international treaty guaranteeing the protection of those helping the wounded on a battlefield

Birth of the Red Cross

In 1863, the Red Cross was born.

Dunant's first proposal became a reality when he and four others from Geneva set up the “International Committee for Relief to the Wounded”, which later became the **International Committee of the Red Cross (ICRC)**. Based in Geneva, Switzerland, their role became to “protect the lives and dignity of victims of armed conflict”.

Dunant's second proposal happened the following year, when 12 governments adopted the first **Geneva Convention**, officially agreeing that: “Medical Services on the battlefield were neutral”. This was an important achievement; it was now a recognised “rule of war”.

To protect humanitarian relief workers and their equipment, the Red Cross emblem was created that same year, which was a red cross on a white background—the reverse of the Swiss flag. It was also decided that countries should do what they could to start up their own private societies to help support the work of ICRC. These societies began to spread across the globe.

During World War One, these Red Cross societies attracted millions of humanitarian volunteers working to support prisoners of war and soldiers. They also began assisting their communities with other humanitarian needs, such as the effects of natural disasters.



Henri Dunant, founder of the Red Cross



ICRC

The International Committee of the Red Cross logo



The Red Cross emblem



INTERNATIONAL



FEDERATION

International Federation
of Red Cross and Red
Crescent Societies
(IFRC) logo

As the war ended, Europe was devastated and no one wanted to lose the expertise that the Red Cross societies had available. It was also realised that the societies could make a greater contribution if they worked more closely together; so, in 1919, the **International Federation of Red Cross and Red Crescent Societies (IFRC)** was formed. Its goal was “to strengthen and unite, for health activities, already existing Red Cross Societies and to promote the creation of new Societies”. Today, nearly every country across the globe has a National Society.

History—New Zealand Red Cross

New Zealand Red Cross

Work supporting Red Cross began in New Zealand in 1914 at the outbreak of World War One. Caring Kiwis sent money and medical supplies to troops overseas. To better coordinate the country’s humanitarian work, the Governor-General at the time, Lord Liverpool, convened a meeting of Red Cross and Order of St. John representatives.

This led to the establishment of a national office, a joint council and the New Zealand Branch of the British Red Cross, officially called the “New Zealand Branch of the British Red Cross Society and the Order of St. John”.

Working alongside the Order of St. John as a Joint Council, Red Cross volunteers continued to help not only in war but in disasters such as the deadly flu outbreak in 1918 and the devastating 1931 Hawke’s Bay earthquake.

Those disasters showed just how important it was for New Zealand to have its own Society. On 22 December 1931, Nurse Beth Charpentier founded the New Zealand Red Cross Society.

In 1932, the **New Zealand Red Cross Society** was officially recognised by government proclamation and, shortly after by the ICRC.

In 1990, the Society changed its name to what it is today—New Zealand Red Cross.



Red Cross workers in 1931



NEW ZEALAND
RED CROSS
RĪPEKA WHERO AOTEAROA

New Zealand Red Cross logo

History— Want to know more?

Websites:

History of the ICRC:

[icrc.org/en/document/history-icrc](https://www.icrc.org/en/document/history-icrc)

History of the IFRC:

[ifrc.org/en/who-we-are/history](https://www.ifrc.org/en/who-we-are/history)

History of New Zealand Red Cross:

[redcross.org.nz/about-us/who-we-are/our-history/](https://www.redcross.org.nz/about-us/who-we-are/our-history/)

Biography of Henri Dunant:

[nobelprize.org/prizes/peace/1901/dunant/biographical](https://www.nobelprize.org/prizes/peace/1901/dunant/biographical)

Youtube:

Short film on the formation of ICRC:

[youtube.com/watch?v=olwB-Y6FUJY&feature=youtu.be](https://www.youtube.com/watch?v=olwB-Y6FUJY&feature=youtu.be)

Detailed life of Henri Dunant:

[youtube.com/watch?v=FK1xlwiBdWs](https://www.youtube.com/watch?v=FK1xlwiBdWs)

Books:

Henri Dunant's book on his Solferino experience:

“A Memory of Solferino”

Detailed historical record of New Zealand Red Cross:

“Across the Street, Across the World: A History of Red Cross in New Zealand 1915-2015” by Margaret Tennant



2.

Our International Family



Our International Family—Introduction

Introduction

You are now part of a Movement that spans the globe—a Movement that cares and supports one another in the work “for good”.

Our international Movement is made up of the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (IFRC), work in International Humanitarian Law (IHL), and other national societies.



*ICRC Headquarters,
Geneva, Switzerland*



International Committee of the Red Cross (ICRC)

The Role of ICRC

The ICRC is headquartered in Geneva, Switzerland, and originated as the International Committee for Relief to the Wounded.

They also work to prevent suffering by promoting and strengthening international humanitarian law and humanitarian principles.



ICRC

ICRC MISSION STATEMENT

The ICRC is neutral, impartial, and independent. Its exclusive humanitarian mission is to “protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.”

What They Do

The ICRC helps people affected by war and armed conflict. They also respond to disasters in conflict zones because these can be even more severe for people in countries already at war. The ICRC responds quickly, which is often vital to limit suffering.

The ICRC has won the Nobel Peace Prize on three occasions: 1917, 1944, and 1963 (when it also shared the prize with the IFRC). This is in addition to Henri Dunant’s personal Nobel Peace Prize as founder of the ICRC in 1901.

International Federation of Red Cross and Red Crescent Societies (IFRC)

The Role of IFRC

IFRC was founded in 1919, after World War One. Their work focuses on four key areas:

1. Promoting humanitarian values
2. Disaster response
3. Disaster preparedness
4. Health and community care

IFRC is the largest humanitarian network in the world and provides assistance to those in need, regardless of their nationality, race, religious beliefs, class or political opinions. Where the ICRC focuses on humanitarian assistance in wartime, the IFRC focuses on humanitarian assistance of all types during both wartime and peacetime.

IFRC assists victims of disasters and works to strengthen National Red Cross or Red Crescent Societies, which are located in nearly every country. They coordinate and mobilise assistance for international emergencies, offer advice and promote cooperation between national societies and represent the national societies internationally.




*IFRC Headquarters,
Geneva, Switzerland*

INTERNATIONAL



FEDERATION

IFRC VISION

The IFRC vision is: “to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world”.

History of Purpose

The humanitarian needs of the world constantly change, so the IFRC has also had to change its focus over time.

Early work of the IFRC consisted mostly of recording information and statistics to be shared amongst national societies. This transitioned to operational support for countries experiencing natural disasters as well as fundraising relief efforts. Public health, nursing and youth activities grew as a primary focus, and then during the Great Depression in the 1930s, programmes to alleviate poverty. When cars were introduced, so did road deaths—IFRC then became a leader in first aid for road accidents.

As World War Two loomed, the work of IFRC reduced. This allowed many national societies to become more independent, although IFRC continued to work closely with ICRC. Following World War Two, relationships strengthened within the national societies and aid was provided for war-torn regions.

IFRC Structure

The IFRC Secretariat is located in Geneva and is responsible for the day-to-day running of the IFRC.

There are five regional IFRC offices and other smaller offices around the world.

The IFRC is governed by a Board which has a President, four Vice Presidents, a Chairman of the Finance Commission, a Chairman of the Youth Commission and representatives from 20 National Societies.

A General Assembly convenes every two years and is the highest body of the IFRC. The General Assembly is made up of representatives from all member National Societies; they decide on the direction and policy for the organisation. They also elect the IFRC President.



IFRC Governing Board approving Strategy 2030

The IFRC Name

IFRC, when it was formed, was called the “League of Red Cross Societies”.

In October 1983 the name was changed to “League of Red Cross Red Crescent Societies”, which took into account the many societies that were operating under the red crescent symbol. In November 1991 it became what it is known today, the “International Federation of Red Cross and Red Crescent Societies”.

International Humanitarian Law (IHL)

What is IHL?

International Humanitarian Law (IHL) is the law around the use of weapons and of war.

War creates suffering, unintentionally or not, and IHL looks to limit that suffering. It protects people caught up in armed conflict who are not directly involved in it, and restricts some of what can be done in war and weapons that can be used in war. This is done through treaties including the Geneva Conventions and the Hague Conventions, as well as case law and other international law.

Serious violations of IHL are called war crimes.

Humanity—the caring of people and our core Fundamental Principle—guides IHL.

New Zealand Red Cross has its own IHL Advisor. Their role is to:

- 1.** Promote knowledge and implementation of IHL in New Zealand and limit the impact of war on victims of armed conflict and preventing violations of IHL during armed conflict.
- 2.** Support New Zealand and the IFRC as they work on legal issues related to disaster risk reduction and international disaster response and management, especially in New Zealand and the Pacific.
- 3.** Ensure that New Zealand Red Cross is a valuable and active member of the global Red Cross Red Crescent Movement, following Movement positions and priorities, particularly the outcomes of statutory meetings, and always acting in line with the seven Fundamental Principles of the Movement.

IHL is different from Human Rights Law. Some of the rules around the two are the same, but IHL applies in times of armed conflict, and Human Rights Law applies in peacetime. These bodies of law have developed separately and are covered in different treaties between countries.



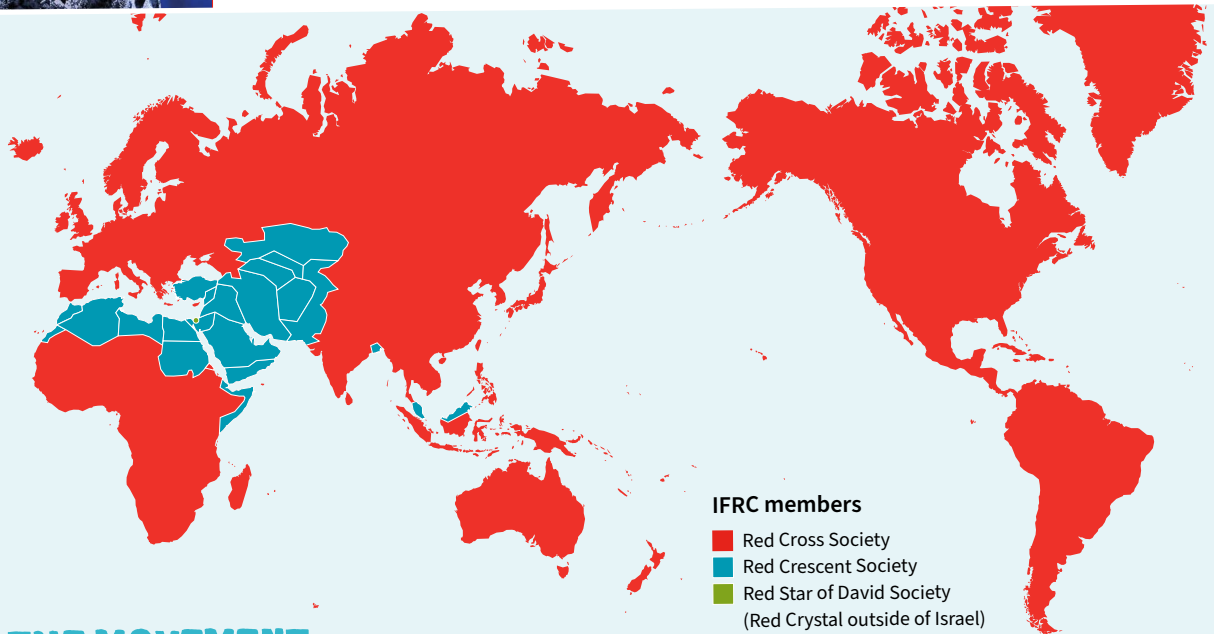
The Geneva Conventions and their Additional Protocols form the core of international humanitarian law, which regulates the conduct of armed conflict and seeks to limit its effects. They protect people not taking part in hostilities and those who are no longer doing so.



National Societies

Nearly every country in the world has a National Society.

National societies are the “front lines” of the Red Cross, working in their countries, cities, communities and neighbourhoods, spreading kindness, compassion and care for humanity, providing core Red Cross services.



THE MOVEMENT

What we mean when we say “**the Movement**” is people showing kindness to those around them, guided by our Fundamental Principles: **Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**. Working with the ICRC, IFRC and each other we make a difference to the lives of others.



National Societies' Humanitarian Role

Each society works in its home country following the statutes of IHL and those of the Movement. Societies can also take on additional humanitarian work where they see a need or to fit their specific circumstances.

National Societies' International Role

On an international level, societies often support and work closely together and with the IFRC to help respond to large-scale emergencies.

Emblems

The Emblems

The Red Cross image—a red cross on a white background—is recognised throughout the world. It was first used in 1864 as a universal symbol to protect humanitarian relief workers and their equipment during armed conflict.

Over time, in some parts of the world, this was seen as a religious symbol or as having political or cultural connotations, so two other symbols were created and adopted—the red crescent, and red crystal. The red crescent was first used in the 1870s during a conflict between the Ottoman Empire and Russia, and officially adopted in 1929. Nearly every national society in countries with majority Muslim populations have chosen to use this symbol.

The red crystal was adopted in December 2005 as an additional protective emblem for those societies wanting an even greater expression of neutrality.

The ICRC uses the emblem of the red cross, the IFRC uses both the red cross and red crescent emblems, and national societies, as a requirement, select one of the approved emblems to represent their society.

Use of the Emblems

The red cross, red crescent, and red crystal are more than just logos for the organisation or symbols of what we stand for. In times of war they are called protective devices, meaning “don’t shoot”, “don’t loot”, or “don’t harm” the person, site, building, vehicle or equipment bearing the emblem. The Geneva Conventions recognise that it is considered a war crime to attack neutral parties displaying the red cross, red crescent or red crystal emblems doing humanitarian work.

They can also be what are called indicative devices, “showing that a person or object is linked to the Movement, mainly in times of peace”. It is important that when an emblem is used in times of peace, that it is not used on armbands or rooftops or too large for the object it is on, or it may be mistaken as being used as a protective device. The emblem, as an indicative device, also usually includes the name or initials of the National Society it is associated with.

To protect the emblems and keep them the special symbols they are, countries have passed laws around how they can be used. In New Zealand, the Red Cross emblem can only be used by New Zealand Red Cross and the New Zealand Defence Force. There are also clear and specific guidelines regarding how the emblem can be used—if you are ever unsure how it can be used please contact your leader who can check with the International Humanitarian Law (IHL) or Communications, Marketing and Fundraising team at Red Cross House for clarification.



The emblems



Our International Family — Want to know more?

Websites:

ICRC homepage:

[icrc.org](https://www.icrc.org)

IFRC homepage:

media.ifrc.org/ifrc

International Justice Center on IHL:

ijrcenter.org/international-humanitarian-law

ICRC on IHL:

[icrc.org/en/rules-of-war](https://www.icrc.org/en/rules-of-war)

Youtube:

The three emblems:

[youtube.com/watch?v=1FqBe-2bguE](https://www.youtube.com/watch?v=1FqBe-2bguE)

Rules of War:

[youtube.com/watch?v=HwpzzAefx9M&t=182s](https://www.youtube.com/watch?v=HwpzzAefx9M&t=182s)

Books:

ICRC handbook:

“Handbook of the International Red Cross and Red Crescent Movement”

3. *Our Present*





Structure

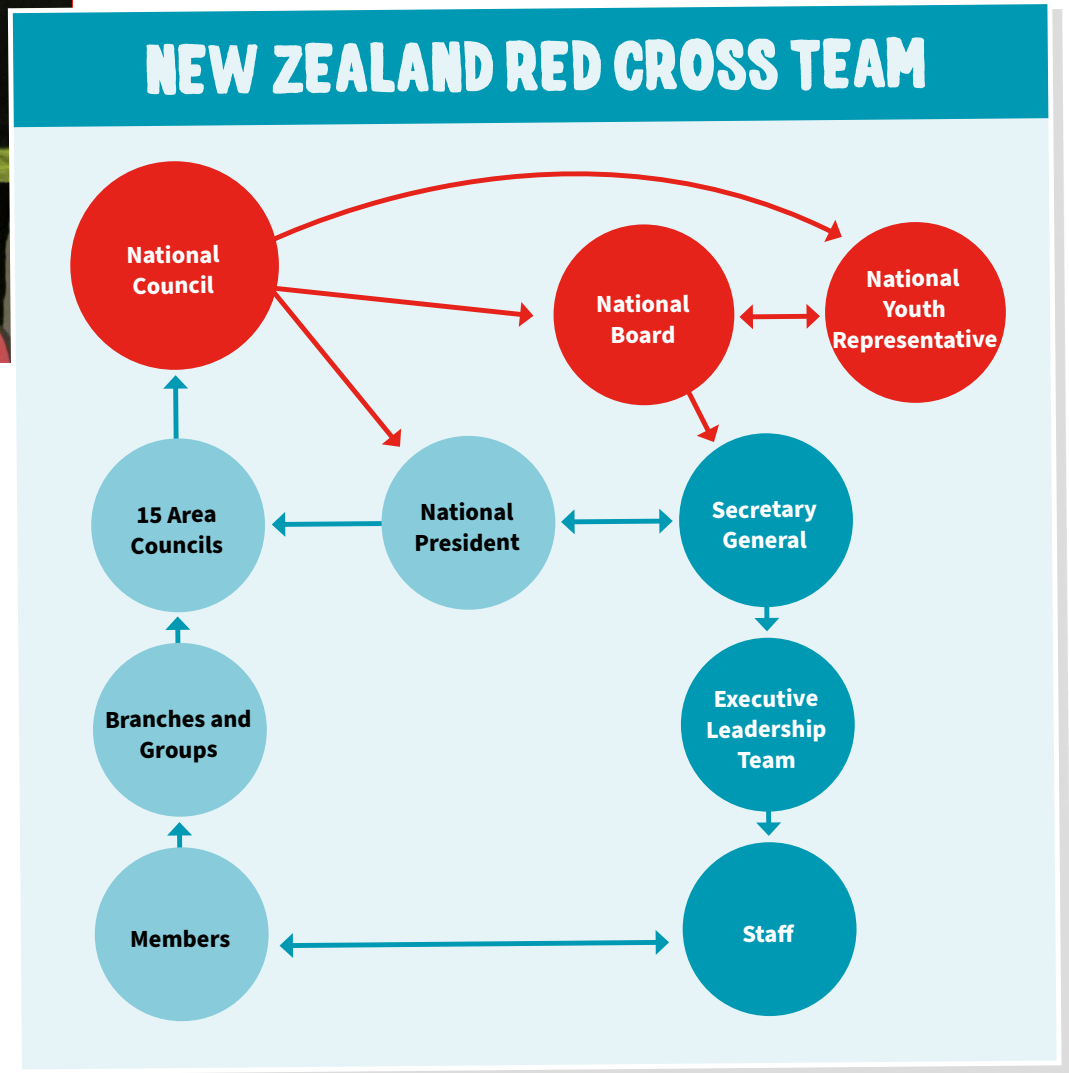
New Zealand Red Cross is structured very differently from most organisations. It consists of members and/or those that volunteer their time and staff, working together to address the needs of the world in the spirit of the seven Fundamental Principles and the Movement.

Members volunteer for New Zealand Red Cross and can belong to **branches** or **groups** or be an individual member. Member representatives form 15 regional **Area Councils**, who in turn send two representatives from each Area Council to form the **National Council**, the highest governing body of New Zealand Red Cross.

One role of the National Council is to elect the **National Board**. The Board, in turn, appoints a **Secretary General** who oversees the staff and heads the more operational wing of New Zealand Red Cross.

General Managers report to the Secretary General and are responsible for various aspects of New Zealand Red Cross. Together they form the **Executive Leadership Team (ELT)**.

International delegates are those team members who represent New Zealand Red Cross by being deployed overseas to assist internationally.



Governance

THE NATIONAL COUNCIL

The **National Council** is the highest governing body of New Zealand Red Cross. They change the New Zealand Red Cross constitution as required, develop future directions and give policy direction, adopt the strategic plan, annual report and financial statements, present New Zealand Red Cross honours and awards, and elect the **National President**, **National Youth Representative**, and members of the **National Board**. They meet annually.

Making up the National Council are:

- ▶ the Patron (Governor General)
- ▶ the National President
- ▶ the National Vice President
- ▶ the National Youth Representative
- ▶ members of the National Board
- ▶ two representatives from each Area Council
- ▶ two Youth Representatives
- ▶ Counsellors of Honour and
- ▶ a representative of the New Zealand government (speaking rights only).

The National President

The **National President** is elected by the National Council.

They supervise the administration of New Zealand Red Cross and carry out the decisions made by its committees. They guide New Zealand Red Cross in the decisions made by the National Council, represent them internationally and with the New Zealand authorities and is its head of delegation. They are also a member of all National Board committees and commissions, and may serve a maximum of two terms over six years, with three years in-between.

The **National Vice President** is elected by the National Board. They fill in for the National President as required and will undertake duties determined by the National President.



Kerry Nickels
NATIONAL PRESIDENT



Sarita Love, National Youth Representative

The **National Youth Representative** is elected by the National Council to chair the National Youth Panel, an advisory subcommittee of young humanitarians. At the time of being elected, they must be at least 18—years—old but no older than 30 and can serve a maximum of six years. They, along with two Youth Representatives appointed by the National Youth Panel, represent Red Cross Youth at the National Council, as well as bringing their own youth perspective to discussions and decision-making.

Councillors of Honour are representatives the National Council has recognised for their outstanding service to New Zealand Red Cross. All become life members of New Zealand Red Cross, and there can be no more than 20 at any given time.

The National Board

The National Council also elect a **National Board**. The members of the National Board include:

- ▶ the National President;
- ▶ six ordinary members elected by the National Council (one of which will be the National Vice President);
- ▶ the National Youth Representative; and
- ▶ up to three members of New Zealand Red Cross “co-opted” by the National Board (specialists with skills when needed for the Board).

The responsibilities of the National Board include directing and supporting staff, Area Councils and members through the Secretary General, setting strategic direction, approving the annual plan, budget and financial statements and ensuring operational efficiency.

They appoint a **Secretary General**, set up necessary committees and procedures as needed, and take responsibility for the organisation of the National Council and of the financial performance and sustainability of New Zealand Red Cross.

The Secretary General

The Secretary General is appointed by the National Board and is responsible for:

- ▶ providing leadership
- ▶ operational management
- ▶ fostering culture and change
- ▶ advocating and serving as spokesperson for New Zealand Red Cross
- ▶ protecting and building value for the organisation

The National Board sets annual performance targets for the Secretary General based on the strategic plan. This is then reviewed by the Board and reported back to them at least once a year.



*Sarah (Norm)
Stuart-Black*
SECRETARY GENERAL

Area Councils

There are fifteen New Zealand Red Cross Area Councils. Their role is to lead, coordinate and nurture New Zealand Red Cross in that specific area. They include:

- ▶ Auckland Area Council
- ▶ Manawatu/Whanganui Area Council
- ▶ Northland Area Council
- ▶ Taranaki Area Council
- ▶ Wairarapa Area Council
- ▶ Bay of Plenty Area Council
- ▶ Mid South Canterbury Area Council
- ▶ Otago Area Council
- ▶ Tasman and Marlborough Area Council
- ▶ Wellington Area Council
- ▶ East Coast Area Council
- ▶ North Canterbury Area Council
- ▶ Southland Area Council
- ▶ Waikato Area Council
- ▶ West Coast Area Council

Executive Leadership Team and Department Portfolios

- ▶ **Shane Chisolm**
General Manager Engagement and Enterprise
- ▶ **Sue Price**
General Manager Migration (Acting)
- ▶ **Fiona Ross**
General Manager People Experience and Support
- ▶ **Sean Stewart**
General Manager Emergency Management and International
- ▶ **Jane Derbyshire (starting 17 October 2022)**
General Manager Organisational Services
- ▶ **Alex Pierard**
Director, Office of the Secretary General

Group: Engagement and Enterprise

The Engagement and Enterprise business unit consists of four core functions

- ▶ The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as the public awareness functions.
- ▶ The Fundraising team supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities.
- ▶ The First Aid team is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products.
- ▶ The Retail team is responsible for the creation of revenue through the sale of donated products via our 46 shops across the country.

▶ **Communications, Marketing and Engagement**

Our Communications, Marketing and Engagement team oversee the portfolio of national communications channels for New Zealand Red Cross including the New Zealand Red Cross intranet site and website, social media channels, media engagement, video production, publications and internal communications channels such as InsideRed. The team of Communications & Engagement Advisors are available to provide professional advice and support to you and your teams to ensure effective internal and external communications. In relation to marketing functions, the team is responsible for brand management, graphic design, collateral development and advertising activities.

▶ **Fundraising**

Our Fundraising team coordinates all the New Zealand Red Cross fundraising channels and activities. Fundraising is vital to New Zealand Red Cross as it brings in the majority of funds to cover our costs. Our award-winning Fundraising team generates revenue via a portfolio of different products including community fundraising events, direct marketing, regular giving, major gifts, bequests, corporate partnerships and trust and foundation funding.

▶ **Retail**

The Retail team are responsible for the management of the 46 Red Cross Shops located in many communities throughout New Zealand. The core role of these shops is to raise funds for New Zealand Red Cross. However, they do provide a number of other positive benefits including providing volunteering opportunities for Red Cross people, contribute to sustainability through recycling goods, providing good quality goods at very affordable prices and to represent the good work of New Zealand Red Cross to customers and the communities in which they are located.

▶ **First Aid**

Our First Aid team design and deliver a wide range of First Aid training and wellbeing courses as well as retail first aid products to both businesses and individuals. These courses and products provide essential skills and resources to the community, as well as raise funds to support New Zealand Red Cross humanitarian programmes. New Zealand Red Cross is a New Zealand Qualifications Authority (NZQA) registered Private Training Establishment (PTE) and are accredited to assess against unit standards.



Group: People Experience and Support

Our people are our most important asset at New Zealand Red Cross. Happy, healthy and committed people create great results for our organisation and help us to deliver on our mission. It is important our people have what they need to succeed in their role. Providing tools and resources to enable our people to succeed is our priority.

The People Experience and Support Group works to equip all New Zealand Red Cross people to support the work of New Zealand Red Cross. Humanitarian Development support the members in our branch network and the community services they provide. People and Capability support our employed staff, while the Youth Engagement team focuses specifically on supporting our work to attract and support young people in our community.

▶ Humanitarian Development

New Zealand Red Cross works directly with people in communities and for many ordinary Kiwis, the Humanitarian Development team (HD) is the “face of New Zealand Red Cross.” Throughout New Zealand, the Humanitarian Development team works with members linked to Area Councils and branches to inspire and facilitate humanitarian action in response to New Zealand Red Cross priorities.

▶ People and Capability

The People and Capability team provide the full range of human resource support to our people, manage payroll, oversee our organisation’s health, safety and wellbeing policies and initiatives, and supports learning and development for our leaders.

▶ Youth Engagement

This team supports New Zealand Red Cross’ work in growing our humanitarian impact in communities amongst young people. This includes fostering partnerships and projects that empower young people, members, volunteers and communities to develop or deliver humanitarian action that is aligned with the mission, strategic priorities and Fundamental Principles of NZRC.

▶ COVID-19 Response Team

This team pulls together people from across the business to ensure a unified approach to the administration and delivery of all COVID-19 initiatives and activities. The team is activated when required due to high COVID-19 rates and frequently changing alert levels and government policy decisions. During periods of more stability around the pandemic response, the oversight reverts to the Health, Safety and Wellbeing team.

Group: Organisational Services

The Organisational Services Group provides the infrastructure and support to enable New Zealand Red Cross to function efficiently. This includes oversight of Finance and Reporting, Risk, Legal, Property, Vehicles, Procurement and Information Technology.

▶ Finance

Finance provide financial reporting, analysis and advice for our leaders to empower financial decision making. They also manage accounts receivable and accounts payable, prepare financial statements for external reporting and financial policies.

▶ Property and Asset Management

Property and Asset Management team manage and maintain buildings and other major assets such as vehicles. They also oversee property security, access and the procurement and supply of products and services, for example travel and stationery.

▶ Information Technology

Information Technology supply IT and telephony equipment, tools and services. They design and develop technology solutions and support our





internal applications and databases. They also manage the relationship with our third-party supplier of helpdesk support and other providers who support technology solutions used within the organisation.

▶ **Risk and Legal**

Risk and Legal provides leaders with support on risk management and legislative compliance as well as legal advice, Business Continuity Planning and New Zealand Red Cross' Insurance Cover.

Group: Emergency Management and International

▶ **International**

New Zealand Red Cross also assists internationally, helping communities affected by emergencies and conflict all over the world. The International team helps build resilient communities by helping communities identify vulnerabilities and helping them build off their existing capabilities. For example, our International team is working with our Pacific neighbours to develop early warning systems for disasters, strengthen their emergency communications capability and is contributing to a regional plan to assist them with climate change.

International also supports many other Red Cross national societies before, during and after armed conflict and major disasters, training emergency teams in first aid, communication, disaster preparedness and other critical skills for emergency situations. This is done by sending Red Cross delegates, or experts in particular areas, to assist.

Restoring Family Links (RFL), also falls under International. They help families living in New Zealand to reconnect with missing loved ones or help clarify what has happened to those reported missing.

▶ **Disaster Risk Management**

New Zealand Red Cross is committed to supporting communities before, during and after disasters, to strengthen community resilience. Our disaster readiness activities focus on practical and psychosocial preparedness and risk reduction, building resilience to disasters and in turn contributing to broader community resilience. During disasters, we support emergency management partners and deploy response teams throughout the country as required, responding in a way that enhances individual and community recovery. After disasters, we support communities through their recovery, using a psychosocial support approach and working to strengthen self-efficacy.



Group: Migration

New Zealand Red Cross is a primary provider of community refugee settlement programmes in New Zealand, supporting and empowering new Kiwis as they rebuild their lives here. This includes:

▶ **Pathways to Settlement (P2S)**

P2S supports former refugees to rebuild their lives in New Zealand through settlement and orientation support. The P2S service builds on a client's strengths to improve their New Zealand settlement experience through regular and targeted support. The programme restores wellbeing and provides opportunities for former refugees to regain control of their lives.

▶ **Pathways to Employment (P2E)**

P2E supports former refugees with their training and employment pathways in New Zealand with the goal of finding sustainable and meaningful work.

▶ **Refugee Trauma Recovery (RTR)**

Refugee Trauma Recovery provides clinical and therapeutic support to former refugees who have experienced torture and/or trauma. This free service, available to children, young people and adults, supports former refugees to restore wellbeing, cope more effectively and regain control of their lives. RTR also provides capacity building to other organisations and refugee community groups on request and works to improve access to culturally appropriate mental health services for people from refugee backgrounds.

Directorate: Office of Secretary General

The Office of the Secretary General works closely with the Secretary General to ensure that strategic business priorities are managed and activities across business units are coordinated to enhance organisational performance. Services are also provided to support the National President and New Zealand Red Cross Board.

▶ **International Humanitarian Law**

Advice on International Humanitarian Law (IHL) and related matters, legal compliance with the delivery of New Zealand Red Cross humanitarian activities, and consistency with the principles for the International Committee of the Red Cross (ICRC) is provided from the Office of the Secretary General.

How we communicate

Our Communications and Engagement team oversee national communications channels for New Zealand Red Cross, including our website, social media, RED magazine and media queries. They also oversee internal communication channels such as the intranet, monthly emails such as InsideRed, People Leaders Update, and emails to particular groups of New Zealand Red Cross people.

Our team of Communications and Engagement Advisors are available to provide professional advice and support to enable you to develop effective internal and external communications.

Our Marketing team are responsible for protecting and building the New Zealand Red Cross brand in the hearts and minds of New Zealanders. To do this they partner with stakeholders throughout the organisation to design marketing plans, promotions and advertising campaigns. They lead National Marketing Campaigns including the Annual Appeal. To empower others responsible for local marketing, they develop tools, templates and provide expert guidance. They are also responsible for the relationship with our external design agency, who develop a range of marketing collateral for the business.

Fundraising oversees all the fundraising for New Zealand Red Cross. Fundraising is vital to New Zealand Red Cross as it brings in the majority of funds to cover our costs. Our award-winning Fundraising team generates revenue from many different forms of fundraising, such as:

- ▶ monthly online giving
- ▶ one-off donations
- ▶ direct mail
- ▶ bequests
- ▶ corporates
- ▶ trusts
- ▶ an annual street appeal
- ▶ Red Cross Journey
- ▶ community fundraising events, for example dinners, book fairs and marathons
- ▶ schools





Our Present — Want to know more?

Websites:

New Zealand Red Cross (including links to the charter and constitution):

redcross.org.nz/about-us/who-we-are/our-structure/

New Zealand Red Cross, description of area services:

redcross.org.nz/about-us/what-we-do/in-new-zealand/

New Zealand Red Cross member information:

redcross.org.nz/get-involved/volunteer-in-new-zealand/tools-and-guidance-for-volunteers/

Youtube:

New Zealand Red Cross YouTube:

youtube.com/user/NewZealandRedCross1

Books:

1918 New Zealand flu epidemic and bravery of Red Cross volunteers:

“Wellington Volunteers and the 1918 Flu Epidemic”

New Zealand Red Cross Constitution:

“New Zealand Red Cross Incorporated Constitution”

Disaster Risk Management booklet outlining their purpose and vision:

“Disaster Risk Management Strategy 2018 - 2023”

Changing for Good – Realising our Strategy 2030:

redcross.org.nz/about-us/changing-for-good-realising-our-strategy-2030/

4. Resources - Staff

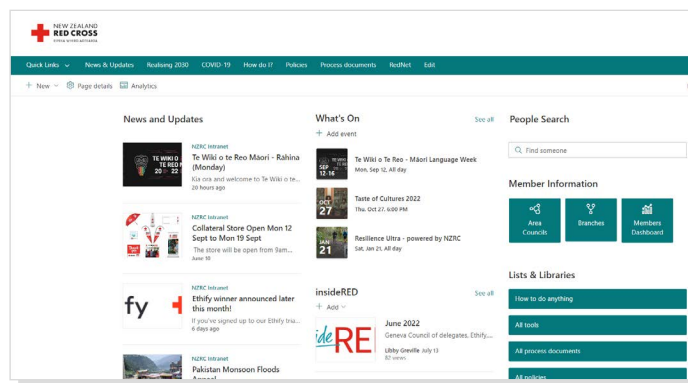


Intranet

The New Zealand Red Cross intranet can be found at: newzealandredcross.sharepoint.com and is the portal to New Zealand Red Cross sites and information.

Many resources you might need while at New Zealand Red Cross can be accessed through this site and can be found through its search function or from the series of links shown below.

Quicklinks:



The following pages will outline some useful information that is available on **the New Zealand Red Cross intranet.**

Health, Safety and Wellbeing

WHEN YOU COME IN TO WORK, VOLUNTEER OR TO SUPPORT NEW ZEALAND RED CROSS, IT IS IMPORTANT YOU ARE SAFE, HEALTHY AND WELL.

We will

OPERATE WITHIN A CULTURE OF CARE

- Develop and promote shared values that illustrate the behaviours we agree will foster our culture of care
- Map the services and systems provided or supported by New Zealand Red Cross for its people against a recognised model of health
- Build resilience in our people through investment in occupational health services and resources for development of wellbeing initiatives

We will

BUILD CAPABILITY TO DO THIS WELL

- Increase understanding of our performance in leading indicators to include people training, wellbeing, and property maintenance
- Use reporting tools and audit methods to enable transparency of performance and tailored reporting
- Gather and share better data and insights to manage our critical risk programme
- Develop and share lessons learned from incidents and successes



We will

FOCUS ON THE BIGGEST IMPACT

- Develop resources for coaching and quick reference to embed risk assessment methodology into all of New Zealand Red Cross
- Increase understanding of our risk profile through workshops to develop business unit specific risk registers and profiles
- Use qualitative risk analysis techniques to better understand our critical risks and develop risk treatment plans, services and resources for development of wellbeing initiatives

We will

MEASURE PERFORMANCE AND LEARN

- Lift capability of people managers as safety leaders
- Increase competency and capability of Health and Safety Representatives
- Define roles, responsibilities and resources for delivery and assurance
- Develop training opportunities to support risk management, psychosocial wellbeing, managing change, and incident investigation

Key Risks

Some of the key Health, Safety and Wellbeing risks at New Zealand Red Cross include:

Driving

Actions you can take to keep yourself safe are:

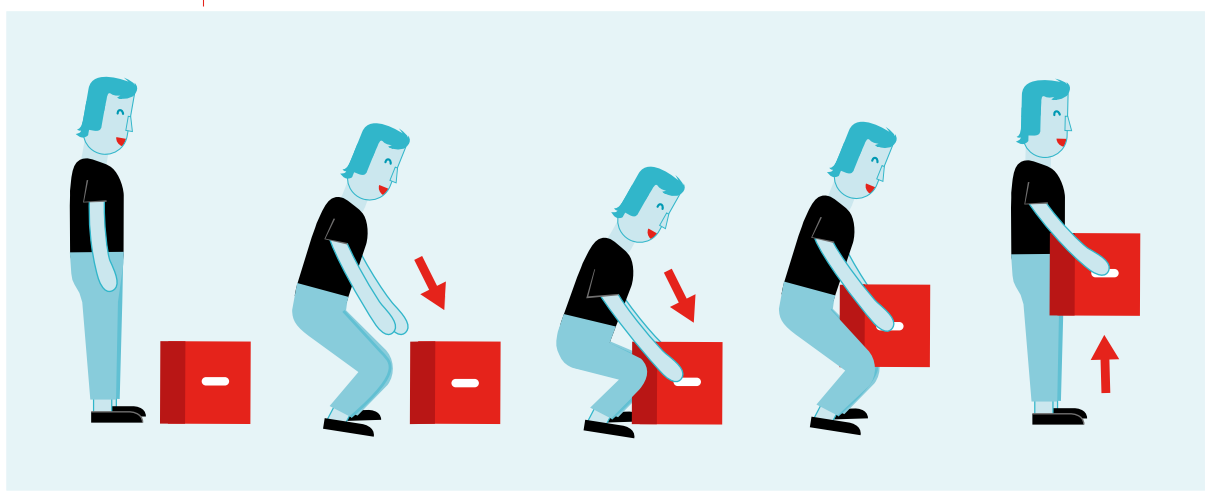
- ▶ keep to the posted or slower safe speed limit
- ▶ show care when passing
- ▶ observe all road rules
- ▶ log into EROAD whenever you use a New Zealand Red Cross vehicle
- ▶ ensure your vehicle is in good condition and report any concerns
- ▶ stay free from any substances that may impair your driving
- ▶ do not use your mobile phone while driving
- ▶ take plenty of rest breaks if driving long distances

Manual handling

- ▶ Manual handling injuries are not always the result of moving or lifting an item that is too heavy—the awkwardness or size of the item, its location, as well as your overall health or the technique you use with manual handling, can all affect whether you are at risk of being injured

Actions you can take to keep yourself safe:

- ▶ plan—think about how you will lift or move the object
- ▶ if you think the item is too heavy or awkward to move alone, ask for help, split the load into a more manageable size, or use a mechanical aid such as a trolley if available
- ▶ when lifting, keep your back straight, and remember to bend your knees and use your legs
- ▶ grasp the load firmly and hold it close to your body



- ▶ maintain a good balance and ensure your feet are a good distance apart
- ▶ use your feet to turn to avoid twisting your back
- ▶ don't lift heavy items above shoulder height
- ▶ pushing is always better for your back than pulling an object

Working or volunteering alone

Actions you can take to keep yourself safe are:

- ▶ keep emergency contact numbers, including your manager, handy and consider pre-loading them on to your phone
- ▶ look to keep a line of sight into and out of your location
- ▶ think about tasks you will be doing and be especially careful of hazards
- ▶ avoid alleyways, and keep to well lit and visible access routes (for example front doors or main roads)
- ▶ familiarise yourself with escape routes
- ▶ let someone know you will be working alone and arrange regular check in times
- ▶ if you have a vehicle, park it in a well-lit area

Personal safety

- ▶ If you ever find yourself in a situation where you are concerned about your personal safety, stop what you are doing, leave the area if possible and call police

COVID-19

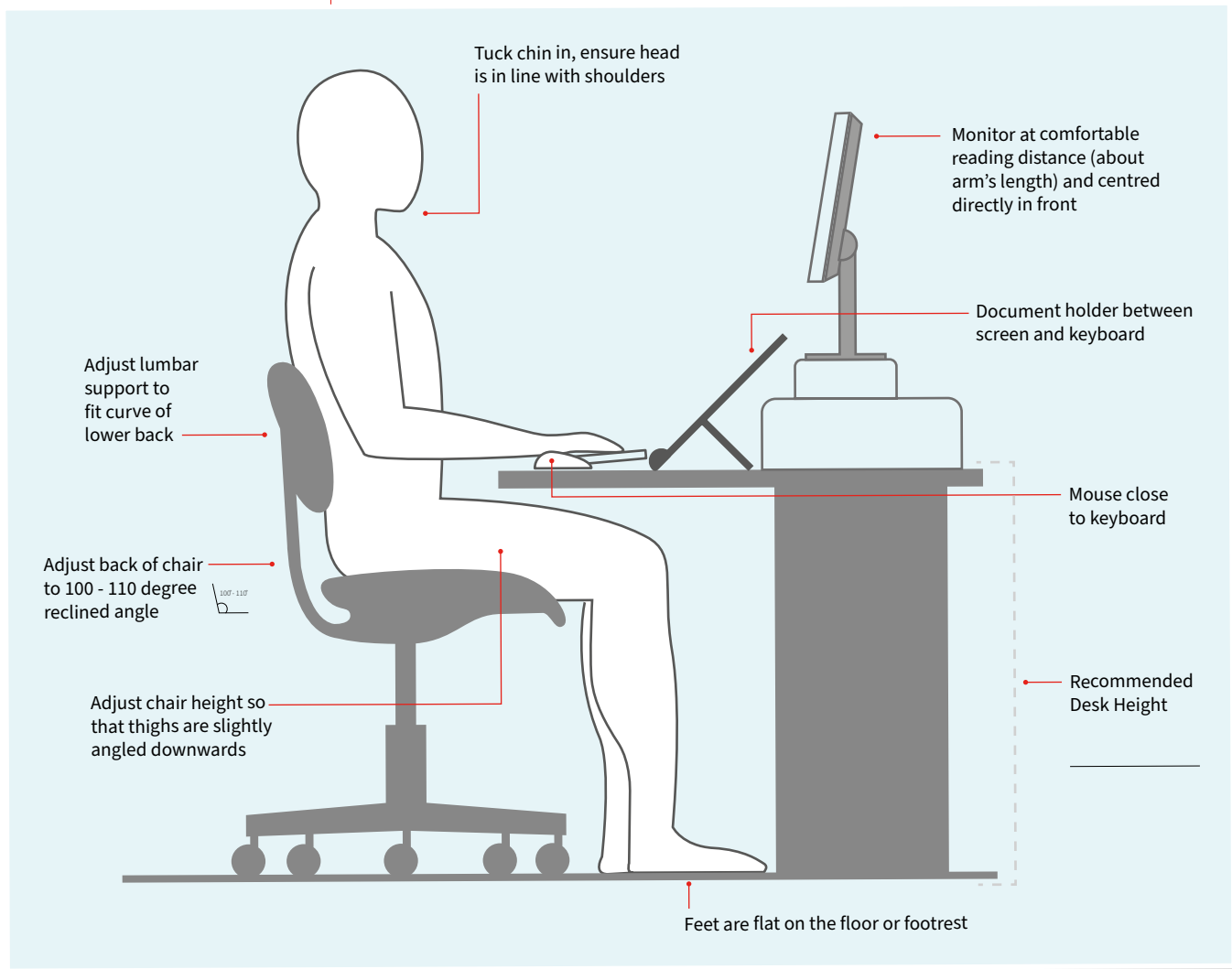
- ▶ COVID-19 is an infectious disease that has become a worldwide pandemic. New Zealand Government has set alert levels and guidance for managing COVID-19 and we have protocols in place for alert levels. Alert level changes that may affect your work will be communicated through your leader and/or internal communication channels.

In the meantime, to help keep yourself and others safe, please ensure you:

- ▶ wash your hands regularly with soap and water and use hand sanitiser
- ▶ wear a face covering when required
- ▶ stay home if you are sick and get a COVID-19 test if you have cold/flu symptoms (advise your leader)
- ▶ use personal protection equipment (PPE) when required
- ▶ For further information on COVID-19 please talk to your leader or refer to the current COVID-19 FAQs on the New Zealand Red Cross intranet.

Work Station setup

Below is a diagram showing you how to properly set up your work station. Being set up correctly helps to prevent pain and discomfort.



Hazard Risk Register

The Hazard Risk Register is a list of all hazards (cause of potential harm) and risks (outcome of exposure to a hazard) you might encounter while working for New Zealand Red Cross. Be sure to speak to your leader to review the Register, and consider ways to keep yourself and others safe and well from harm.

Reporting Health, Safety and Wellbeing in the Workplace

Reporting health, safety and wellbeing incidents and hazards is important and is highly encouraged.

New Zealand Red Cross uses an online health, safety and wellbeing system to report these events, called GOSH. You can access GOSH via “Quick Links” tab on the intranet. It can also be accessed by going to the website: gosh.net.nz/redcross/3689.htm.

Team Member Participation in Health, Safety and Wellbeing

You are encouraged to participate in the health, safety and wellbeing of New Zealand Red Cross.

Joining your Health, Safety and Wellbeing Committee, becoming a representative for your team, participating in training as it is offered or even just setting a good, safe example to others are some of the ways you can actively support your wider team, workplace and New Zealand Red Cross. See your leader with any questions you might have or to express your interest in health, safety and wellbeing.

Emergency Procedures and Preparedness

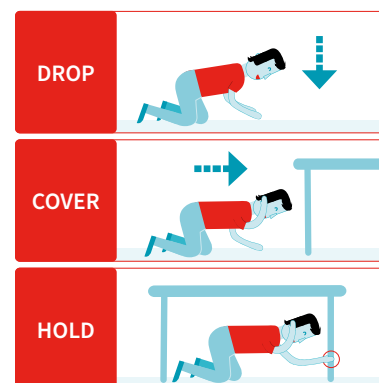
Procedures in various **emergencies** are different, based on the emergency. Talk to your leader about the emergency procedures for your site. Some examples of our procedures are:

When the fire alarm at your location sounds, you should first determine if it is due to an earthquake. If not, then evacuate the building and go to the evacuation assembly area and await further instructions. Assigned wardens will assist with evacuations and coordinate next steps with the emergency services.

If there is an earthquake, do NOT evacuate. Instead, take shelter where you are to protect from falling debris, and take the **“Drop, Cover, Hold”** position. This can include getting under a table or solid object or moving to an open area away from falling objects. Once the shaking stops, follow instructions from management and emergency wardens.

If a volcano should erupt in your area, listen to Civil Defence for instructions. If you are outside, cover your nose and mouth and try to get into a car or indoors to protect yourself from ash. If you are inside, close all windows and doors and put damp towels at the bottom of any external doors. If you have to go outside, wear protective gear and keep as much of your skin covered as possible.

Trained first aiders and responders are in all of our workplaces to assist in emergency events. First aid kits and Civil Defence supplies, including food and water for up to three days, are at all New Zealand Red Cross locations. You are also encouraged to make up your own personal emergency kit with extra food and water and other personal items such as warm clothing, toiletries and medications in case you are stranded in a location for some time, or are wanting to walk home.



Southern Cross Health Insurance

As an employee of New Zealand Red Cross you have access to the New Zealand Red Cross voluntary health insurance plan through Southern Cross.

Southern Cross is a not-for-profit care provider with a range of plans and excess options.

Having health insurance gives you peace of mind knowing that you can get faster access to treatment by avoiding public hospital waiting lists.

New Zealand Red Cross has teamed up with an insurance broker to ensure that, should you wish to consider Southern Cross for your insurance needs, you receive a competitive quote.

Contact

chris.allen@mercermarshbenefits.com
or call 021 618 818.

Employee Assistance Programme (EAP)

All staff of New Zealand Red Cross are eligible for three free counseling sessions through the Employee Assistance Programme (EAP).

They can be reached at 0800 327 669 anytime, and offer practical assistance on issues such as:

- ▶ stress and pressure—personal or work
- ▶ depression and anxiety
- ▶ workplace issues and change
- ▶ grief and loss
- ▶ bullying and harassment support
- ▶ anger and conflict issues
- ▶ relationship and family matters
- ▶ career planning
- ▶ life transition and personal development
- ▶ health and wellbeing
- ▶ budgeting and financial assistance
- ▶ personal legal advice

Further Health, Safety and Wellbeing Information

For further information on health, safety and wellbeing please:

- ▶ Talk to your leader or Health, Safety and Wellbeing representative
- ▶ Complete your Health, Safety and Wellbeing Induction
- ▶ Refer to the Health, Safety and Wellbeing page on the New Zealand Red Cross intranet page.



Organisational Development

New Zealand Red Cross is committed to supporting your learning and development. Programmes continue to be developed and offered to help meet your needs and the needs of the Movement.

Some of the many tools available for you include e-learning, face-to-face workshops, development programmes, first aid courses, manuals, booklets and qualifications through external providers.

E-learning

E-learning refers to courses that are done over the computer. You may choose to do these courses on your own, or your leader may ask that you complete certain modules to become proficient in your role.

E-learning enables you to: have flexibility around the time and place you complete modules, stop and start courses at your convenience and to suit your learning style and access a wide variety of topics. It is also cost-efficient and productive as it is a focused-learning format, and training can be easily recorded and reports obtained.

New Zealand Red Cross offers two e-learning platforms: Aspire and the IFRC Learning Platform. They can be accessed here:

- ▶ **Aspire:** intuto.com
- ▶ **IFRC Learning Platform:** ifrc.csod.com

Note: If you need access to Aspire, email to learning@redcross.org.nz
(No one can directly enrol to Aspire)

QUESTIONS?

Email: learning@redcross.org.nz





A participant receives help in a face-to-face workshop

Face-to-Face Workshops

Some topics are best taught in a face-to-face learning environment, therefore we also offer regional workshops throughout the year. Face-to-face workshops allow you to meet and interact with topic experts, as well as gather, meet with, and learn from your peers.

Development Programmes

In addition to individual e-learning modules and single workshops, New Zealand Red Cross also offers full development programmes, where a series of lessons build on each other to provide you with more detailed learning. For example, we run a leadership programme called “New Zealand Red Cross Plus!”, where participants attend three workshops and complete select activities to apply the learning back to the workplace or their volunteering role.



Free first aid training is available for all staff and members

First Aid Courses

All team members are encouraged to take New Zealand Red Cross first aid courses. Comprehensive First Aid (CFA) is offered free to all staff and members. Anyone driving New Zealand Red Cross vehicles must receive this training. Psychological First Aid (PFA) is also available free of charge for any interested staff. See your leader to enrol.

Qualifications

New Zealand Red Cross collaborates with a number of Industry Training Organisations (ITOs) that offer a wide range of government-subsidised New Zealand Qualifications Authority (NZQA) qualifications. See your leader or the Learning and Development team for more information.

You can get Retail qualifications through Service IQ.




Payroll

Staff are paid fortnightly, with funds getting deposited by direct credit on alternating Wednesday nights. Pay weeks finish on a Sunday, so in a pay week, work completed on a Monday or Tuesday will not be included in that pay.

There are two ways to access payroll information—either through **Direct Access** or through the **Datacom MyPay** app.

All new staff will receive an email regarding loading your information into Direct Access. This should be done as soon as possible, as the link will only be active for 72 hours, and you want to also ensure you do not experience any delays in receiving your initial pay.

Once registered, you can then access Direct Access via the “Quick Links” tab on the intranet or go to datacomdirectaccess.co.nz.

The Datacom MyPay app can be downloaded online from Google Play or App Store.

You can also apply for leave, review pay slips, confirm timesheets, and update personal and emergency contact information in Direct Access.

QUESTIONS?

Email: payroll@redcross.org.nz



Direct Access



Purchase Card: Visa Spend Management System (VISM)



VISM refers to New Zealand Red Cross' team member purchase card system and the processes around reimbursement for New Zealand Red Cross—related expenses.

The “VISM” link (also known as VSCE on our updated intranet), will take you to the website where you can submit these expenses. You can also go online directly to: identity.intellilink.spendmanagement.visa.com/ or download the phone app at any app store.

To access this site, you will need a username and password. These will have been arranged by your leader in your Onboarding, who can also assist you in knowing which General Ledger (GL) codes to use for which expense-type.

You may also be issued a **Purchase Card (P Card)**, a VISA card with a predetermined credit limit that you can use to make New Zealand Red Cross-related purchases.

Any receipts for these purchases must be uploaded to verify the purchases are valid and then submitted on VISM/VSCE as soon as possible.

Any members needing reimbursement for expenses should download a **Reimbursement Form** off the intranet, complete it, and then email or provide it to the Finance team at Red Cross House, Wellington for processing.

Reimbursement forms must **first be signed by the authorising leader** before the form is sent to Red Cross House, Wellington.

QUESTIONS?

Email: payables@redcross.org.nz

Orbit

One site that can be accessed via the “Quick Links” tab on the intranet is Orbit Travel. Their web site is: orbitonline.serko.travel/.

All hotel reservations, flight bookings, car rentals, or other travel needs, should be arranged via Orbit.

See your leader for personal login details and if you have any questions about using the system.



Key Policies

Code of Conduct

How our people, our teams and our organisation behave.

Our Code of Conduct applies to all New Zealand Red Cross people: members, staff, contractors and all those who volunteer their time to support our Movement.

It states who we are and how we conduct ourselves in our work on behalf of New Zealand Red Cross and in situations where we are recognised as a spokesperson or representative of New Zealand Red Cross.

It describes the way we behave towards each other, our members, our staff, customers, donors, partners, communities and other supporters.

The Seven Elements to the Code are:

- 1 Fundamental Principles**
We are bound by the Fundamental Principles of the Red Cross Red Crescent Movement which underpin the Code.
- 2 Respect**
We genuinely acknowledge and respect each other's values, beliefs, efforts and ideas.
- 3 Integrity**
We work conscientiously and with integrity.
- 4 Empowerment**
We collaborate to empower each other to be the best we can be.
- 5 Accountability**
We acknowledge and take responsibility for our own actions and personal behaviour, and we are entitled to expect the same of others.
- 6 Representation**
We represent New Zealand Red Cross in a way that respects the Red Cross Red Crescent Fundamental Principles and promotes confidence in the organisation.
- 7 Champion**
We champion and stand up for the Red Cross Red Crescent Fundamental Principles, policies and procedures and comply with the laws of the country in which we operate.

Child Protection Policy

The Child Protection Policy is a critical document for all individuals involved in New Zealand Red Cross to be familiar with and to ensure the principles and practices of the policy are upheld at all times.

The purpose of this policy is to provide a framework for ensuring that children are protected from all forms of abuse and exploitation in all New Zealand Red Cross operations, activities and programmes both in New Zealand and internationally.

Principles:

- ▶ ensure the best interests and protection of the child is paramount in all actions
- ▶ be aware of the signs of abuse
- ▶ always believe the child
- ▶ do not make decisions about suspected abuse alone except when the child is in immediate danger
- ▶ treat a report of child abuse seriously and ensure that all parties are treated fairly
- ▶ deal with a child abuse report in a confidential, fair and timely manner
- ▶ ensure that the interests of anyone reporting in good faith are protected
- ▶ act in accordance with the standards set out in international conventions relating to child rights and protection
- ▶ act in culturally responsive and sensitive ways, while taking care not to accept cultural difference as a justification for child abuse.

New Zealand Red Cross recognises that children are one of the most vulnerable groups in society and in emergencies. All children have the right to be safe and protected regardless of their nationality, culture, ethnicity, gender identity, religious or political beliefs, socio-economic status, legal status, family or criminal background, physical, mental, intellectual or sensory impairments or any other factor of discrimination.



Delegated Financial Authorities Policy

The Delegated Financial Authorities Policy outlines the maximum level of financial decisions various individuals and groups can make. The policy clarifies the authorities for staff, members, and National Board members.

Employment Related Delegations Policy

The Employment Related Delegations Policy outlines the level of authority granted to management positions at New Zealand Red Cross. Some of what is included is recruitment, rosters, approving leave, providing rewards and recognition, disciplinary action and approving expenses.

Information Technology (IT) Policy

Any persons representing or a part of New Zealand Red Cross are bound by our Information Technology (IT) Policy. The policy provides restrictions and requirements around IT purchases, licensing and installation (both hardware and software), and security.

For IT support, call 04 494 9111

Leave

Requesting leave is done through **Direct Access**, which you can find under the “Quick Links” tab on the intranet. For more information, visit the People and Employment page on the intranet or go to datacomdirectaccess.co.nz.

There are several different types of leave, including:

- ▶ annual leave
- ▶ sick leave
- ▶ public holidays
- ▶ long service leave
- ▶ bereavement leave
- ▶ leave without pay

Please note no more than four weeks of annual leave can be taken at any one time without prior approval from your leader.

If you are ever unsure of which type of leave to submit, please contact your leader, who will be happy to assist you. You can also check leave balances by logging in to Direct Access.



Direct Access



Media Contact Policy

Media plays a vital role in New Zealand Red Cross communications, and it is vital that accurate information be provided. The Media Contact Policy outlines who within New Zealand Red Cross can share information with the media and in what situations.

Please refer any media enquiries to our Communications Team.

Motor Vehicle Policy

New Zealand Red Cross operates and manages several vehicles to support our charitable work. The Motor Vehicle Policy outlines responsibilities and expectations for both leaders and drivers, as well as standard operating procedures and policies to keep the team and others safe. If you will be driving a vehicle for your role, please be sure you are familiar with this policy and contact your leader who will assist you in meeting New Zealand Red Cross driver guidelines.

Protected Disclosures Policy

Staff and members of New Zealand Red Cross can disclose concerns of wrongdoing in the organisation and be protected from liability or poor treatment as a result of their concerns, provided they are made in good faith.

Travel Policy

The Travel Policy outlines the requirements around New Zealand Red Cross-related travel and accommodation undertaken on behalf of New Zealand Red Cross, both domestic and internationally. This includes information around flights, car rentals and other ground transportation, hotels and motels, personal expenses, overseas travel insurance cover and inoculations pertaining to travel.

Orbit Travel is our preferred travel management company.



Policy Library

Links to all of our current New Zealand Red Cross policies can be found on Intranet by clicking “Policies”. Below is the library of current policies available to you, by category.

New Zealand Red Cross Policy and Procedures Library

CODE	TITLE
IT	
IT01	IT Policy
FINANCE	
FN01	Purchase Card Policy (P Card)
FN02	Treasury Policy
FN03	Handling Cash and Donations at Branches Policy
FN04	Delegated Financial Authorities Policy
FN05	Fraud Policy
FN06	Power of Attorney and Deed of Delegation Policy
FN07	Procurement Policy
FN08	Property Valuation Policy
FN09	Investment, Asset Management, Reserves and Legacy Policy
FN10	Gifts, Koha, and Sensitive Expenditure Policy
PEOPLE AND CAPABILITY	
Cessation of Employment	
PC05	Death in Employment Policy
PC06	Leaving the Organisation Policy
Code of Conduct	
PC07	Code of Conduct Policy
Employee Assistance Programme	
PC08	Employee Assistance Programme Policy
Hours, Remuneration and Development	
PC09	Hours of Work Policy
PC10	Performance Management and Development Policy
PC11	Remuneration Policy





CODE	TITLE
PC12	Reward and Recognition Policy
Leave	
PC13	Leave Management Policy
PC14	Family Violence Leave Policy
Problems in the Workplace	
PC15	Problem Resolution and Harassment, and Bullying Policy
PC16	Protected Disclosures Policy
PC17	Performance and Disciplinary Policy
Recruiting and Commencing Employment	
PC18	Recruitment and Selection Policy
PC19	Employment Agreement Policy
PC20	Internship Policy
Travel and Transport	
PC21	Travel Policy
PC22	Motor Vehicle Policy
Delegations	
PC23	Employment Related Delegations Policy
Privacy	
PC24	Privacy Policy
EDUCATION AND TRAINING, AND RETAIL	
SE01	First Aid and Disease Transmission Policy
SE02	Copyright Policy
HEALTH, SAFETY AND WELLBEING (PEOPLE & CULTURE)	
PC01	Health, Safety and Wellbeing Management System Framework
PC02	Managing Staff Wellbeing During a Pandemic Policy
PC03	Return to Work Policy
Background Checks	
PC04	Background Check Policy
FUNDRAISING AND COMMUNICATIONS	
FC01	Media Communications Policy
FC02	Brand Policy
FC03	Social Media Policy
FC04	Ethical Fundraising Policy
FC05	Community Partnerships
FC06	Special Appeals Policy
FC07	Trusts and Foundations Policy
FC08	Corporate Partnerships Policy

CODE	TITLE
FC09	Ambassadors and Influencers Policy
MIGRATION PROGRAMMES	
MP01	Professional Supervision Policy and Procedures
MP02	RS Client Record-Keeping Policy
MP03	Closure of Cases Policy
MP04	Sharing Client Information Policy
MP05	Relocation Policy
MP06	Working with Partner Abuse Policy
GOVERNANCE	
G01	Members' Handbook
G02	Board Charter
G03	People and Remuneration Committee Terms of Reference
G04	International Committee Terms of Reference
G05	Audit and Risk Committee Terms of Reference
G06	Honours and Awards Committee Terms of Reference
G07	National Youth Panel Terms of Reference
ORGANISATIONAL	
OR01	Business Continuity Plan
OR02	Emblem Policy
OR03	Advocacy Policy
OR04	Youth Participation Policy
OR05	Policy Framework
OR06	Risk Management Framework
OR07	Risk Management Policy
HUMANITARIAN DEVELOPMENT	
HD01	Child Protection Policy
DISASTER RISK MANAGEMENT	
DR01	Event First Aid Policy and Standard Operating Procedures



Service and Other New Zealand Red Cross Centres

New Zealand Red Cross has offices and facilities throughout New Zealand. Regionally, there are **New Zealand Red Cross Service Centres** which are the main “go-to” hubs for the public, offering local activities and events, as well as national and local programmes such as migration programmes, fundraising activities and first aid courses. Those locations and contact information can be found at the New Zealand Red Cross website redcross.org.nz. You can also access the site via the “www” link on the NZRC intranet. They include:

Auckland Service Centre

New Zealand Red Cross
33 Lambie Drive
Manukau, Auckland, 2104
aucklandsouth@redcross.org.nz
09 262 0942

Blenheim Service Centre

New Zealand Red Cross
33 Redwood Street Blenheim, 7201
blenheim@redcross.org.nz
03 578 6134

Christchurch Service Centre

New Zealand Red Cross
32 Birmingham Drive,
Christchurch, 8140
christchurch@redcross.org.nz
0800 RED CROSS (733 276)

Dunedin Service Centre

New Zealand Red Cross
31 York Place Dunedin, 9016
otago@redcross.org.nz

Gisborne Service Centre

New Zealand Red Cross
336 Palmerston Road Gisborne, 4010
gisborne@redcross.org.nz

Hamilton (Waikato) Service Centre

New Zealand Red Cross
31 Harwood Street Hamilton Central
Hamilton, 3204
waikato@redcross.org.nz
0800 RED CROSS (733 276)

Hastings Service Centre

New Zealand Red Cross
823 Heretaunga Street
West Hastings, 4120
hastings@redcross.org.nz

Invercargill Migration Services

New Zealand Red Cross
120a Leet Street Invercargill, 9810
invercargill@redcross.org.nz

Invercargill Service Centre

New Zealand Red Cross
59 Gala Street Invercargill, 9810
invercargill@redcross.org.nz

Kerikeri (Far North) Service Centre

New Zealand Red Cross
14 Butler Road Kerikeri, 0230
farnorth@redcross.org.nz
09 407 4168

Napier Service Centre

New Zealand Red Cross
35 Cadbury Road Napier, 4110
napier@redcross.org.nz
06 843 0041

Red Cross House

69 Molesworth Street, Thorndon
Wellington, 6144
04 471 8250

Nelson Migration Services

Red Cross Refugee Services
59 Parkers Road, Nelson, 7011
nelson@redcross.org.nz
03 548 4978

Nelson Service Centre

New Zealand Red Cross
59 Parkers Road Nelson, 7011
nelson@redcross.org.nz
03 546 5012

New Plymouth Service Centre

New Zealand Red Cross
116 Gill Street, New Plymouth, 4310
newplymouth@redcross.org.nz
06 759 4697

Palmerston North Service Centre

New Zealand Red Cross
245 Main Street, Palmerston North, 4410
manawatu@redcross.org.nz
06 356 8152

Rotorua Service Centre

New Zealand Red Cross
Corner Rangiorua Street & Lake Road,
Rotorua, 3010
rotorua@redcross.org.nz
07 348 3738

Timaru (S. Canterbury) Service Centre

New Zealand Red Cross
18 Bank Street, Timaru, 7940
timaru@redcross.org.nz
03 668 6961

Wairarapa Service Centre New Zealand

Red Cross 30 Church Street,
Masterton, 5810
wairarapa@redcross.org.nz

Wellington Service Centre

New Zealand Red Cross
Level 2, 39 Webb Street, Wellington, 6141
wellington@redcross.org.nz

West Coast Service Centre

New Zealand Red Cross
21 Lord St, Greymouth 7805
03 768 5945

Western Bay Service Centre

New Zealand Red Cross
245 Chadwick Road, Taurang, 3112
westernbay@redcross.org.nz

Whangarei Service Centre

New Zealand Red Cross
46 John Street, Whangarei 0110
whangarei@redcross.org.nz
09 438 3120

Resources — Want to know more?

Websites:

Find this in the Intranet under Policies or email

Remote access to your Red Cross desktop:

remote.redcross.org.nz

Hazard App:

redcross.org.nz/get-help/emergencies-and-disasters/hazard-app/

First Aid App:

redcross.org.nz/first-aid/about-first-aid/first-aid-app/

List of Red Cross Shops:

redcross.org.nz/about-us/contact-us/map-of-new-zealand-red-cross-locations/

First Aid products for sale:

redcrossshop.org.nz

GNS Science homepage:

gns.cri.nz

Health, safety and wellbeing legal obligations and risk:

worksafe.govt.nz/laws-and-regulations/acts/hswa

Reducing waste at work:

sciencealert.com/working-green-50-tips-to-reduce-your-offices-waste

Youtube:

New Zealand Red Cross YouTube:

youtube.com/user/NewZealandRedCross1

Books:

Learning and Development Opportunities Catalogue:

Visit the Learning section of the intranet or email learning@redcross.org.nz

Health, safety and wellbeing booklet:

“Health, Safety and Wellbeing Guide for Red Cross Shops”:

Visit the Health Safety and Wellbeing section of the intranet to see the range of guides available or email hs@redcross.org.nz

Help Hotlines

Emergency Services	111
Contact Centre for external general enquiries	0800 RED CROSS (733 2767)
Donor enquiries	
One-off donations	redcross.org.nz/support-us/our-current-appeals/ 0800 RED CROSS (733 2767)
Regular giving	project.partners@redcross.org.nz 0800 RED CROSS (733 2767)
Employee Assistance Programme (EAP)	0800 327 669
Employment opportunities	0800 RED CROSS (733 2767) redcross.org.nz/get-involved/work-for-us/
First Aid Training enquiries	0800 RED CROSS (733 2767) first-aid.redcross.org.nz/book-course/
IT support	04 494 9111 it.services@redcross.org.nz
Organisational Development	learning@redcross.org.nz
Media enquiries	04 495 0139
Membership enquiries	0800 RED CROSS (733 2767) membership.enquiries@redcross.org.nz
Orbit Travel support	04 496 3288 redcrossobt@orbit.co.nz
Payroll	payroll@redcross.org.nz
Property	property@redcross.org.nz
Retail	0800 RED CROSS (733 2767)
Visa Spend Management System	payables@redcross.org.nz
Talent Management	talent@redcross.org.nz
Health Safety Wellbeing	hsw@redcross.org.nz
Human Resource	peopleandculturehr@redcross.org.nz

Review Activities

Below are a few activities you might consider doing to enhance your understanding of New Zealand Red Cross:

1

Henri Dunant's single act of compassion began the Red Cross Red Crescent Movement. Reflect on some ways you can add to the lives of those around you in your role at New Zealand Red Cross, and like Dunant, add to the Movement.

4

Consider some ways people might suffer during war or armed conflict, and how International Humanitarian Law (IHL) works to alleviate that suffering. Draw a picture expressing your thoughts.

2

See how many of the Fundamental Principles you can name without looking. Then, pick one that has a special meaning for you and explain it to someone outside of New Zealand Red Cross.

5

Show the red cross emblem to one of your family members or friends and ask them what words and feelings come to mind when they see it.



3

Have a conversation with someone at New Zealand Red Cross and discuss the difference between the ICRC and IFRC.



6

Draw your own mini organisational chart showing where your role fits into New Zealand Red Cross.



Log into Aspire and do one elearning module of your choice.

9

7

What are some ways New Zealand Red Cross supports your community? Make an effort to stop and say “hi” to a New Zealand Red Cross team member in your area and thank them for their contribution.

Spend some time working with a team at New Zealand Red Cross, other than your own but in the same region, to better understand what they do and to get a first-hand understanding of how they are living the Movement.

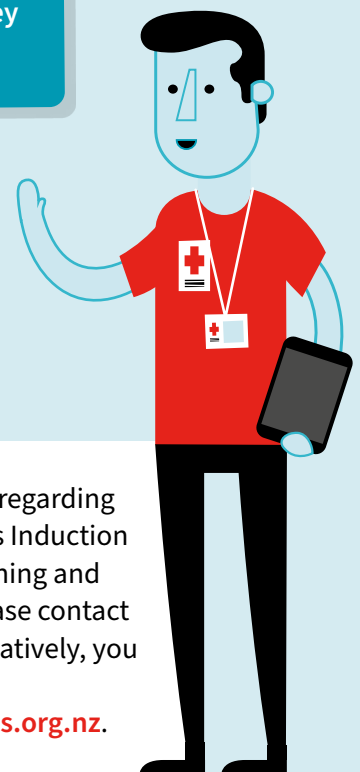
10

8

Review the Code of Conduct. Go to someone in Red Cross you feel really exemplifies one of the seven elements of the Code and acknowledge them for it.

For any questions regarding the material in this Induction Guide or your learning and development, please contact your leader. Alternatively, you can also email:

learning@redcross.org.nz.





Induction Checklist

To ensure you are ready to begin your role, please be sure the following checklist is completed. This should be done in collaboration with your leader:

Induction Checklist:

- Know the area designated to store your personal belongings.
- Review the location of the toilets.
- Review the location of the tearoom or areas to eat and relax.
- Review guidelines and expectations around uniform or clothing.
- Review guidelines and expectations around non-smoking.
- Know about parking availability for your location.
- Understand the expectations around notifying someone if you are sick, or unavailable, and the procedures around that.
- Know the location of your closest first aid kit and nearest Automatic External Defibrillator (AED).
- Know where to go in a fire or other emergency.
- Understand proper accident, incident, or near-miss procedures if you or someone gets hurt.
- Understand the reporting procedures if you identify a hazard.
- Know the location of your health, safety and wellbeing noticeboard and what information you will find on it, including your first aid rep and fire warden.
- Enrol on a First Aid course if you do not already have a qualification or if it needs to be renewed. These courses are free for employees and those who volunteer their time.
- enrol on a Psychological First Aid course if you do not already have a qualification or if it needs to be renewed. These courses are free for employees and those who volunteer their time.
- Enrol on other training as required for your role.

Induction Sign-off

Date completed: _____

Team member: (Printed) _____

(Signature) _____

Leader: (Printed) _____

(Signature) _____



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