



OUR VOLUNTEER HANDBOOK

THANK YOU AND WELCOME

Thank you for choosing to volunteer with Tools For Self-Reliance Cymru and for helping to work towards a more equitable sharing of the world's resources.

Volunteers are at the very heart of the organisation. You are TFSR Cymru's face in the local community. You raise money to help fund the work and help us to achieve our aims. You refurbish and collect the tools and help with the organisation of the day to day duties. You are essential to everything we do!

We want to make sure everyone who gives their time to us feels valued, understood and proud to be part of TFSR Cymru. This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. If you would like more detailed information on any of the subjects covered, please speak with your main TFSR Cymru supervisor. They will be more than happy to help you.

Thank you once again for deciding to make a difference.



A LITTLE BIT ABOUT US

TFSR Cymru is a small charity based in Crickhowell. We refurbish old and unwanted tools and send them to Africa. In the past 31 years we have sent over 200,000 tools and sewing machines to craftsmen and women in rural communities of Africa. Tools mean work, and the chance to shape their future, just as important to a young person in Tanzania or Ghana today as it is in Britain.

TFSR Cymru is ran by a group of trustees who regularly meet to discuss the organisation of the group. There are currently **4 TFSR refurbishing groups** in Wales and on the borders: Clun, Bridgend, Llanelli and TFSR Cymru, plus a network of tool collectors who pass any tools on to us. We currently have over 60 volunteers who clean, repair and sharpen tools, mend sewing machines, fund raise, run workshops at events and festivals across the UK. We collect tools from across Wales.

TFSR Cymru presently concentrates it's efforts in Tanzania where we work with our long-standing partner SIDO- The Small Industries Development Organisation. Together we work towards a more equitable sharing of the world's resources.



A LITTLE BIT ABOUT YOU

Amazingly we now have over 60 volunteers at Crickhowell.

Volunteers get involved for a variety of reasons. Some want to make a difference to the lives of people in Africa, others want to develop a new skill or simply want to meet new people and have fun.

Every person who volunteers for us does have one thing in common: they are vital to our work.



“I never had any skills with tools but the supervisors are always around to help. You are never left alone to struggle”
Volunteer

WAYS TO GET INVOLVED

There are loads of ways for you to get involved in our work. Here are just a few of the opportunities we have on offer:

- Tool Collectors
- Tool Refurbishers
- Promotion
- Fund-raising
- Running, or helping to run workshops at festivals and events
- eBay selling
- Helping in the running of our shop in Crickhowell

WHAT YOU CAN EXPECT FROM US

We want to make sure you enjoy your role and get the most out of it.

Our commitment to volunteers: we will

- always treat you with respect, consideration and appreciation
- ensure you have a clear ideas of your responsibilities
- give you information about the training and support available to help you carry out your role
- provide you with support through regular feedback meetings or discussions
- offer you fair, honest and timely feedback on your wok
- update you on how your work has made a difference



“There is always different things to do here. Sometimes you might be cleaning an axe, other times you might be working at Glastonbury festival. It is challenging but it's fun”

Volunteer

WHAT WE CAN EXPECT FROM YOU

We expect high standards from all our supporters, whether they are paid staff or volunteers.

To ensure you get the most out of your role, please try to do the following:

- always treat TFSR Cymru staff, supporters and volunteers with respect, appreciation and consideration.
- act in a professional way whenever you represent TFSR Cymru in public
- act in a way that does not discriminate against or exclude anyone
- if you don't fully understand your role and responsibilities please ask the supervisor



WE'LL SUPPORT YOU AT TFSR-CYMRU

Induction

Your supervisor will introduce you to other volunteers, trustees and paid staff . They'll also go over health and safety requirements. Please use this opportunity to ask any questions and highlight any areas you might like further assistance or training in. Your supervisor will always be around to answer any questions.

Reliability and commitment

It is very important that you're reliable and you stick to any arrangements you've made with us. If your circumstances change, please let your TF SR Cymru supervisor know as soon as possible.

Support

You will receive ongoing support from your TF SR Cymru supervisor and other volunteers.



THE ESSENTIALS

As a volunteer, you'll need to be aware of the following policies and procedures at TF SR Cymru. Please take a few minutes to have a good read though and familiarise yourself with them.

Expenses

TF SR Cymru will reimburse volunteers for travel costs, including bus fare or pence per mile.

Health and safety

TF SR Cymru is committed to looking after the health, safety and well-being of everyone who works for us, on our premises or uses the services.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by TFSR Cymru employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Risk assessments are prepared for all activities carried out by TFSR Cymru.

It is important that you:

- carry out your duties without endangering either your own health and safety, or that of your colleagues, third parties and/or the general public.
- Comply with all the relevant instructions and procedures relating to safety and follow guidance provided by TFSR Cymru.
- Inform your TFSR Cymru supervisor of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety roles or responsibilities, please speak with your supervisor as soon as possible.

Accidents and incidents

All accidents and incidents must be reported to your TFSR Cymru supervisor as soon as possible. If you feel it's a real emergency, please contact the emergency services immediately.

Diversity

We are committed to treating all volunteers and volunteer applicants equally and fairly. We accept volunteers from all backgrounds and abilities. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, race, religion, sexual orientation or socio-economic background.

Insurance

As a volunteer you are covered by our public liability insurance when carrying out your duties on our behalf. Any unusual activity that may not be covered should be reported to a TFSR Cymru Trustee who will ensure that adequate cover has been provided or is sought.

HOW MUCH YOU MEAN TO US

Acknowledging your contribution

We honour the amazing work of our volunteers with the annual Garden Party. Staff and volunteers come together to celebrate the years achievements.

Additionally, your TFSR Cymru supervisor can provide you with a written reference upon request.

Keeping in touch

As a volunteer with TFSR Cymru we want to keep you in the loop. You can ask to receive our newsletter, which is jam packed with the latest information about everything we're up to.



DEALING WITH DIFFICULTIES

Problems within your role

If you encounter a difficulty with any aspect of the role, please talk to your supervisor as soon as possible for advice and support.

If the role isn't working out as hoped, please let your TFSR Cymru supervisor know. Together you should try and work out any difficulties. If it is agreed it can't work, this should not be seen as a failure. Speak to your supervisor about finding a more appropriate role or have a look at our website for other opportunities.

Dealing with complaints

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things.

We have a complaints procedure to ensure that we capture all feedback. If you have a complaint or you have received a complaint from someone about your service or anything you do with TFSR Cymru, please pass this on to your supervisor.

USEFUL INFORMATION

TFSR Cymru, Tools Workshop, Upper House Farm, Standard St, Crickhowell, Powys, NP8 1BZ

Opening times for TOOL SALES & tools drop off:

Tuesday – Friday: 9.30 am – 3 pm

Saturday mornings: 10.30 am – 12.30pm

Opening times for refurbishing sessions:

Tuesday to Friday: 9.30 am – 3pm

Tuesday and Thursday evenings: 7.30 pm – 9.30 pm

Opening times for our Sewing Machine workshop at Cwrt-y-Gollen Camp

Mondays: 8.30 am – 4.00 pm

Wednesdays: 8.30 am – 4.00 pm

Ring us on 0330 355 0122



Tools For Self-Reliance Cymru is a registered charity in Wales (1055483)

www.tfsrcymru.org.uk