

APPLICATION FOR

Alexandra Community Advice Network

Volunteer Driver Service



About the Alexandra Community Advice Network

The Alexandra Community Advice Network (ACAN) is a voluntary, community-based organisation located in the Alexandra Community House. We provide free and confidential advice to members of the public on a range of everyday issues, including access to social services, healthcare, and community support.

In addition to our advisory role, we coordinate two key transport services: **Meals on Wheels Volunteer Drivers** and a **Volunteer Driver Scheme**.

Our mission is to ensure that everyone in the Alexandra community – especially those who are isolated or without support – can stay connected and receive the help they need.

Meals on Wheels Driver Service

Meals on Wheels Volunteer Drivers play a vital role in supporting Dunstan Hospital by delivering nutritious meals to elderly residents throughout the Alexandra community. Their dedication helps ensure that vulnerable members of our community receive not only regular meals but also friendly check-ins, promoting both physical well-being and social connection.

Volunteer Driver Scheme

The Volunteer Driver Scheme provides a service to assist local elderly and disadvantaged people to get to local destinations such as Dunstan Hospital, Medical Centres, Pharmacies, Health Shuttle pick-up points, shops and other appointments where necessary.

Our goal is to provide pre-arranged pick-up and return of clients who do not have easy access to a car or other public transport. Volunteer Drivers may be recompensed for fuel costs based on any donations provided by clients of the service.

Please print and fill out the details below if you would like to volunteer to become one of our drivers and either drop it into the Alexandra Community Advice Network office or scan and e-mail to office.acan@ach.org.nz. A copy of the role descriptions can be found on page 4 and 5.

Full name	
Address	
Landline No.	
Mobile No.	
e-mail Address	
Preferred method of contact	

Please specify which Service you wish to apply for (one or both):

☐ Meals on Wheels
 ☐ Volunteer Driver Scheme
 ☐ Both Positions

Relevant Attributes

Please tick all that apply to you.

☐ Over 25 years of age
 ☐ Am confident in driving in winter conditions
☐ Current full driving license held
 ☐ In possession of a car which has a current WOF and Registration

Police Vetting

It is necessary for you to undertake a Police Vetting Check due to the role requiring you to work alongside elderly and/or vulnerable people. A criminal record does not necessarily mean you cannot volunteer.

If you have concerns you are encouraged to call the Alexandra Community Advice Network office for an informal chat.

Please circle Yes or No below.

Do you have any criminal convictions? YES / NO
 Are you willing to undergo a Police Vetting check? YES / NO

Reference Checks

Please provide names and contact details of two people we can contact to establish your suitability for this role. Ideally one of these people would be a personal contact (non-relative) and a work related one, and if possible both of these people would have known you for more than 12 months.

Name:	Name:
Relationship to you:	Relationship to you:
Daytime Phone No.:	Daytime Phone No.:
Email:	Email:

In case of Emergency

Please provide the contact details of a close friend or relative for us to contact in case of emergency:

Name:
Relationship:
Contact details:
Mobile No.:

Are you happy for Alexandra Community Advice Network to pass on your name and contact information to third parties for the purposes of Volunteer Driver work? e.g. Age Concern, Medical Centres, other Volunteer Drivers. Please circle Yes or No below.

- YES I am happy for my name and contact information to be passed on.
- NO I would prefer my information to be retained only by Alexandra Community Advice Network

Alexandra Community Advice Network undertakes to collect, use and store information provided on this form according to the principles of the Privacy Act 2020.

I understand that my name and details may be used for administrative and funding purposes within Alexandra Community Advice Network.

I understand that I am under no obligation to volunteer at any point in time but that I will always communicate my availability or otherwise to the Alexandra Community Advice Network volunteers.

I understand that I need to respect confidentiality and privacy of clients and that I will only discuss any issues or concerns about the service with the Alexandra Community Advice Network volunteers.

☐

I do not have any medical conditions that would impair my ability to drive.

I DECLARE THAT THE INFORMATION PROVIDED BY ME IS TRUE AND ACCURATE

Name: _____

Signature: _____

Date: _____

Meals on Wheels Volunteer Driver – Role Description

Hours: Approximately 1.5 hours per shift (11:30 am – 1:00 pm), minimum one shift per month (flexible scheduling)

Purpose of the Role

To support the Alexandra Community by delivering hot meals and providing a friendly check-in to elderly or vulnerable residents as part of the Meals on Wheels service in partnership with Dunstan Hospital.

Key Responsibilities

- Collect meals from the Community House pick-up point using your own vehicle
- Deliver meals to clients in their homes following the delivery schedule
- Provide a friendly greeting and brief social interaction at each stop
- Maintain client confidentiality and report any concerns back to Alexandra Community Advice Network
- Return delivery chilli bins back to the designated pick-up point at Community House
- Commit to at least one shift per month, with flexibility around scheduling

Skills & Attributes Required

- Warm, friendly, and respectful manner
- Good communication and interpersonal skills
- Reliable and punctual
- Ability to work independently and follow a delivery route
- Understanding of and commitment to confidentiality and safety protocols

Requirements

- Full, valid driver's licence
- Own reliable vehicle
- Willingness to undergo a Police check
- Mobile phone (helpful for contact during shifts)

What You'll Gain

- The opportunity to make a meaningful impact in your local community
- A sense of purpose and connection
- Experience in a community service role
- Support from a friendly team of coordinators and fellow volunteers

Agree to receive Roster by email: YES / NO

Add to Emergency Roster? YES / NO

Days of the week not available _____

Days of the week preferred _____

Volunteer Driver Scheme – Role Description

With no local taxi service, limited bus services and often a lack of family support, the Alexandra Community Advice Network has stepped up to fill a gap by coordinating a pool of Volunteer Drivers. We are looking for friendly, community minded individuals who can be available during the week to drive service users to destinations within the local community.

Main Tasks include

- Regularly check your emails to keep up to date with VDS requests sent out.
- Collect, transport and return clients from their homes to their required destination.
- Receive and record a donation from the client to help cover fuel costs.
- To respect confidentiality, privacy, and boundaries with all clients.
- To be reliable, advise of any change of availability and avoid over-committing.
- To maintain and enhance the organisations reputation within the community.
- To report accidents, issues or concerns for anyone involved to the Alexandra Community Advice Network volunteers ASAP.

Time Commitment

Varies. As much or as little time as you have.

Skills Required

25+ years and willing to undergo a Police check.

Volunteers must be able to use their own cars which should be kept clean and tidy, with up to date insurance, WOF and registration. Volunteers should advise their vehicle insurance company that they are utilising the vehicle for this volunteer role.

Volunteers should feel comfortable chatting to others, be polite, and respect privacy.

Skills Gained

Experience of working in the community sector.

We hope volunteers will gain satisfaction from filling a vital gap in the needs of the Alexandra community whilst meeting new people, chatting to them and hopefully making their journey a little more pleasant.