



Tŷ Hafan

CHILDREN'S HOSPICE
HOSBIS I BLANT



Volunteer Handbook

When a child's life will be short, no family should have to live it on their own.



Welcome to volunteering at Tŷ Hafan

In this pack you'll find some useful information to help you in your new role.



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A warm welcome from our Chief Executive, Irfon Rees

Volunteers are at the heart of Tŷ Hafan. Every day, your generosity, compassion and commitment help us provide vital care and support to children with life-shortening conditions and their families across Wales.

Whether you are supporting families directly, helping in our shops, assisting at events, providing administrative support or contributing in another way, your willingness to give your time enables us to reach more children and families across Wales. Together, we can continue to provide exceptional care and support while creating lasting memories and making a profound difference to the lives of children and families who need us most.



This handbook has been designed to support you in your volunteering journey, providing the information, guidance and resources you need to feel confident in your role. Whether you are joining us for the first time or have been part of the Tŷ Hafan family for many years, I hope it helps you understand the important contribution you make and the difference you create.

On behalf of everyone at Tŷ Hafan, thank you for choosing to volunteer with us. We are proud to have you as part of our team and grateful for all that you do.

Irfon Rees
Chief Executive Officer
Tŷ Hafan Children's Hospice



About Tŷ Hafan



Our Story

In 1988, recently retired Suzanne Goodall wondered how she would fill her time. Learning of a friend's experience volunteering in a Yorkshire children's hospice, Suzanne started on a journey that would change her life and the lives of children and families in Wales forever.

Suzanne discovered that because there was no children's hospice in Wales, many children with life-shortening conditions were not receiving the care they or their families needed.

Determined to change this, Suzanne launched a fundraising campaign to open a children's hospice in south Wales. Thanks to the generosity of the public, Suzanne's vision became a reality in 1999, when we opened the doors to our hospice for the very first time.

Since then, the hard work at Tŷ Hafan has never stopped. Inspired by Suzanne's commitment, determination and kindness, we've continued to do all we can to reach and support every child, young person and family who needs us.

In our hospice and in Welsh communities and family homes, we are here to care for the children and young people who need us, helping to make their short lives as full as they can be and, when the time comes, provide end-of-life care and ongoing bereavement care.

Our specialist support also extends to parents, siblings and other family members, offering personalised support to give them strength, make treasured memories together and improve their quality of life.

"I had no doubts that the people of Wales, understanding the situation that these children and families faced, would open their hearts and give so generously. My faith was indeed justified."

Our Big Ambition

When a child's life will be short, no family should have to live it on their own.

When a family is caring for a child whose life will be short, they often face a daily struggle without the care and support they need. At the moment, 90% of families in Wales whose child's life will be short are not receiving the support they need. This should not be allowed to happen.

Our ambition is that when a child's life will be short, no family should have to live it on their own. We believe that every family should have access to the care they need through life, death and beyond.

We can't stop seriously unwell children dying, but with your help we can make sure that no family faces their child's short life alone. Imagine a Wales where every child has access to the services they need and where families have a choice about the care and support they receive.

We don't just imagine this Wales we believe in it.
But we need your help.





What we do

When a family is told that their child will have a short life, Tŷ Hafan will walk alongside them every step of the way. No one should go on that journey alone.

Tŷ Hafan will be there through life, death and beyond.



Life - Tŷ Hafan will be there to support families in Wales throughout a child's short life. We will be with them through the exhaustion and uncertainty when they feel they have no one to turn to. We are here so that these families have time to be a family.

We will make sure that every family has access to the right care, at the right time, in the right place, delivered by the right person.

We will support families closer to their homes, so they don't have to travel long distances to access the specialist care and support they need.

Death – We understand that the final moments of a child's life are precious. When every day could be their last together, we make sure that families are able to make memories that last a lifetime. We will make sure that families have more choice about where their child dies, including at home.

Beyond – We know that the journey is not over when a child dies. Tŷ Hafan will walk alongside the family as they grieve and give them the support they need to carry on for as long as they need us.

At Tŷ Hafan we are experts at caring for children with complex and rare conditions and supporting their whole families.

We understand that each child and each family's needs are unique and our support is tailored to suit the needs of each individual we support.

Making our personality shine

Our brand

Our brand is more than just our logo. It is our personality. It encompasses our reputation, who we are, what we do and what we represent to our communities. It's the experiences we provide to everyone we interact with and shapes how people perceive and feel about us.

Our brand shines through everything we communicate, including social media posts, logos, adverts, emails, leaflets and colleague interactions.

It's essential that staff and volunteers protect and uphold our brand. As a Tŷ Hafan volunteer, you will represent our brand to a diverse audience.

Our values

Our values are at the heart of everything we do and help all of us make sure we're doing the right thing, in the right way, inspiring us all to be the best we can be.

Our values underpin everything that we do.

We make a difference by:

- **Demonstrating Compassion**
We show empathy and respect to all, making time to listen to and support others.
- **Providing Excellent Service**
We take pride in delivering on our commitments and are proactive in continuously improving our services.
- **Working Together**
We are one team, we consciously collaborate, and enable each other to contribute to our purpose.
- **Taking Ownership**
We trust each other to deliver and are responsible for our own actions, seeking ways to reflect and learn.

You can find more information about our values in the leaflet attached to your welcome email.

Representing Tŷ Hafan in public

When wearing a Tŷ Hafan lanyard or branded clothing, it's important to remember that you're representing the charity in public. Always conduct yourself in a manner that reflects positively on Tŷ Hafan. This includes being polite, courteous and considerate in all interactions. Your behaviour should always align with the values and mission of the charity, making sure that you leave a positive impression on those you encounter.

Be mindful of your surroundings and the impression you're making. Avoid engaging in any behaviour that could be seen as inappropriate or unprofessional. Your actions can significantly impact the reputation of Tŷ Hafan, so it's crucial to always maintain a high standard of conduct. Strive to embody our values in everything you do.

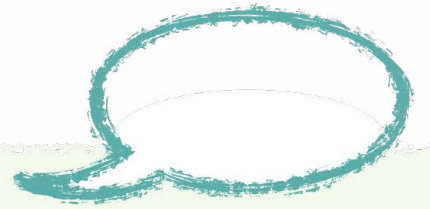
Spreading the word

Many of our fantastic volunteers choose to use the power of their voice to spread the word about the amazing work Tŷ Hafan does. For example, our Community Engagement Volunteers are out and about giving talks about Tŷ Hafan in their local communities.

Whilst volunteering for Tŷ Hafan, whether in-store or in the community, you might be approached by people curious to find out more about who we are and the work we do. When wearing Tŷ Hafan's branded attire, such as a T-shirt or lanyard, we want you to feel prepared to talk about our vision and impact. We have included some ways you can talk to members of the public about who we are below.



How to talk about Tŷ Hafan



Short version:

“Tŷ Hafan exists so that when a child’s life will be short, no family has to live it on their own.”

Medium version:

“No parent ever imagines that their child will die before them, but this is the unthinkable reality that thousands of families in Wales are faced with every day.



Tŷ Hafan can’t stop this from happening, but with your help, we can make sure that no family lives their child’s short life alone.

Right now, we only have enough money to help 1 in 10 families in Wales who need us. This is not enough. With your support we can walk alongside every family.”

For a more in-depth understanding of how to communicate Tŷ Hafan’s values and work, consider reaching out to your manager or the volunteer department for additional training.



Our valued volunteers

Volunteering at Tŷ Hafan means giving your time freely, without payment, to help make a meaningful difference in the lives of children with life-shortening conditions and their families. At the heart of volunteering is choice - it's something each person chooses to do because they care.

At Tŷ Hafan, we have an incredible team of over 500 volunteers supporting our mission. Volunteers join us for various reasons: some are driven by a strong desire to make a difference, others wish to develop or share new skills and expertise and many simply want to meet new people and have fun.

Whatever your reason, we're so glad you have chosen to volunteer with us!

Welcome to the team!

We know how important it is to feel supported when you take up a new opportunity. As such, your induction process will provide all the information and access to any resources you need to make a confident start. We also want to be sure that we've given you everything you need to carry out your volunteering role safely. Please take some time to read through the information in this handbook.

Our volunteer vision

Our vision for volunteering is:

“To create a compassionate and supportive community that values the contributions of every volunteer. Together, we strive to make sure that no family in Wales faces their child's short life alone.”

By aligning Tŷ Hafan's Big Ambition with the skills and dedication of volunteers who generously give their time, we can achieve even more together. This partnership makes sure that our growth and progress are powered by a passionate community committed to our shared ambition.

Together, we believe we can make a significant impact.

Why you matter to us



Volunteers are at the heart of Tŷ Hafan. Your time, skills and commitment enable us to provide vital care and support to children and families when they need it most.

From serving customers in our shops, tending our gardens and welcoming visitors, to offering direct support to families, every volunteer helps create the compassionate environment Tŷ Hafan is known for.

Your unique skills and perspectives enrich our community. By engaging with the public, you also raise awareness of our mission and help us reach our fundraising goals.

Your dedication inspires others to get involved, creating a ripple effect that strengthens our volunteer network. Simply put, you are key to our success and your contribution makes a real difference to the lives of Tŷ Hafan families.



The benefits of volunteering

Volunteering at Tŷ Hafan is a unique and rewarding way to make a real difference in the lives of children and families. Knowing that your time and effort truly matter brings a deep sense of purpose and satisfaction, which can boost your overall well-being and positivity.

It's also a fantastic opportunity to learn new skills, gain valuable experience and enhance your CV. Whether you're looking to grow professionally or simply want to try something new, the knowledge you gain and the connections you make will be invaluable.

Volunteering helps combat loneliness and builds community. You'll meet new people, make friends and enjoy the camaraderie that comes from working together toward a shared goal.

Most importantly, volunteering at Tŷ Hafan isn't just about the tasks you do, it's about the joy and fulfilment of making a positive impact.

"From a retired person's perspective, you give up a lot of social contacts when you leave work. Being at Tŷ Hafan and having a photocard and lanyard represents a whole new sense of belonging as a volunteer."

Brian, Gardening Volunteer



"Volunteering provides you with amazing life experiences. For a start, it looks great on your CV, and if you are a bit shy, it will help to bring you out of your shell. You build relationships – just one example, one old lady would come into the shop and give me a sweet every Saturday, and that so touches me to this day, to think that she would think of me in this way."

Lyn, Ambassador and Retail Volunteer



Our volunteer agreement

What you can expect from us..

The volunteering relationship is built on trust and mutual respect. It's a flexible, supportive relationship, not an employment contract. Volunteers are not paid for their time, but we do reimburse agreed expenses so that volunteering is accessible to everyone. More information regarding expenses can be found here <https://app.betterimpact.com/Volunteer/Main/StoredDocument/208655>

Every volunteer brings unique strengths, skills and perspectives to their role and that diversity is something we truly value. At the same time, there are a few shared expectations to help us work together effectively and safely.

Above all, we want you to feel informed, supported and valued in your role and to enjoy your time as part of the Tŷ Hafan community.

We will do our best to:

- Introduce you to how the charity works and your role in it and provide any training you need
- Assign you with a manager or named member of staff who will provide support and keep you informed of any updates
- Insure you against any injury you may suffer, due to any negligence on our behalf
- Provide a safe workplace by applying our safeguarding policies and procedures
- Always apply our equal opportunities policy
- Work with you resolve any concerns, including following the problem-solving procedure where appropriate
- Recognise your contributions through our recognition programme
- Make sure that you're given the opportunity to decline or change your mind about a voluntary activity without pressure.

What we ask from you..

At Tŷ Hafan, we uphold a high standard of excellence for everyone in our community, staff and volunteers alike. Volunteers are an integral part of our mission and to maximise the impact of your contributions.

We ask for your commitment to:

- Work reliably to the best of your abilities and give as much notice as possible when you cannot volunteer when expected
- Agree to Tŷ Hafan's policies and procedures related to volunteering, including health and safety, equality and diversity, bullying and harassment and safeguarding
- Complete all required training sessions within the agreed timeframe
- Ask for support or training when needed
- Reach out to your manager or the Volunteering Department if you are dissatisfied or uncomfortable with any tasks assigned to you
- Treat others with respect and kindness
- Respect and maintain confidentiality towards other volunteers, staff and families
- Live our values of demonstrating compassion, providing excellent service, working together and taking ownership.

Our volunteering strategy

Our volunteering strategy sets out how we will create a positive, inclusive and rewarding experience for every volunteer. It aligns with Tŷ Hafan's Big Ambition and focuses on building a strong, supportive community where volunteers feel valued and empowered.

The strategy is guided by six key principles: **Growth, Impact, Voice, Experience, Recognition** and **Simplicity**. These principles ensure we offer meaningful opportunities, measure and

share the difference volunteers make, listen to volunteer feedback, provide a safe and supportive environment, celebrate contributions and make it easy to join and stay involved.

Together, these principles help us achieve our vision: to create a compassionate and supportive community that's here to help make sure that no family in Wales has to face their child's short life, alone.

Volunteering principles

<https://app.betterimpact.com/Volunteer/Main/StoredDocument/192074>

There are six key principles to our volunteering strategy which will help us to achieve our vision. These are:

Growth

Increasing our overall number of volunteers and broadening our range of volunteering roles, providing meaningful opportunities that support extending our reach.



Impact

Measuring and understanding the impact of volunteering, sharing with volunteers the difference they make, and how they support our Big Ambition.



Voice

Ensuring there are clear lines of communication where volunteers have a voice to share their thoughts, feedback and ideas.



Experience

Creating an inclusive, safe and positive experience where volunteers feel welcomed, supported and fully integrated into the Charity.



Recognition

Embedding a volunteering culture that recognises and celebrates our volunteers for their contributions and support.



Simplicity

Making it easy to join and remain a Tŷ Hafan Volunteer.



How we'll support you

What support will I be offered?

At Tŷ Hafan, every volunteer is supported by a Volunteer Manager. This is a member of staff from your team who will be your main point of contact. They will guide you through your volunteering journey, from induction to ongoing support. They'll answer your questions, check in regularly, recognise your contributions and make sure you have everything you need to enjoy and succeed in your role.

You'll also have the backing of your wider team and the volunteering team. If you'd like extra support, you can request a buddy. This will be an experienced volunteer who will guide you through your first few shifts, answer questions and help you feel comfortable as you settle in.

What will my induction be like?

Your induction is intended to help prepare you for your role as a volunteer. It provides the basic information that you will need to carry out your role and should be worked through during your settling in period. If you have any queries, please discuss them with your manager or the volunteering team.

What training will I receive?

The training you receive will be tailored to your role. Some sessions will be hands-on and practical, while others may be delivered online for convenience. If you have a specialist role or will be working directly with children and families, you'll complete more detailed, in-person training before starting.

If you're interested in any additional training, just speak to your manager, they'll be happy to guide you.

Diversity and equal opportunities

Tŷ Hafan is committed to creating and fostering a culture that promotes respect for each other and values individual differences. For this reason, we take a zero-tolerance stance to any bullying, harassment, discrimination or unacceptable behaviour. It is therefore essential that volunteers understand how equity, diversity and inclusion relate to their roles. Training on diversity, equity and inclusion is included in your induction. This includes agreeing to our EDI policy.

We encourage a "Speak Up" environment, urging you to communicate with your manager or our Volunteering/People Services teams should you encounter anything that causes you or others discomfort or concern.



Keeping yourself and others safe

Health, safety & wellbeing

While volunteering, always:

- Take reasonable care of your own health and safety and that of others who may be affected by your actions
- Co-operate with staff to help fulfil health and safety responsibilities
- Follow Tŷ Hafan's health, safety and wellbeing policies, including any guidance and risk assessments relevant to your role. (Your manager will go through these during your induction)
- Report any accidents, incidents, near misses, or potentially dangerous circumstances to a member of staff immediately, regardless of whether or not someone has been injured
- Familiarise yourself with what to do in an emergency and who to contact for support
- Complete health and safety training appropriate to your role, including any refresher training when required.

Age

There is no upper age limit for volunteering. In some cases, we may need to review a volunteer's role if health or wellbeing concerns could pose a risk, but this would always be handled sensitively and with the volunteer's wellbeing in mind.

We welcome young volunteers and are committed to providing a safe, supportive and positive experience for everyone involved. Our retail and events roles are open to individuals aged 16 and over. Younger people may occasionally be able to take part in specific activities, such as events, where this is appropriate and they are accompanied by a responsible adult. For safeguarding and insurance reasons, volunteers under the age of 18 are not permitted to volunteer within the hospice itself.

The wellbeing of young volunteers is our highest priority. Volunteers under 18 are always supervised while volunteering. All staff are DBS checked and receive safeguarding training and all volunteers receive a safeguarding briefing before starting. Everyone must follow Tŷ Hafan's Safeguarding Policy to help maintain a safe environment. Written parental consent is required for anyone under 18, along with emergency contact details and any relevant medical information.

For more details, please refer to <https://app.betterimpact.com/Volunteer/Main/StoredDocument/170617>



Safeguarding

All staff and volunteers are required to read and agree to our Safeguarding Policy and undertake safeguarding training relevant to their role. If you have any concerns regarding yourself or anyone else (child or adult) while volunteering with us, please raise them with your manager or the Volunteering/ People Services team as soon as possible. All reasonable steps should be taken to avoid being alone with children or adults at risk.

For practical advice and best practice, please read our Safeguarding Tips for Volunteers <https://app.betterimpact.com/Volunteer/Main/StoredDocument/192075>

Establishing boundaries

It's important for volunteers to maintain clear, professional boundaries with families, staff, members of the public and other volunteers. Boundaries create a safe, respectful and positive environment for everyone at Tŷ Hafan.

Establishing boundaries helps make sure that all interactions remain professional and comfortable. It also protects your own wellbeing by preventing burnout and allowing you to manage your time and energy effectively.

By setting and maintaining healthy boundaries, you can contribute meaningfully while safeguarding both yourself and those around you, creating a volunteering experience that is rewarding for all.

Volunteers with care & support needs

At Tŷ Hafan, we welcome volunteers of all abilities and value the unique skills, experiences and perspectives every individual brings. Our goal is to create an inclusive environment where everyone can contribute meaningfully, enjoy their role and feel supported.

When a volunteer has a disability or additional support need, we take time to consider any potential risks and adjustments that may be needed for their safety and comfort, as well as for the wider team. This includes reviewing the nature of the role, the working environment and the resources available.

To help us understand and support each volunteer's needs, we use a Volunteer Inclusion Form. This form guides conversations about any reasonable adjustments that may be required.

Following an initial one-to-one meeting, or if new information about a disability or additional support, learning need is shared, a Risk Assessment will be completed. This assessment will be reviewed regularly and kept confidential to ensure ongoing safety and, most importantly, support.

You can find a copy of the Volunteer Inclusion Form here <https://app.betterimpact.com/Volunteer/Main/StoredDocument/181220>



Reasonable Adjustments

Reasonable adjustments are changes or adaptations that help remove barriers to volunteering without compromising safety. These might include (where available):

- Flexible hours or shorter shifts
- Adapting tasks to suit individual abilities
- Providing assistive equipment or technology
- Offering additional training or supervision
- Creating a quieter workspace or alternative environment.

Our aim is to work with you to find practical solutions that enable you to volunteer confidently and comfortably.

Wellness Action Plan

Volunteers who feel that their wellbeing could benefit from a little extra support may find it helpful to complete a MIND Wellness Action Plan (WAP). This simple, personal tool can help you reflect on what keeps you well, what might trigger stress and what support you need to stay mentally healthy while volunteering. If you'd like guidance on completing a WAP or need someone to talk to, please speak with your Volunteer Manager or contact the Volunteering Team. We're here to support you.

Alternatively, you can download a complete the form by following this link:

<https://app.betterimpact.com/Volunteer/Main/StoredDocument/192077>





Confidentiality

As a volunteer, you may occasionally hear or see personal information and it's important that anything you learn stays private. This includes details about families' circumstances, health needs, conversations you may overhear or anything relating to another volunteer or member of staff. Even small pieces of information can be sensitive, so please avoid discussing them outside of Tŷ Hafan or in public spaces such as shops, cafés or online.

We also ask volunteers to take extra care on social media. Feel free to share your volunteering experience but never post photos of families or anything that could identify a child, family or private situation. If you're ever unsure whether something can be shared, or you're concerned about something you've heard or observed, please speak to your manager or the Volunteering Team. Protecting confidentiality is part of how we maintain the trust of the families who rely on us and your care and professionalism play an important role in that.

Data protection

We take great care to protect your information as part of our data protection responsibilities. Full details of our privacy policy can be found here https://www.tyhafan.org/wp-content/uploads/2026/09/Ty_Hafan_Volunteer_Privacy_Notice_SEPT2026.pdf on our website, or you can request a copy from your manager/the Volunteering Team. Likewise, we expect our volunteers to follow our Data Protection and Disclosure of Personal Information Policy <https://app.betterimpact.com/Volunteer/Main/StoredDocument/192078> Volunteers must comply with any guidance provided during induction and throughout their role to make sure personal information is handled securely and confidentially.

Non-Disclosure Agreement (NDA)

While volunteering, most volunteers will be asked to sign a Non-Disclosure Agreement (NDA). This agreement protects any personal, sensitive and commercially sensitive information related to staff, volunteers, supporters and Tŷ Hafan's operational activity

The NDA must only be signed by individuals who are 18 years of age or older and who can fully understand and agree to its contents. Anyone under the age of 18, or anyone who cannot comprehend the terms of this agreement, is not permitted to sign.

Insurance

Tŷ Hafan has appropriate types of insurance in place to cover our volunteers, including employers' liability insurance and public liability insurance. These provide cover in the event of a volunteer being harmed due to the negligence of the charity or a third party being injured because of the actions of a volunteer performing Tŷ Hafan duties. Our insurance does not cover your personal belongings.

CCTV

Tŷ Hafan employs CCTV surveillance at various locations, with the aim of monitoring and recording activities to prevent crime and ensure safety:

- CCTV is used for security and safety purposes only
- Recordings are stored securely and handled in line with data protection laws
- Footage may be shared with law enforcement if required for investigations
- CCTV is not used for monitoring volunteer performance.

Recruitment and selection

Background checks

We're delighted by the breadth of experience, skills and knowledge that volunteers bring to Tŷ Hafan.

As part of our recruitment process, we'll have an informal chat with you and ask for two references. For many roles, a Disclosure and Barring Service (DBS) check is mandatory and some positions require an Enhanced DBS check in line with our safeguarding policy.

These checks help us make sure the role is right for you and meet important safeguarding requirements. We base our selection on the suitability of each applicant for the role, considering the safety of everyone involved, as well as protecting our brand and reputation.

Ex-offenders

We welcome volunteers from all walks of life. Having a criminal conviction does not automatically prevent you from volunteering with us. Each application is assessed on a case-by-case basis, taking into account the nature and seriousness of the offence, how long ago it occurred, whether it is spent or unspent, its relevance to the volunteer role and the likelihood of reoffending.

The information that needs to be disclosed will depend on the level of DBS check required for the role. While volunteering, you must also let your manager know if you become subject to any criminal proceedings, charges or convictions. We follow guidance under the Rehabilitation of Offenders Act 1974.



Visa/right to work in the UK

Volunteers must inform the relevant department if there are any restrictions on their ability to undertake a voluntary role with Tŷ Hafan, including visa conditions.

While most volunteering does not require a right to work check, some visas have specific rules about volunteering (for example, limits on duration or requiring sponsorship for charity work).

If you are unsure whether your visa allows volunteering, you should:

- Check the conditions on your visa or Biometric Residence Permit (BRP)
- Use the official UK Visas and Immigration (UKVI) online tool
- Contact the Home Office or a qualified immigration adviser for clarification.

Please note: It's the volunteer's responsibility to ensure they comply with their visa conditions.



Your input, our improvement

Check-in surveys

At Tŷ Hafan, we value our volunteers' voices and strive to improve your experience. We sometimes gather feedback through a survey in your welcome letter/email, six weeks after you join, periodically throughout the year and via an annual survey. When you leave, we conduct an exit interview to gather your insights. Your feedback helps us create a supportive and fulfilling environment for all volunteers.

How we use your feedback

Your feedback plays a crucial role in shaping the volunteer experience at Tŷ Hafan. We carefully review all the feedback we receive to identify areas for improvement and to celebrate what we're doing well. This information helps us refine our processes, enhance our training offers and makes sure that our volunteers feel valued and supported.



Staying connected: keeping Tŷ Hafan and you informed

Keeping us in the loop

Please inform us if your contact details change, especially if you have a new emergency contact, move house, get a new phone number, or change personal details. Notify your manager or the volunteering team directly so we can update our records.

Keeping you in the loop

We have various ways of letting you know what's going on across the charity, in your department and in your community.

We aim to keep you updated in the following ways:

- Email / telephone / letter (where you have opted for this)
- Through your manager
- Facebook / Twitter / Instagram
- Tŷ Hafan's official website
- Via the MyImpact portal
- Quarterly volunteer newsletters
- Cwtch magazine.

Social media

Tŷ Hafan is on all the main channels including Facebook, Instagram and YouTube. We also have a dedicated Tŷ Hafan Volunteer Facebook page called "Tŷ Hafan Volunteers". If you regularly use social media, please familiarise yourself with our [Social Media Policy](#).

The information and opinions you share on social media should reflect our brand and values. You are expected to make sure that they don't damage Tŷ Hafan reputation and don't bring the charity into disrepute. Use common sense when posting anything online. Only post things you would be happy to be repeated. Remember what you say online can never be completely private or removed.

Saying “thank you”

Reward and recognition



We love to celebrate our amazing volunteers whenever possible. Your volunteering story may be shared in internal or external award nominations or featured on our social media channels and newsletters. If you would prefer not to be recognised in this way, that's fine, just let your manager know.

We also hold in-person recognition events and celebrate special occasions such as Volunteers' Week and Volunteer Appreciation Days. Tŷ Hafan recognises volunteers throughout the year and presents pin badges and certificates to honour those who have been with us for 5, 10, 15, 20 or 25 years.

Gifts

Gifts given or received should be of nominal value, given occasionally and not create any obligation or expectation. Transparency is key, and gifts given as part of organised recognition event are generally acceptable. This procedure makes sure that gift-giving remains a positive and appreciated gesture without causing any unintended issues.

Questions and concerns

Resolving differences procedure

We take your concerns seriously and will make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering experience with us, please follow these steps:

1. Talk to your manager Immediately: Your manager will hold an informal meeting with you and make every reasonable attempt to find a satisfactory solution.
2. Reach out to the volunteering department: If you have a complaint and don't feel comfortable speaking to your manager, or you feel informal approaches to resolving your complaint are not working, you can contact the volunteering department directly at **02920 532 308** or email **volunteering@tyhafan.org**

Our goal is to address any concerns you may have promptly and with sensitivity. You can view our full Resolving Volunteer Differences Procedure <https://app.betterimpact.com/Volunteer/Main/StoredDocument/180360>

Volunteering enquiries

Your manager is always your first point of contact. They will provide you with their details during your induction. If you have any questions about your application, forms you need to complete or other documents, or if you would like to talk to someone in the volunteering team, please contact them on **029 2053 2254** or email **volunteering@tyhafan.org**

You can also check to see if our [FAQ page](#) on our website answers your question.

Taking a break or moving on

Commitment

If you are unable to attend an agreed volunteering session, please inform your line manager as soon as possible. Please let us know if you are unwell, away on holiday or unable to volunteer for an indefinite amount of time. This helps us to keep our records updated and to make sure we don't contact you when it may not be appropriate.

Taking a break

If you would like to take a break from volunteering, please keep us informed so that we can update our records. This will help your manager plan better and make sure that your role is covered during your absence. Additionally, please let us know if there are any specific tasks or projects you need assistance with before you leave.



Other ways you can get involved

Changing roles

If you are interested in taking on additional roles or transferring to a new role, please contact the volunteering team and we'll be happy to discuss this with you. If your volunteering role is not going to plan, we can discuss any necessary adjustments.

Saying goodbye

If you decide that you no longer wish to volunteer, or if your circumstances change and make volunteering difficult, please let your manager know as soon as possible. Tŷ Hafan understands that volunteers may leave for many reasons and we respect your decision. We have volunteer leaver procedures in place to ensure the process is smooth and to give you the opportunity to share feedback about your experience with us.

References

A reference can be provided upon request if you have volunteered for 3+ months and completed your settling-in period. References from Tŷ Hafan will confirm your role title and the length of time you volunteered. Please direct all requests for official references to volunteering@tyhafan.org

In addition, your manager may be willing to provide a personal reference using their own personal details. This is entirely at their discretion, so please ask them if they are happy to do so.



There are so many other ways that you can support Tŷ Hafan. Please take a look at the list below to find out how you can make even more of an impact:

- **Tell a friend** about Tŷ Hafan and our Big Ambition
- **Visit our website** and follow us on social media
- Give us a like and **share our stories** across our social media channels
- **Take part** in our fundraising events
- **Donate** to one of our charity shops
- Play our **Crackerjackpot Lottery**
- If you know anyone who would like to **volunteer with us**, direct them to our [website](https://www.tyhafan.org/website), contact the volunteering team on **029 2053 2254** or email volunteering@tyhafan.org
- **Consider including a gift in your will for Tŷ Hafan.** [Click here](#) for more information about our free will writing service.

Volunteer fundraising group member

Another opportunity to volunteer and give back is to become a member of an existing fundraising group or set up your own with a few like-minded friends, colleagues or networks in your community.

You will be supported every step of the way by your local community fundraiser who can put you in touch with either an existing group near you or discuss the opportunities to be part of a new group.

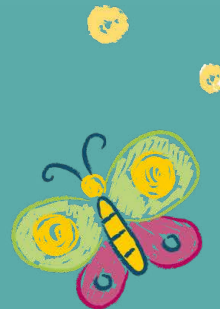
Head Office details:

Tŷ Hafan Children's Hospice
Hayes Road, Sully
Vale of Glamorgan CF64 5XX



Tŷ Hafan

CHILDREN'S HOSPICE
HOSBIS I BLANT



www.tyhafan.org

Patron HRH The Princess of Wales



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