

How to Be a Good Volunteer in NZ

Good communication

- If you will be late or can't come, tell the organisation – they are counting on you.
- If the role isn't right for you, that's OK – just let them know. Not showing up without telling anyone is seen as disrespectful.

Be on time

- Make sure you arrive on time for your shifts – being punctual is important in New Zealand culture.

Respect the organisation and its people

- Follow any rules or guidelines the organisation gives you.
- Treat staff, other volunteers, and the people you are helping with kindness and respect.

Understand cultural differences

- If you don't understand something don't be afraid to ask.
- Try to learn a bit about Kiwi culture and Te Ao Māori – it will help you feel more connected and confident.
- Sharing your culture is a great way to connect with others.

Be open to learning

- Workplaces in New Zealand, including volunteer roles, might be different from what you know.
- Be willing to learn, ask questions, and take on feedback – it shows you care and want to do a good job.

Ask for help

- If you're unsure about something, it's always okay to ask. Organisations appreciate when volunteers want to do things the right way.
- If something isn't working for you, talk to someone about it. Most organisations are happy to support volunteers in finding the right fit.

Certificates

- Certificates or awards are usually given for long-term service or special recognition – not for short-term roles.
- Some organisations may give small thank-you gifts or have events, but you should not expect it.

References

- If you want a reference for work or study, you need to build trust. Most organisations won't give a reference after only a few shifts.
- Be reliable and keep helping – this is how you earn a good reference.