

Right there together

With heart, with strength
and with ambition



Volunteers at the
Macmillan Volunteers' Conference

Everything you need, right here



Contents:

Welcome	4
We are a community Who we are	5
Be amazing What we can do together	10
You're our heart and soul The role volunteers play	13
Donating yourself Being a volunteer	21
You get more from Macmillan All the ways we support you	26
Working through any difficulties How we problem solve	33
Your handy address book Other helpful information	37

Welcome

I'm delighted to welcome you to the Macmillan community. I've had the pleasure of leading Macmillan Cancer Support's volunteering division for the last 10 years.

In that time, I have met so many wonderful volunteers and found that every single person brings an amazing level of passion and dedication to the role they carry out. That's what makes Macmillan so special and means we will do whatever it takes to support people living with cancer.

You're joining a community of inspirational people who have loads of experience to share with you, and I'd encourage you to share your experiences with your fellow volunteers as well. They're a friendly bunch, and I'm sure they'll give you a great welcome.

This handbook will help you get off to the best start on your volunteering journey and will act as a handy guide during your time at Macmillan. As well as explaining the support available to you, it also outlines our plans for the future and the vital role you will play in helping Macmillan to achieve them.

As a volunteer, you're instrumental in shaping how we move forward, so we'd love to get you involved as much as possible, and for you to have your voice heard. That's why we have a dedicated volunteer involvement programme, which includes the UK Volunteer Forum – a group of Macmillan volunteers who represent the voice of volunteers at a national and strategic level. You can find out more about how you can share your views, feedback and experiences to help improve volunteering for everyone, in the dedicated section of this handbook.

You should also always be able to contact your Volunteer Manager, who will help support you throughout your time at Macmillan, which – we hope with such a supportive community – will be for a long while!

Thank you for for choosing to volunteer with us.



Joelle Leader, Director of Volunteering

We are a community

Who we are



Cheerpoint volunteers at the Brighton Marathon



Douglas Macmillan

Where we came from

Our history

In 1911, a young man named Douglas Macmillan watched his father die of cancer. His father's pain and suffering moved Douglas so much that he founded the Society for the Prevention and Relief of Cancer. Douglas wanted advice and information to be provided to all people with cancer, homes for patients at low or no cost, and voluntary nurses to attend to patients in their own homes. Times have changed since then but much of Douglas's legacy lives on.

We've continually adapted the support we offer to ensure it's right for people today and will be in the future too. So whatever happens, we'll be there with the help people need, when they need it most.

Why we're here

Right now, there are more than 3 million people living with cancer, and that number is set to grow. The number of people being diagnosed with cancer is rising and more people are surviving cancer than ever before.

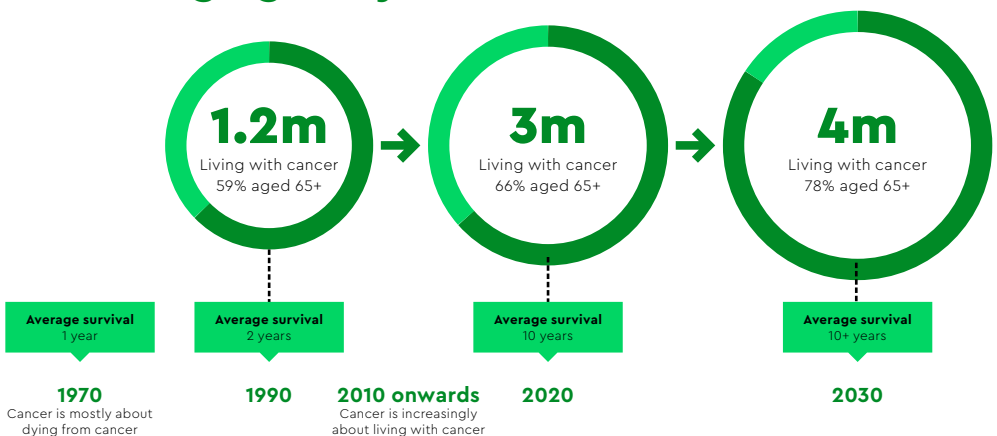
This means the nature of cancer care itself needs to adapt and evolve to meet the rapidly changing needs of people living with cancer. Existing support services are struggling to cope, yet the number of people living with cancer continues to grow. We need to act now to prevent a crisis in cancer care.

Over 385,000 people in the UK are diagnosed with cancer every year. That's nearly 1,000 people every day, and it's increasing all the time. This poses a massive challenge for health and social care services, because almost half of all people will develop cancer at some point in their lives.

So, what we do has never been more important or urgent.

We'll continue to focus what we do around living with, rather than dying from, cancer and taking the time to understand each person's unique needs.

The changing story of cancer





What you mean to us

In a word: everything!

You are massively important to Macmillan, because you and all our other amazing volunteers make it possible for us to support more people with cancer.

Whether you're cheering on Team Macmillan at events or providing hands-on help, you're making a huge difference to people living with cancer. Without you, we simply couldn't provide the emotional, practical and financial help they need.

We never forget this, which is why we take every step possible to make sure your experience with Macmillan is as rewarding and enjoyable as possible. You can expect all of this and more – see overleaf for details of the commitments we make to you.

We will:

- always treat you with respect, consideration and appreciation
- make sure your Volunteer Manager has the right skills and support to help you have the best possible experience
- tell you about the responsibilities of your role and relevant Macmillan policies to help you understand what volunteering at Macmillan means
- give you appropriate training for your role and opportunities to develop your skills
- support you by having regular check-ins with you and planned support discussions where required by your role
- provide fair, honest and timely feedback regarding any concerns with performance or conduct
- update you on how your contribution makes a difference to people with cancer
- create a safe and respectful environment
- develop an inclusive volunteering culture that empowers and enables everyone to feel they can be themselves
- never forget the enormous contribution you make.

Be amazing

What we stand for

Team Macmillan is greater than the sum of its parts. The combined expertise of our employees, healthcare professionals, volunteers, partners and supporters make us a powerful force for good.

We are compassionate warriors – tender and tough; caring and courageous; kind and determined. People turn to us in times of need. It's never not our problem. If there's a way to help, we will find it.

Our values are at the heart of who we are and everything we do.

They inspire our thinking and guide our action to ensure we are delivering the very best for people living with cancer.

Together, we do whatever it takes for people living with cancer.



With heart:

We are genuine. We are compassionate. We see the whole you.



With strength:

We are courageous. We are determined. We give it all we've got.



With ambition:

We are experts. We are innovators. We strive to be better.

We aspire to live and breathe – not just recite – our values. This is a collective effort and we hold each other responsible for role-modelling them not only in what we do, but how we do it.

Our Volunteering Vision is our commitment to you. We will always strive to ensure that all Macmillan volunteers are enabled to make a crucial impact in their communities for people living with cancer, and have an inclusive and connected experience.

Bringing our values to life – the Steve way

This is our brilliant volunteer Steve, a sports fanatic who loves tennis, rugby and running. Here's how he embodies our Macmillan values.

♥ With Heart

Steve says, *"I loved my experience of being involved as a Macmillan fundraiser so much and I wanted to stay involved. I started to do things like bucket collections in Argos and M&S and going into schools as an ambassador to collect donation cheques. I became a Lead Volunteer in 2019 and, the first time I was in my role as a Lead Volunteer, I was a little apprehensive. All the other volunteers wanted to be there, were giving their time and wanted to make it a success. When I am chatting to the volunteers I am at events with, I always thank them for being there. It's great to be at events - you never feel tired until you get home!"*



🚀 With Ambition

Steve gets involved in all sorts of events for Macmillan. From supporting Macmillan at Christmas Carol Concerts, collecting cheques and giving talks in the local community, organising cheerpoints, and being part of the finish line celebrations at the Wye Valley Mighty Hike. Steve has big ambitions for how he can be involved as a Macmillan volunteer. He even organised his own walking fundraising challenge - a sponsored solo 26-mile walk around Cheltenham, which took 6 hours 48 minutes and raised over £250 for Macmillan.

🌸 With Strength

Sadly Steve's friend Jackie died from cancer in 2013, and his mum's partner passed away with cancer in April 2022. Steve says, *"I know that one in two people will get cancer and there is a lot to be done to support people who go through diagnosis, treatment, and life after cancer. Knowing that you're raising money for a cause that half of us will be affected by makes volunteering for Macmillan special."*

Making the Macmillan brand shine

And why it's so important to use it properly

Our brand is more than our logo. It's also:

- Our reputation: who we are, what we do and what we mean to the world out there.
- Our promise to people: what they should expect from us.
- The experiences we give to everyone we meet. These experiences affect everything people understand, think and feel about us.

So, understandably, we need to take care of our brand. As a Macmillan volunteer, you will be our representative to a wide range of people. You might also need to create promotional materials using our brand and we have a special website just for that. It's called [be.Macmillan](https://be.macmillan.org.uk) and you'll find it at **be.macmillan.org.uk**. You can do all sorts of things on it, from making posters to ordering cancer information booklets. A lot of things can be personalised, which is really easy to do as you just fill in the details on the templates.

Most importantly, everything on there is designed and written by Macmillan, so you can be sure it looks right and the information is reliable. Your Volunteer Manager can show you how it all works, so grab them if you need help. Please also check with them that you're using the latest materials so we're all saying the same thing. You can order the most up-to-date literature and merchandise through your Volunteer Manager or the Supporter Care Hub, which you can find out more about later on in the handbook.

You're our heart and soul

The role volunteers play



Rocio, diagnosed with breast cancer, and Alison, a Macmillan Information and Support Manager.

Our plan of action...

Macmillan's six-objective strategy to help everyone with cancer live life as fully as they can

1. Everyone with cancer will know that they can turn to Macmillan and how we can help from the moment they are diagnosed.
2. Everyone with cancer will have a conversation about all their needs and concerns and get the support that's right for them.
3. Everyone with cancer will have their vital needs met by high-quality services.
4. We will inspire more people to give to Macmillan so we can continue to be there for people when they need us most.
5. We will improve the key processes which support Macmillan to do its work as efficiently and effectively as possible.
6. We will reflect and represent the communities we serve in everything we do to support everyone living with cancer.

...and how you bring it to life

We can't do it without you

Volunteers like you are essential to bringing our strategy to life. Here are some examples of how:

Karen was diagnosed with endometrial cancer in January 2020, and had surgery a month before the first national COVID-19 lockdown. Karen felt very alone and scared, her mum was her only family and had sadly died from the same type of cancer three years earlier. Karen experienced problems during her treatment and needed some support. The social prescriber at the GP practice mentioned Macmillan and Karen got in touch with us. Karen was matched with a volunteer Macmillan Buddy, who supported her for 12 weeks of one-to-one wellbeing support.



Karen was diagnosed with endometrial cancer in January 2020

“The Buddy service showed me that Macmillan has got time for me as a person. It made me feel like a person again and not like I am a hassle to others.”

Karen



Brian has been a Macmillan volunteer for over 20 years

Brian has been a Macmillan volunteer for over 20 years, joining shortly after his beloved wife Dot died from cancer in 2001. Now Brian is a very familiar face to our volunteers and colleagues across the South East, as he is a regular at lots of Macmillan events.

Whether he is cheering people on at marathons, or as part of our Macmillan Buddy service, Brian's taken it all on over the years.

“ Being a volunteer is the most rewarding thing you could ever do - whether you do it once a year, once a week, or once a day – whatever kind of volunteering you do.

My experience with Macmillan has changed me enormously. My whole life, I was very introverted, and I didn't like putting myself forward. Now, I have come out of my shell a lot thanks to Macmillan and the things I have been able to do. Even things like cheerpoints, where years ago I would never have done that and now I have a megaphone and love making lots of noise, all for Macmillan. I wear all green clothes and I am Macmillan!”

Brian

Asha is one of our amazing volunteer Macmillan Buddies. After her brother Dill sadly died from cancer in 2016, Asha knew she wanted to help others going through cancer. Asha joined Macmillan as a Community Buddy, supporting people local to her in their own homes. When the pandemic began, Asha switched to providing telephone support for people, which she loves.

“ Now I am supporting people over the phone and I really love that I could be speaking to people from all over the UK. With every person you support, you meet and talk to people with interesting backgrounds. You will give and get something different each time. ”

Asha



You'll fit right in here

A role for everyone

There are so many ways you can volunteer for Macmillan. Whatever you're good at is great with us – whether you're a top organiser, a wonderful listener or the best foam finger waver in town. Like to cheer on runners and hand out medals? Brilliant. Is managing a team of volunteers more your thing? Step this way. Want to do something practical that helps right there and then? Just say the word. We can't wait to make the most of your skills and experience. Because we can see the huge difference volunteers like you make to people with cancer.

Some of the things you could do:

Be part of our fundraising team

All of the support we give people with cancer depends on this, so it really is crucial. You could:

- collect for Macmillan with other local volunteers
- represent Macmillan at events and receive cheques on our behalf
- cheer on our fabulous runners, hikers and cyclists.

Help people with cancer directly by:

- providing a listening ear
- distributing information booklets in your local hospital or library
- helping to moderate and support Macmillan's Online Community.

Help behind the scenes by:

- supporting with research and administration
- joining an assessment team visiting cancer services
- reviewing cancer information booklets.

All of our roles vary in levels of experience, time commitment, flexibility, and whether or not you meet people living with cancer.

If you have been affected by cancer personally or you know someone who has, channelling that experience into your volunteering could help others through their journey. You'll also get great work and life experience as a volunteer. We welcome all ages, backgrounds and experiences. What makes you special will help us reach more people in communities that Macmillan hasn't reached yet.

Every single volunteer counts.



Our Kiltwalk event volunteers in Glasgow

We're so proud of you

The unique value of volunteers

Our volunteers come from all over the UK, and we welcome the diversity that volunteers bring to Macmillan and the positive impact this has on our ability to help people living with cancer.

Whatever your experience of life or cancer, you'll be helping us to make a huge difference to people who really need support. The different life experiences of our volunteers helps us to reach more people who may not be aware that Macmillan is there for everyone with cancer.

We're so grateful you choose to share your time with us. Be in no doubt, you're doing something amazing. And having volunteers from all walks of life is also hugely valuable because it helps us to be more inclusive in both fundraising and support. We know cancer doesn't discriminate and nor do we - we want everyone to feel welcome to bring their experiences, skills, knowledge and passion to help us be there for everyone.

Donating yourself

Being a Macmillan volunteer



A volunteer presents a medal to a participant at the Run Regent's Park event

You make us look good

Wearing Macmillan green

A t-shirt, vest, lanyard, or sash in Macmillan's green is a beacon of light to people with cancer, and to our volunteers and supporters. You represent someone that will listen, help however possible and show real empathy.

Wearing the Macmillan brand will give you a powerful identity and with that powerful identity comes great responsibility. When volunteering for us or wearing our brand or merchandise, we expect you to uphold our values and give a recognisably Macmillan experience to everyone you meet. In particular, we ask that you:

- treat Macmillan staff, supporters, and fellow volunteers with respect, consideration and appreciation
- ensure Macmillan stays on the right side of the law and maintains its reputation by following all appropriate Macmillan policies
- make sure you understand your role, and the standards and conduct required in the role
- bring any support or feedback to your Volunteer Manager
- let your Volunteer Manager know if you'll be unavailable for certain dates or if your circumstances change
- never smoke or act in a way that may offend others while wearing your Macmillan kit
- do not do anything that might bring Macmillan into disrepute.

Settle in for the serious bit

Guidance and procedures

While you are volunteering with us, we need to you follow Macmillan's core procedures. This is to ensure that volunteering is safe, legal and consistent with other areas of Macmillan's work. You should be familiar with our guidance on:

- Expenses
- Health and safety including lone working and driving
- Equity, diversity and inclusion
- Keeping data safe
- Safeguarding
- Problem solving
- Cash handling (if you handle money for us).

You can find out more on the Assemble system (see page 28) or by speaking to your Volunteer Manager. They will help you identify which procedures apply to your role and they are also there to offer help, so do get in touch if you have any questions.

Privacy matters

Keeping data safe

It's so important that people feel they can trust us to do the right thing by them. A huge part of this is making sure we keep private details private. In fact, there are laws about privacy that you'll have to follow, especially when it comes to sharing and keeping information about people that could be used to identify them.

Here are six easy steps to handling people's personal data:

- 1.** Collecting data – we should only collect what we need and be clear with people about why we are collecting it and what we'll do with it.
- 2.** Using data – we can only use data for the specific reasons we have collected it for and not for any other reasons that we think of later.
- 3.** Recording data – we need to make sure information is recorded in the right place, and that it is correct and up to date.
- 4.** Storing data – we need to make sure we store data somewhere secure. Macmillan will provide you with the guidance and tools to store data safely.
- 5.** Sharing data – we should not share data with anyone outside of Macmillan, unless we have a formal agreement in place with the organisation involved.
- 6.** Getting rid of data – we need to dispose of data securely whenever we no longer need the information for the reasons we collected it.

You will get further guidance and training specific to your role, and if you ever have a question about keeping data safe, please ask your Volunteer Manager.

We've got your back

Keeping everyone safe

Volunteering with us should be safe and enjoyable. As a volunteer you are expected to follow some simple rules while volunteering with us and we have a duty to make sure you have the right information, training and support to carry out your role safely.

Keeping volunteers, staff, supporters, people who use our services and the public safe from harm is our number one priority.

People affected by cancer can be more physically and emotionally vulnerable because of their diagnosis. COVID-19 has made this vulnerability worse for many people due to the need to isolate from others.

As a charity, our supporters and the people we support trust us and may share aspects of their lives. It's worth bearing in mind that any adult can become vulnerable.

Macmillan's Safeguarding team is there for those we support, and those who support us. It's there for you, 24 hours a day, seven days a week to offer advice and support if at any time you're emotionally challenged by something in your volunteering role or if you're experiencing difficulties. Your health and wellbeing is very important to us.

Safeguarding tips:

- If the situation is not life-threatening, contact your Volunteer Manager. They are your first point of contact.
- You can also contact the Safeguarding Team on **07595 002022** or **07793 579375**, or email **safeguarding@macmillan.org.uk**. You can also tell your Volunteer Manager if it is appropriate to do so.
- In any situation where someone's life is in danger, always call **999**.

You get more, more, more from Macmillan

All the ways we support you



Volunteers at one of our
London Marathon Cheerpoints

With you all the way

When you join us

We are so pleased you want to join Macmillan as a volunteer. As part of getting you settled in, we will ask you for various pieces of information so we can make sure you have the best possible experience once you are ready to volunteer.

This will usually involve collecting some personal details, references and a photo for an ID badge, before agreeing a time for an interview.

When you are joining Macmillan, we will ask you to declare relevant criminal records. It is important that you declare any prior convictions by contacting our Safeguarding Team at **safeguarding@macmillan.org.uk**.

Once you have gone through the application process and have a volunteering role confirmed, you may need to go through a formal induction process and some training. This may be in person or through e-learning modules on our online learning platform LearnZone (learnzone.org.uk). There's lots of free training on there, so feel free to go on it whenever you like.



Bianca, a Macmillan Buddy in Newcastle



Key, a volunteer collector in London

Assemble – your one-stop shop

We recently launched a new volunteering platform called Assemble. It's a one-stop shop for everything you will need throughout your time as a volunteer with us. Whether it's applying for a new volunteering opportunity, updating your personal details, or catching up on the latest Macmillan news and events, you will find it all on Assemble.

If you are a new volunteer and applying for a role on Assemble, you will be taken through all the steps needed to get you started. This includes all the necessary checks and training, to make sure you are ready and confident to start volunteering for Macmillan.

Everything is designed to help get you up and running in your role quickly, with everything in one place. And there is plenty of guidance on the system to make it really easy to use / check out the training section in the document hub, as there may be some useful hints and tips to resolve your query quickly yourself. If you ever get stuck, just ask your Volunteer Manager and they will always try to help.

Your Volunteer Manager

Your Volunteer Manager is there to provide you with support and guidance – and to help you get the best from your time with Macmillan – from the moment you start volunteering with us, to when you finally hang up your green t-shirt.

When you first start volunteering with us, your Volunteer Manager will give you a big Macmillan welcome and help you settle into your role. They're your go-to person and will continue to support you for as long as you're with us.

You'll have regular chats with them where you can talk about what you're up to in your role, raise any issues or difficulties and can talk through any support needs you might have. Your manager will have had sector-leading development, mapped to the Macmillan Volunteering Quality Standards. So they really are well-equipped to support you.

We love staying in touch



Communications

As a volunteer, you play a key role within Macmillan, and we want you to feel as comfortable as possible in that role. To support this, we will stay in touch with you via email and other channels to keep you updated on key developments in Macmillan, relevant training, volunteer events and everything else that's helpful to your role.

Here are some of the ways to keep in touch:

- 1.** We send a regular volunteer newsletter which provides a round-up of what's happening nationally and locally, including training opportunities and events. It's designed to keep you up to date and help you in your role. You will automatically receive news content directly relevant to your role. But, after that, you're very much in the driving seat. When you first sign up as a volunteer you are given the opportunity to opt-in to marketing communications about ways to support Macmillan through donations, fundraising and campaigns. And, if you ever want to change this, you can do so by speaking to your Volunteer Manager or the Supporter Care Hub.
- 2.** If you have a login to our Assemble platform, then check out the Assemble Newsfeed for information on what is happening across Macmillan. This provides a mixture of local and national news, as well as information on upcoming events, campaigns, training opportunities, and good news stories about volunteering. You can even select the subjects which you are interested in, and tailor your own newsfeed.



A volunteer fundraiser chats to a Boots No 7 staff member in Manchester

3. Macmillan is on all the main channels including Facebook, Twitter, Instagram, LinkedIn and YouTube. Our main accounts are **facebook.com/macmillancancer** and **@macmillancancer**. We also have a dedicated Macmillan Volunteering Facebook page at **facebook.com/MacmillanVolunteering** where we post volunteer opportunities and highlight volunteer stories. And, if you're looking for content more local to you, there are also verified regional Macmillan social media accounts. Just search on Facebook and follow as many as you like.
4. Remember your Volunteer Manager is always there if you have any questions, need a listening ear or want more information on your role. They want to help you make the most of your time with us, so if you have ideas on how to make it better, tell them about it.
5. If you want to ask us any questions, or make contact with other volunteers in your team, you can use the Message Centre on Assemble to do this. You will see info on how to use this function when you are set up. If you don't have access to Assemble, you can also contact us on **0300 1000 200** or **volunteering@macmillan.org.uk**

What's your view?

Have your voice heard

There's no one better placed than you to improve the experience of volunteering. You also bring a wealth of outside experience with you which we'd love to make the most of. Which is why we've set up a number of ways for you to have your voice heard, providing you with the means to make volunteering as good as it possibly can be, so together we can make the biggest possible difference to people with cancer.

We have a dedicated volunteer involvement programme where you can contribute your skills and insight to projects across Macmillan and also give your feedback on things like our policies, processes and any big organisational developments. Plus, there are ways for you to connect with other volunteers to share your experiences and views.

How it works

There is a UK Volunteer Forum, which represents' the voice of volunteers at a strategic and national level. There's also a Volunteer Voice Network (launching September 2022) which is open to all Macmillan volunteers, from day one, and enables you to share your views, feedback, skills, and experiences in a flexible and accessible way.

How you can make volunteering better

Taking part really does change things. For example, by getting involved volunteers have:

- improved the annual Macmillan Volunteer Awards, making it completely volunteer-led
- helped shape and develop our volunteer management system, Assemble, ahead of launch, ensuring it offers volunteers a fantastic experience
- played an active role in interview panels for senior leadership roles, and worked in close partnership with Macmillan staff to improve volunteer communications.



UK Volunteer Forum meeting

There are many different opportunities you can get involved in when you sign up to the Volunteer Voice Network. From using your skills and experiences to help progress a project or initiative you're interested in to raising feedback and suggestions on how the volunteer experience could be improved in your area or role. It's up to you how much you want to get involved, but it's well worth finding out more about it even if you just want to see what's going on.

To find out more visit our **volunteer involvement** web page www.macmillan.org.uk/volunteering.

Working through any difficulties

How we problem solve



If problems arise

For most people, volunteering with Macmillan is an enjoyable and rewarding experience, but occasionally problems can happen.

It could be an issue with another volunteer, or a difficulty you have in carrying out your role.

Whatever it is, we use a standard approach to make sure that we can sort things out as quickly and as fairly as possible.

Wherever possible, we try to resolve problems locally and informally. This means we expect people to talk to one another and try to sort issues out between themselves. Your Volunteer Manager will usually be the person to help do this unless your problem involves them directly.

If it's not possible to resolve a problem informally, or if it's serious, then we use a formal process to properly investigate and decide what to do about it. This is called the volunteer problem solving procedure.

If a problem is being dealt with formally, we will provide you with support and information so you can prepare properly.

If you are unhappy with the outcome of the volunteer problem solving process you can appeal against the decision reached, if you believe that the procedure has not been followed properly or the outcome is unreasonable. An appeal is decided by a group involving senior staff and volunteers.

For help and advice about problem solving while volunteering with Macmillan, please speak to your Volunteer Manager as soon as possible. You can also log on to Assemble to find our problem solving policy.

It's all thanks to you

Awards and thanks

As a Macmillan volunteer, you'll hear us say thank you more times than you can count and in many different ways. That's because we believe it's really important to remind you how much we appreciate you. We also have a number of national initiatives designed to recognise the contribution of every single one of you...

Volunteer Awards

Every year, we hold an awards ceremony where we celebrate national Volunteer Award winners. It's a fantastic time where you and your fellow volunteers can be proud that, together, you've been right there for people who have cancer. Nominations usually open in October for the following year's awards. These can come from volunteers, Volunteer Managers, Macmillan Professionals, or anyone!

Thanking and acknowledgements

You may be invited to a thanking event in your area. We want to show volunteers how their impact has made a difference locally as well as share bigger updates about Macmillan that all volunteers need to know. So, be on the lookout for these invites via email or on Assemble.

You may also be thanked at these events with a certificate. Please don't be embarrassed if your Volunteer Manager wants to say 'Thank you!' Your dedication and kindness mean the world to us, so take a bow.



Samba drumming at Run Regent's Park



Volunteers fundraising at M&S in Camberley, Surrey



Volunteers from our partner Taranto Systems hold a fundraising collection at Boots in Manchester



Volunteers from our partner CBRE write thank you cards for supporters, and make gift boxes for people living with cancer

Your handy address book

Other helpful information

Remember, your Volunteer Manager is your first port of call for support and information while you're volunteering with us. Use the space below to write down your Volunteer Manager's details so you can always get in touch with them.

You can always go to them with any questions, problems or issues you might have.

Volunteer Manager

Name: _____

Phone number: _____

Email: _____



be.Macmillan

be.macmillan.org.uk

be.Macmillan is a fantastic resource for cancer information and promotional materials. You can order literature for yourself or for people living with or affected by cancer. You can also tailor your own promotional items based on our templates for flyers, invitations, certificates, and more. Why not check it out and get creative!

£ Expenses

Concur – [concursolutions.com](https://concur.com)

Macmillan reimburses volunteers' reasonable out-of-pocket travel expenses in line with our volunteer expenses policy. Your Volunteer Manager can help you get set up on Concur, our easy online expenses system. Please make sure you keep hold of all tickets and receipts as you will need to upload photos of these to reclaim your money. Please note that we'll only reimburse the amount that you have spent as a result of your volunteering, up to agreed maximum levels. If you need more help, check out www.macmillan.org.uk/volunteer-expenses or speak to your Volunteer Manager. If you cannot use Concur or need to discuss different ways to claim expenses please speak to your Volunteer Manager.

🚗 Driving

It's important to note that if you drive your own car as part of your volunteering, you should speak to your insurance company first. Most insurance companies agree to cover car journeys at no extra charge, but make sure you check this with your own insurance company. Your car will not be covered by Macmillan's employer's liability insurance. Your Volunteer Manager will be able to provide you with a copy of a template letter you can use to inform your insurance company of your plan to drive as part of your volunteer role. Macmillan will cover your petrol via Concur up to the agreed amount listed in the volunteer driving policy. For more information, please have a look at the policy.



Website and Macmillan Support Line

macmillan.org.uk | 0808 808 00 00

The Macmillan website is full of useful information to support people living with cancer, their loved ones, healthcare professionals and volunteers. The Macmillan Support Line is available seven days a week, from 8am to 8pm. Offer both to anyone who asks you for help from Macmillan.

Supporter Care Hub

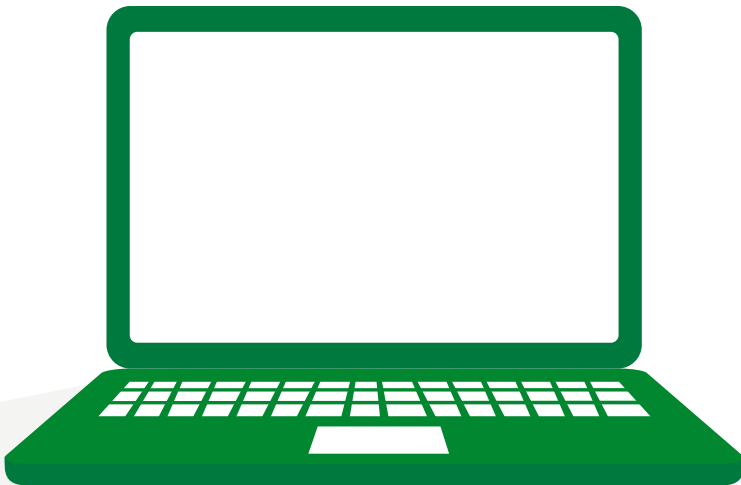
0300 1000 200 | volunteering@macmillan.org.uk

If you need any printed information, merchandise or any extra help with your volunteering role or fundraising, get in touch with the Supporter Care Hub, who will be happy to help. The Hub team is available Monday to Friday, from 9am to 5pm.

LearnZone

learnzone.org.uk

LearnZone is our online learning platform and is a useful tool in supporting your development. It's there for you 24/7 to help you expand your volunteering knowledge or answer any questions on policies relevant to volunteers.





Thank you

To the foam finger wavers, listeners, cheerers, to those standing in the rain or in our information centres, making the tea or making someone laugh, to the ones who are with us for a minute, an hour or for life, to those who are giving something back or paying a kindness forward, and to everyone in between, we want to say thank you on behalf of us and, more importantly, the thousands of people you make a massive difference to every day.

Together, we're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws their way, we're right there with them, whatever it takes.

For more information, call the Supporter Care Hub on **0300 1000 200** or visit **[macmillan.org.uk](https://www.macmillan.org.uk)**



**MACMILLAN
CANCER SUPPORT**