New Zealand Red Cross

Response Volunteer Handbook

Document Revision History

Version	Action	Approval Authority	Action Date
1.0	Initial version	Jackie Bubb, Disaster Response Manager	26/11/2021

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Section 1: Introduction

This handbook details the guidelines relating to the operation of New Zealand Red Cross (NZRC) Disaster Welfare and Support Teams (DWST) and their response volunteers.

1.1 Purpose and Audience

The purpose is to provide all NZRC Response Volunteers with clear guidelines and procedures to carry out efficient and effective readiness activities and welfare response operations in accordance with NZRC's roles and responsibilities in the National Civil Defence Emergency Management (CDEM) Plan, the Fundamental Principles of the International Red Cross and Red Crescent Movement, and the Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance.

1.2 Review and Updates

This handbook supersedes all previous guidelines and memoranda which may have been issued in relation to response volunteer management. This handbook is a live document and will be updated and reissued as required.

1.3 Guiding Policies

1.3.1 Code of Conduct

The Code of Conduct (2019) applies to all NZRC 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 the work on behalf of NZRC and in situations where individuals are recognised as a spokesperson or representative of NZRC. It describes the way we behave towards each other, members, staff, customers, donors, partners, communities, and other supporters. These behaviours are:

1) **Fundamental Principles** | Commitment to the seven Fundamental Principles of the Red Cross Red Crescent Movement - Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality.
2) **Respect** | Genuinely acknowledging and respecting each other's values, beliefs, efforts, and ideas.
3) **Integrity** | Collaborating to empower each other to be the best we can be.
4) **Empowerment** | Working conscientiously and with integrity.
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** | Representing Red Cross in a way that respects the Red Cross Red Crescent Fundamental Principles and promotes confidence in the organization.
7) **Champion** | Standing up for the Red Cross Red Crescent Fundamental Principles, policies, and procedures and comply with the laws of the country in which we operate.

1.3.2 Privacy and Confidentiality

NZRC's Privacy Policy and the Privacy Act 2020 ensure that the privacy of people who interact with the organisation is protected.

During a volunteer's involvement with NZRC services, team members may be exposed to information of a personal nature. This information is to be only disclosed through official channels when necessary and used only for the purpose it is intended for.

1.3.3 Health, Safety and Wellbeing

NZRC is required to comply with the requirements of the Health and Safety at Work Act 2015 and its Regulations. All NZRC people are responsible collectively and individually for understanding and taking responsibility for the health, safety and wellbeing of themselves and of others by following health, safety, and wellbeing procedures, reporting hazards and incidents, and participating in health, safety and wellbeing training and initiatives.

All team training and operations must be carried out with due regard to safe work practices and occupational health and safety requirements, and follow response procedures. Team members must wear all appropriate personal protective equipment (PPE) when required.

Any hazards, incidents and accidents, near-misses, and misconduct during any team activity should be reported directly to the Team Leader (TL) who is to notify the Disaster Management Officer (DMO) as soon as possible, or within 24-hours of occurrence if not immediately possible.

An Incident Report Form should then be completed by or with the TL after all necessary actions have been taken to ensure the safety of everyone present. All health, safety, and wellbeing reporting at NZRC is completed via the GOSH system within 24 hours. Where GOSH is not available, an incident report form or vehicle report form is to be completed.

Employee Assistance Program (EAP)

Volunteers are entitled to three free EAP sessions per matter relating to, or arising from, NZRC activities (e.g., deployment related stress or trauma). Volunteers can access EAP by calling **0800 327 669** or through www.eapservices.co.nz.

1.4 Communications and Media (Media Communications Policy)

Internal Engagement

A NZRC Media Consent Form is completed by onboarding DWST members consenting to photographs, videos, or any interview content to be used in connection with NZRC work, which may include distribution to Red Cross-approved third parties such as supporters, the media or lead agencies.

External Engagement

For external media engagement, particularly during an emergency, media may seek to speak to NZRC personnel on the ground. All NZRC people must have prior approval from a member of the NZRC Communications team or DMO before speaking to the media.

Enquiries from the news media are to be directed to the DMO in the first instance so teams can be supported with key messages. All DWST TLs should have basic media training so they can speak to the media during a response upon approval from the NZRC Response Manager or member of the Communications team.

Any instances of negative and/or contentious media that may affect the reputation of the organisation should be reported to the DMO and NZRC Communications team as soon as possible.

1.5 Red Cross Emblem Use (Emblem Policy and Brand Policy)

The use of the emblem is regulated and protected by international and domestic law. Under the Geneva Conventions Act it is a criminal offence for anyone to use the Red Cross or other designed emblems in New Zealand without the permission of the Minister of Defence. The Act also prohibits any design nearly resembling the emblem as to be capable of being mistaken for, or understood as referring to, one of the emblems.

To protect the brand and maintain a professional and consistent image and visual presence, all use of the brand elements (publications, buildings, equipment, vehicles, and personnel) must comply with the NZRC Brand Standards and NZRC Emblem Policy. Please report emblem misuse by notifying emblem@redcross.org.nz.

1.6 Alcohol, Drugs and Smoking

NZRC Response Volunteers must attend to their duties unimpaired by alcohol or other drugs so that in carrying out their normal activities they do not expose themselves or others to unnecessary health and safety risks.

Under no circumstances is alcohol to be consumed:
- While driving a NZRC vehicle.
- While wearing a NZRC uniform or item of clothing displaying the emblem.
- When in a public place and recognisable as a Red Cross person.

Smoking and vaping is only permitted in designated areas.

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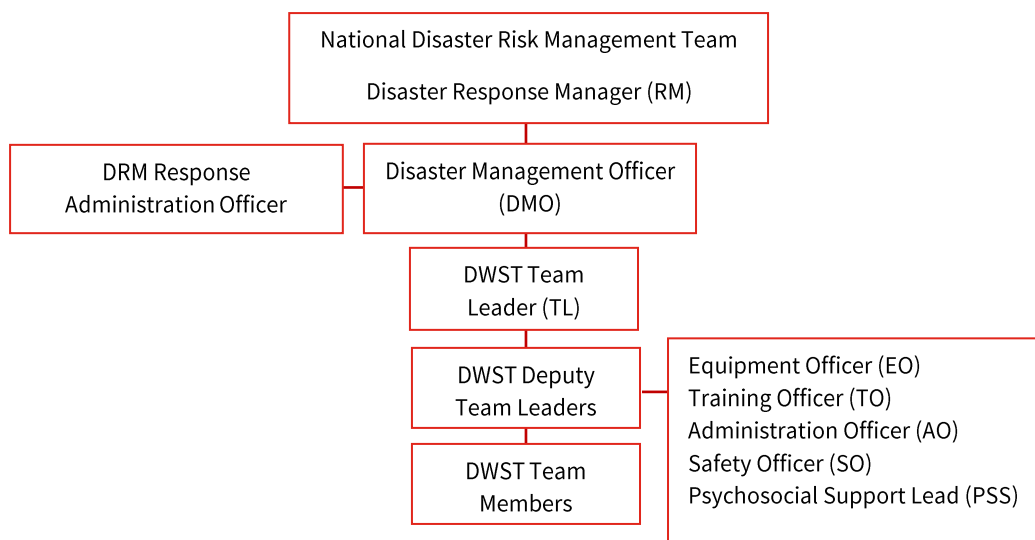
Section 2: Disaster Welfare and Support Teams (DWST)

There are currently 20 Disaster Welfare and Support Teams (DWST) and 2 Community Relief Teams (CRT) located across New Zealand.

2.1 Command and Control

2.1.1 Structure and Locations

New Zealand Red Cross DWST may have the following organisational structure.

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                National Disaster Risk Management Team
                  Disaster Response Manager (RM)

   DRM Response              Disaster Management Officer
   Administration Officer           (DMO)

                          DWST Team
                          Leader (TL)

                       DWST Deputy          Equipment Officer (EO)
                       Team Leaders         Training Officer (TO)
                                            Administration Officer (AO)
                       DWST Team            Safety Officer (SO)
                       Members              Psychosocial Support Lead (PSS)
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Teams across New Zealand are separated into three geographical locations managed by a Disaster Management Officer (DMO). These geographical locations being Northern, Central and Southern Regions.

Northern DMO
- RC06 – Whangārei
- RC07 – Auckland
- RC09 – Hamilton
- RC10 – Rotorua
- RC 11 – Tauranga
- CRT – Katikati

Central DMO
- RC31 – Tairāwhiti (under development)
- RC12 – Hawkes Bay
- RC13 – Whanganui
- RC14 – Taranaki
- RC15 – Wairarapa
- RC18 – Kapiti-Mana
- RC20 – Nelson
- RC21 – Blenheim

Southern DMO
- RC22 – Greymouth
- RC23 – Christchurch
- RC25 – Timaru
- RC26 – Queenstown
- RC27 – Dunedin
- RC28 – Invercargill
- RC29 – Gore
- CRT - Kaikōura

2.1.2 Team Roles and Responsibilities

Team Leader (TL) and Deputy Team Leaders (DTLs)

TLs and DTLs are to be fully knowledgeable of the capabilities and limitations of the team and are to report any changes affecting operational readiness or response to their DMO asap.

Responsibilities of the TL include, but are not limited to, developing, and maintaining team capability through training and personal development, coordinating and leading personnel for responses, wellbeing support, and internal/external stakeholder relationship building.

DTLs are experienced members who will provide support to the TL and additional leadership to the wider team. They may act as Squad Leaders during exercises and responses and can step into the role of an Acting TL in the absence of the TL. DTLs may hold Officer positions within the team to support the TL.

During a response, team members may be split into squads, with a member being appointed as Squad Leader, who reports to the Field Operations Manager. This may be the TL, DTL or another member selected by the DRM team. This may be the most experienced member from the team or another team.

Team Officers
Positions of Team Officers may be performed by the TL or DTLs in small regional teams. However, for larger teams where responsibilities may need to be delegated to increase team efficiency, Team Officers will be appointed. These positions include:

- Equipment Officer (EO)
- Administration Officer (AO)
- Safety Officer (SO)
- Training Officer (TO)

2.1.3 Technical Groups

There are currently four specialist technical groups made up of active DWST members across the country. Technical groups consist of selected members with specialist knowledge and skills to enhance response capabilities. These groups include:

- Shelter
- Water and Sanitation Hygiene (WASH)
- Leading Psychosocial Support (PSS)
- Emergency Operations Centre (EOC)

Experienced team members seeking further training and development may express interest in joining technical groups through their TL or DMO when space becomes available in technical groups.

Section 3: DWST Operational Readiness

This section describes activities that teams will undertake to maintain operational capability during non-response periods.

3.1 Recruitment

3.1.1 Structure and Locations

Teams consist of up to 20 members in regional locations. Teams in high risk or highly populated areas (e.g. Auckland, Kapiti-Mana, Christchurch, Dunedin) could have up to 40 members.

Potential members must undergo a criminal record vet. The outcome of the vet will be used as part of the assessment of character to determine the suitability for team membership. The Police vetting is repeated every three years.

All response volunteers recruited must be fit, of good character, and have personal motivation and commitment to the team. Potential members will be interviewed by respective TLs and/or DMOs to determine suitability. The interview process will assess:

- Description of team expectations.
- Availability 24-hours, 7-days, and suitability for deployment periods of 5-days exclusive of 1-day travel each way.
- Ability to undertake response tasks.
- Arrangements for release from employment, studies or other commitments for deployment.
- Ability to learn new skills and perform.
- Ability to work under pressure.
- Ability to work as a team member.
- Good health and fitness.
- Cultural sensitivity, honesty, and integrity.
- Commitment to the Seven Fundamental Principles of the Red Cross and Red Crescent Movement.

3.1.2   Induction and Onboarding

Teams should endeavor to recruit individuals reflective of the community, with as wide a range of practical skills as possible.

During the potential new member's probation period, the below onboarding documents are to be completed and submitted to the Response Administrator.

1. Application Form for New Members (2017)
2. Child Protection Code of Conduct
3. Disaster Welfare and Support Team Member Description
4. Police Vet Form (2019)
5. DWST Media Consent Form
6. RedNet Application Form
7. NZRC Code of Conduct

3.1.3   Probation Period

Potential team members will undergo a three-month probationary period to enable performance and team fit to be assessed. During this period, potential team members will attend regular team trainings, meet fellow team members, and may undergo training to develop core DWST skills and obtain various certificates.

Pre-requisites to attend a Deployment Course after their probation period are outlined below:

- Comprehensive First Aid (CFA)
- Psychological First Aid (PFA)
- Integrated Training Framework (ITF) Online EOC Foundation Course
- Personal and Response Preparation
- Volunteer Rescue (VR) Training
- Radio Communications

Following the three-month probation period, it is the responsibility of the Team Leader, in consultation with their DMO, to extend the probation period of recruits if expectations are not met, and to make final selection of applicants. Recruits should be given feedback throughout their probation period to allow for continued development to meet minimum expectations of the team.

Probationary members may be declined for:

- Failing to achieve required criteria.
- Failing to achieve minimum standards in training.
- Failing to attend minimum training requirements.

3.1.4   Age Requirements

Operational membership of a response team is generally open to anyone 18-years of age and meets team requirements. For young persons under 18-years of age, the additional requirements are set below:

- Letter obtained from person's parent or guardian granting permission for the individual to attend trainings, exercises, and deployments.
- The DMO approves the person's entry into the team based on maturity, enthusiasm and the team support available.
- A mentor over the age of 21 is selected and available to support the young person in their journey with NZRC until they reach the age of 18.
- A ratio of 3:1 will determine the number of young persons in the team. For example, a team of 20 may have 6 young persons as operational members for local events.

3.1.5 Transferring and Departing Teams

Transferring Between Teams

Shared team Personal Protective Equipment (PPE) such as wet weather gear, helmets and goggles are to remain with the local team cache. When transferring between teams, the member's previous TL must advise their DMO of the relocation, so the new TL can be notified. The Response Administrator is also to be notified for the DWST member's Volunteer Rescue profile to be transferred to the new team group.

The transferring DWST member will make a plan with the TL and DMO regarding their equipment and uniform. The team member's remaining kit may be retrieved by their old TL or EO and sent to the TL or EO of the new team.

The transferring team member is not required to complete another 3-month probation period if this has already completed. The member's previous TL may also provide a handover report to their new TL detailing their contributions, development, and any issues.

Resignation and Departure

A member may resign by giving written notice to the TL. If the notice does not specify a date of resignation the resignation shall be effective immediately when the notice is received. The DMO and Response Administrator are to be notified by the TL to ensure the member's Volunteer Rescue profile is deactivated and so their voluntary service can be acknowledged.

The departing member's kit is to be returned to the TL or EO upon departure. If gear is not returned, the departing member may be invoiced the cost of the gear taken.

Team members are encouraged to attend an exit interview with the TL or DMO, and TLs are encouraged to arrange exit interviews with departing members as good practice. Team members are encouraged to discuss with the TL or DMO the reasons for leaving. This is an opportunity to discuss and resolve any issues there may be.

Leave of absence

A member may request to take a leave of absence from their team. Team members may discuss this with their TL. The DMO will provide approval, and written agreement will be made on the timeframe of the absence. The Response Administrator is to be notified to ensure the member's Volunteer Rescue profile is put on hold.

3.2 Involvement

3.2.1 Good and Ready

As part of the 'Readiness' pillar of the 4 Rs of Emergency Management (Reduction, Readiness, Response, Recovery), teams and their response volunteers should be actively engaged with their local community to promote and prepare members of the community for disasters. This may involve establishing connections with local Civil Defence Emergency Management (CDEM) Groups and other parties involved in emergency management, engagement and presence at local community events and groups, and the promotion of disaster reduction, readiness, response, and recovery.

NZRC Good and Ready (G&R) Teams have a primary focus on supporting activities associated with community resilience and disaster preparedness. DWST may support community engagement activities alongside G&R, and G&R volunteers may be attached to DWST to support a response depending on skill and experience of the individual.

3.2.2 Event First Aid

Teams may choose to provide Event First Aid coverage at local low to medium risk events as an opportunity for team members to build competency and confidence in providing basic first aid care, while also engaging with local community.

Members are subjected to a maximum of a Comprehensive First Aid (CFA) scope of practice when conducting DWST activities.

Please refer to the Event First Aid Guidebook and Event First Aid Plan in the first instance when providing Event First Aid.

3.3 Administration and Information Technology

3.3.1 Personal Details and Volunteer Rescue App

All Response Volunteers will have their own Volunteer Rescue (VR) profile created during their probationary period, accessed through both a phone application and web-browser, that will be used throughout their active involvement with DWST.

It is the responsibility of the team member to ensure they regularly update their VR profile, or to advise their Administration Officer or TL of any changes. This may include changes of address, contact details, medical conditions and injuries, dietary requirements, availability, and certification updates. Ensuring VR is updated assists in decision-making of TLs and DMOs when activating and coordinating personnel for an event.

Functions VR is utilised for include, but are not limited to: tracking current qualifications and certifications; registering and checking-in/out from events, trainings, and exercises; tracking of training attendance; accessing relevant DWST documents and resources.

All team activities are to be recorded on VR, including operational activities, exercises, regular training sessions, community engagement events, and event first aid. Creation and management of events should be maintained by the TL or appointed Officer.

3.3.2 Transferring and Departing Teams

Team members may have access to organisation hardware such as desktop computers, laptops, notebooks, mobile and satellite phones, as well as related software applications. All members are to comply with the NZRC Information Technology Policy and Social Media Policy – this includes, but is not limited to the following:

- IT resources may only be used for legitimate purposes.
- IT use must comply with any applicable laws governing computer fraud, and offensive and objectionable images.
- IT users must comply with any legal requirement of licensing obligations.

Team Leaders will also have access to Team Tablets and Laptops that will be utilised for administrative, training and deployment purposes.

3.3.3 New Zealand Red Cross Hazard App

Team members can receive hazard alerts and notifications through the New Zealand Red Cross Hazard App. All team members are encouraged to download the Hazard App on to their personal devices.

3.3.4 Expense Reimbursements

NZRC will reimburse actual and reasonable expenses associated with deployment, training or operational activities including but not limited to travel, food, and accommodation. Pre-approval is to be obtained from the DMO for any reimbursements, and GST receipts are to be provided.

Team members may use vehicle fuel cards to purchase meals at fuel stations in the first instance, **with prior approval from the DMO**. Where a breakfast, lunch or dinner is required then these costs can be reimbursed with prior approval. The guideline is currently a maximum $20 for breakfast or lunch, and $35 for dinner.

Volunteers are expected to utilise NZRC vehicles where available. The use of private vehicles must be pre-approved by a DRM staff member. Where a pre-approved trip in a private vehicle is reimbursed, calculations on kms travelled will be made using the NZ AA Travel Time and Distance Calculator and will be paid out at 79c per km. Given the significant cost associated with fuel reimbursement, **it is critical that prior approval is obtained before using a personal vehicle for Red Cross work. It may be more cost effective for a rental**

vehicle to be arranged. Where a private vehicle is used for personal reasons (e.g. taking leave following training or deployment), the person may be offered the cost of the airfare or other transport instead.

3.4   Training

The NZRC DWST Learning Pathway outlines the various stages of an individual's journey within DWST (see Appendix 1).

3.4.1   Training requirements

Team members are required to have completed their three-month probation period, Comprehensive First Aid (CFA), Psychological First Aid (PFA), Deployment Course (or approved equivalent), have a signed child protection Code of Conduct, and have a valid Police Check, as a minimum to be considered operational both locally and nationally.

3.4.2   Training Modules

Response Volunteer members shall complete a mix of courses and training modules delivered internally by their teams. A range of training modules ranging from Module 1 to Module 20 can be accessed through VR or RedNet, categorised into four steps: 1. Induction, 2. Probation, 3. Deployment, and 4. Continuation. Completion of training modules should be recorded on VR by team members.

Step 1. Induction

MOD 1 | Induction
MOD 2 | Code of Conduct
MOD 3 | Health, Safety and Wellbeing Awareness

Step 3. Deployment Course

MOD 8 | Civil Defence Centre (CDC) and Temporary Shelter
MOD 9 | CIMS-EOC
MOD 10 | Health, Safety, and Wellbeing on Deployment
MOD 11 | Protection, Gender, and Inclusion
MOD 12 | Outreach and Needs Assessment

Step 2. Probation

Online Course | ITF EOC Foundation
MOD 4 | Personal and Response Preparedness

Step 4. Continuation

MOD 13 | Flood and Contamination Safety
MOD 14 | Media and Public Information
MOD 15 | First Aid Delivery
MOD 16 | Mass Casualty and Triage
MOD 17 | Rapid Reconnaissance
MOD 18 | USAR Search Techniques
MOD 19 | Improvised Casualty Movement
MOD 20 | EOC Awareness

3.4.3   Annual Calendar Planning

At the end and/or beginning of each calendar year, teams are encouraged to collectively debrief on the year that has been and plan regular training for the year ahead. Team feedback is to be addressed amongst the leadership team and/or in conjunction with the DMO. Best practice has the agreed training calendar loaded onto Volunteer Rescue as regularly occurring events.

Arranged by the DRM Team, DRM staff and TLs may get together on a yearly basis for professional development, review of current strategies, discussion of key issues, and collective planning for the year ahead. A separate Training Officers forum may also be held for team members involved in training plans and/or facilitation.

3.4.4   Attendance of Training

Teams meet on a weekly or fortnightly basis, and it is expected that team members will attend 70% of training nights.

3.4.5   Exercise Participation

Inter-team exercises assist with monitoring the effectiveness of current training, while allowing team members to develop skills for an inter-team/agency response. Teams are encouraged to arrange trainings with neighbouring DWST, local Civil Defence Response Teams and Emergency Services when possible.

A Risk Assessment Booklet is to be completed for every field activity which is to be forwarded to the DMO to ensure suitable documentation and risks assessments are conducted.

A larger North Island and South Island exercise is generally held separately every alternate year.

3.5   Equipment

For the full list of DWST equipment, please refer to the DRM Equipment Schedule.

For the utilisation of DWST equipment for an operational response, please refer to the Response Volunteer Operational Manual: Deployment of Response Volunteers.

3.5.1   Team Equipment

Team PPE and equipment will be purchased centrally by, and owned, by NZRC. Each team should have a sufficient supply of shared team equipment, maintained by the TL and EO, that is utilised during training, events, and responses.

All gear and equipment is to be checked annually, and before and after a response to ensure serviceability. Any defects are to be reported to the TL and EO, and subsequently the DMO for replacement or repair. Any unserviceable items must be removed immediately and reported.

All portable electrical devices used operationally are to be inspected by an approved electrical inspector and re-certified for compliance and safety on an annual basis in accordance with NZ Electrical Safety Standards. This is commonly referred to as "Test and Tag".

Donations or gifts of equipment from Local Red Cross Branches or Area Councils, and from external Trusts, Service Clubs, Charities etc. are to be negotiated through the DMO. These will only be accepted if they are fit for purpose, will support operational capability and will not incur significant operational costs. All equipment is to be entered onto an asset register and is to be kept at the team base. Any equipment that is donated may be dispersed to support any DWST throughout New Zealand at the discretion of the DMOs.

3.5.2   DWST Uniform

Team members are issued with their DWST uniform on completion of their probationary period and prior to attending the deployment course. Team members are issued with the following uniforms:

Red Operational Overalls and Safety Boots

Worn for field operations and tasks that may involve dusty/dirty/wet environments where PPE is required due to existing physical/environmental risk and greater visibility is required. For example, outreach in a flooded environment, sandbagging, rural outreach.

Red overalls are to be left at local team cache or deployment area when not in use.

Grey Welfare Cargo Pants and Shirt (or Polo)

Worn for conducting welfare and coordination-based tasks, such as Psychosocial Support (PSS), assisting at Civil Defence Centres (CDCs) and Welfare Centres, conducting needs assessments and supporting Emergency Operations Centres (EOC). Grey uniforms are also worn when representing NZRC at public events, for regular training and during travel for DWST activities.

The grey welfare uniform may be taken home by the team member if required.

Team members are also individually issued with a NZRC black soft-shell jacket, cap, beanie, and safety gloves as standard kit.

Non-issued tactical vests and accoutrements (personal/individual equipment, badges other than basic uniform) are not permitted to be worn over or with DWST clothing.

3.5.3 General NZRC Vehicle Operations
Driver Authorization

To drive NZRC vehicles, team members must be over the age of 18 and maintain a full and valid New Zealand driver's license, or legal equivalent for the class of vehicle being driven. Team Leaders appoint team members to become an authorised driver by completing and understanding the following:

- DWST Module 7 | NZRC Vehicle Awareness – Vehicle Operations Theory Component
- DWST Module 7 | NZRC Vehicle Awareness – Vehicle Operations Practical Assessment Component
- Have a current Comprehensive First Aid (CFA) Certificate
- Understanding the 1. Health, Safety and Wellbeing Standard: Driving for New Zealand Red Cross
- Understanding the 2. Driving for New Zealand Red Cross: Requirements for Members
- Understanding the 3. Safe Driving Guidelines for NZRC Drivers

Appointed team members who have been authorised as competent driving/towing a particular vehicle are able to assess the competency of other team members when undergoing the driver authorisation process, with the TL providing the final sign-off in consultation with the assessor.

In addition, the below documents are to be completed and returned to the Response Administrator alongside a photocopy of both sides of the team member's driver's license.

- Signing 4. NZRC Safe Driver Agreement Form
- Signing 8. TORO Consent Form (E-Road Access)

Team members are to ensure their Vehicle Class(es)/Endorsements, NZRC General Driver, and NZRC Trailer certifications are updated on their VR profile.

NZRC vehicles are to be kept clean and tidy and **must always** have a **minimum of ¾ tank of fuel. Volunteers** are required to hold the appropriate licenses for class of vehicles they drive and are to always abide by the official New Zealand Road Code and Traffic Laws. Any traffic or infringement costs incurred while using a NZRC or hired vehicle will be the responsibility of the driver. All of the safe driving documents are on RedNet – click here to view.

E-Road System

All NZRC vehicles have E-Road installed to monitor and track vehicle movements and driver safety. Access will be granted to the team member upon becoming an authorised driver.

When driving any NZRC vehicle, the driver is required to login to their E-Road account with the driver's unique pin being the **last 4-digits of their driver's license number**.

Vehicle Use

Vehicles may be used by other parts of NZRC as required (outside of emergency times). Conditions for use are:

- DMO approval must be given if the DWST vehicle is used outside the area or overnight.
- Fuel is to be coded back to section requesting use, and mileage logged.
- Team gear is to be removed and replaced upon return.
- Phone number of the driver(s) is available so DMO can re-call the vehicle if required.

Class 2 Heavy Trade (HT) Welfare Truck Drivers

In line with New Zealand Transport Agency (NZTA) requirements, drivers of NZRC Class 2 HT Welfare Trucks must comply with all legal requirements associated with operating a Heavy Trade Truck. These requirements include:
- Complying with the minimum 30-minute rest break after 5½-hours of continuous worktime.

- Complying with the minimum rest break(s) for set cumulative work hours done. and standdown periods after a certain amount of driving and work is accumulated.
- Complying with required manual logbook practices.

Section 4: DWST Operational Response

The section below includes information for Response Volunteers regarding operational response. Detailed guidelines and procedures can be found in Standard Operating Procedures and Operational Manuals.

4.1 Availability and Release from Employment

All response team members should advise their employers of their membership in the team and the possibility of deployment on short notice for a maximum of 7-days, inclusive of 1-day each side for travel (total of 7-days/1-week). A letter can be provided to employers verifying the individual is a member of a DWST. This can be requested via the DMO.

Once activated, team members may operate up to 12-hour shifts, depending on the size of the emergency. Volunteers are required to be available for up to 7 days. Additional deployment rotations may be selected depending on volunteer availability. Team members should allow for difficulties in travel arrangements, especially when returning from a deployment.

4.2 Activation

Once activated, team members are to assemble at their designated team deployment area, unless otherwise stated in deployment instructions provided for the response. Team members are to ensure safety of themself, family members and immediate friends and/or neighbors before making themselves available for deployment.

For the detailed team activation processes, refer to the Activation of Response Volunteer Teams SOP (under development as at November 2021) and Response Volunteer Operational Manual: Deployment of Response Volunteers.

4.3 Response Guidelines and Supporting Documents

Response guidelines for DWST and response volunteers are divided into separate supporting documents as Standard Operating Procedures (SOPs) and Operational Manuals. These supporting documents support decision making and illustrate how tasks are to be conducted by response volunteers during a response.

4.3.1 Standard Operating Procedures (SOPs)

These are mandated guidelines and directions to support decision-making, and how to conduct and complete a process relating to a decision. Response Volunteer SOPs currently in development as at November 2021 include:

- Activation of Response Volunteer Team(s)
- Establishment of Field Operations (finalised)
- Response Volunteer Logistics Capability
- Supporting Search and Rescue in an Urban Environment

4.3.2 Operational Manuals

These manuals highlight in detail what and how tasks are to be carried out for the different roles and responsibilities within DWST. These documents are in addition to specific deployment instructions provided by the Response Manager/Operations Manager to responding members. The current Operational Manuals for Response Volunteers (as at November 2021) include:

- Deployment of Response Volunteers
- Welfare Support Services

Section 5: References
NZRC Documents

G01 Members Handbook – 2021

NZRC Code of Conduct (2019)

NZRC Health, Safety and Wellbeing Statement of Commitment 2017

NZRC Policies

FC01 - Media Communications Policy

FC03 - Social Media Policy

IT01 – Information Technology Policy 2015

OR02 - Emblem Policy

PC01 – Health Safety and Wellbeing Management System (HSWMS) 2017

PC21 - Travel Policy 2016

PC22 – Motor Vehicle Policy 2014

PC24 – Privacy Policy

NZRC HD01 – Child Protection Policy 2020

Driving Documentation

HSW Driving for New Zealand Red Cross

DRM Specific Documentation

DRM Expense Reimbursement Claim Form

DWST Training Modules