

Tūao Aotearoa Volunteering New Zealand

Annual Impact Report
2024



Tūao Aotearoa
Volunteering New Zealand

Impact Report Contributors:

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Annual Impact Report

Volunteering New Zealand Incorporated for the year ended 30 June 2024

Contents

Who we are	4	Our Karakia	10	Membership	25
Our impact narrative	5	The year's highlights	11	Performance Report	28
Strategic plan 2022–25	6	Our people	12		
System change wins	7	WHAKAMANA – Recognise	13		
Message from our Co-Chairs	8	HĀPAI – Advocate	17		
Message from our CE	9	ARATAKI – Lead	21		

Tūao Aotearoa – Who we are

Tūao manaaki whanaungatanga e manawaroa ai.

Volunteering of care, of nurturing growth and enduring relationships.

Tūao Aotearoa Volunteering New Zealand is an association of volunteer centres, and national and regional organisations with a commitment to volunteering in Aotearoa New Zealand.

The kaupapa that drives us:

- Manaakitanga: We care, we nurture, we grow.
- Whakawhanaungatanga: We build connections, and meaningful and enduring relationships.
- Tūao: We inspire by example.
- Whaiwhakaaro: We hold ourselves to the highest standard.



Our impact narrative

Our vision is for volunteering to be valued as a vital part of society.

We know almost all community organisations rely on volunteers and volunteering strengthens communities.

So we build the capacity of organisations to better manage volunteers and promote volunteering in all its forms.

Which leads to a better experience for volunteers and stronger organisations and communities.

And results in volunteers enriching Aotearoa and a society that values volunteers.



Strategic plan 2022–25

Our purpose

We are kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand.

Our aspiration for Aotearoa New Zealand

Volunteering is valued as part of who we are as a nation. We thrive and are enriched by the goodwill of volunteers in every community and their contribution and impact is recognised and supported.

Our aspiration for Tūao Aotearoa Volunteering New Zealand

A large and diverse membership and our strong partnerships with government, iwi/Māori, communities, and business enable us to transform volunteering in Aotearoa New Zealand.

Whakamana

Recognise the value of volunteering in all its forms

1. Champion mahi aroha and volunteering in all its forms.
2. Identify, research, and measure the contribution of volunteering.
3. Continue to grow and support volunteering throughout Aotearoa New Zealand.

Hāpai

Advocate for inclusive, diverse, and impactful volunteering

1. Showcase best practice in volunteerism.
2. Promote the impact of volunteering within Aotearoa New Zealand.
3. Lead and support campaigns that reflect inclusive volunteer practice.

Arataki

Lead volunteering in Aotearoa New Zealand

1. Build strong relationships with members, government, Iwi/Māori, communities, business and other stakeholders.
2. Be responsive and informed of regional, national, and international trends in volunteerism.
3. Enhance and uplift Rangatahi and youth volunteering through increased visibility, equity and accessibility.

Values / UARA

To care, nurture and grow
(manaakitanga)

To build connections and enduring
relationships (whanaungatanga)

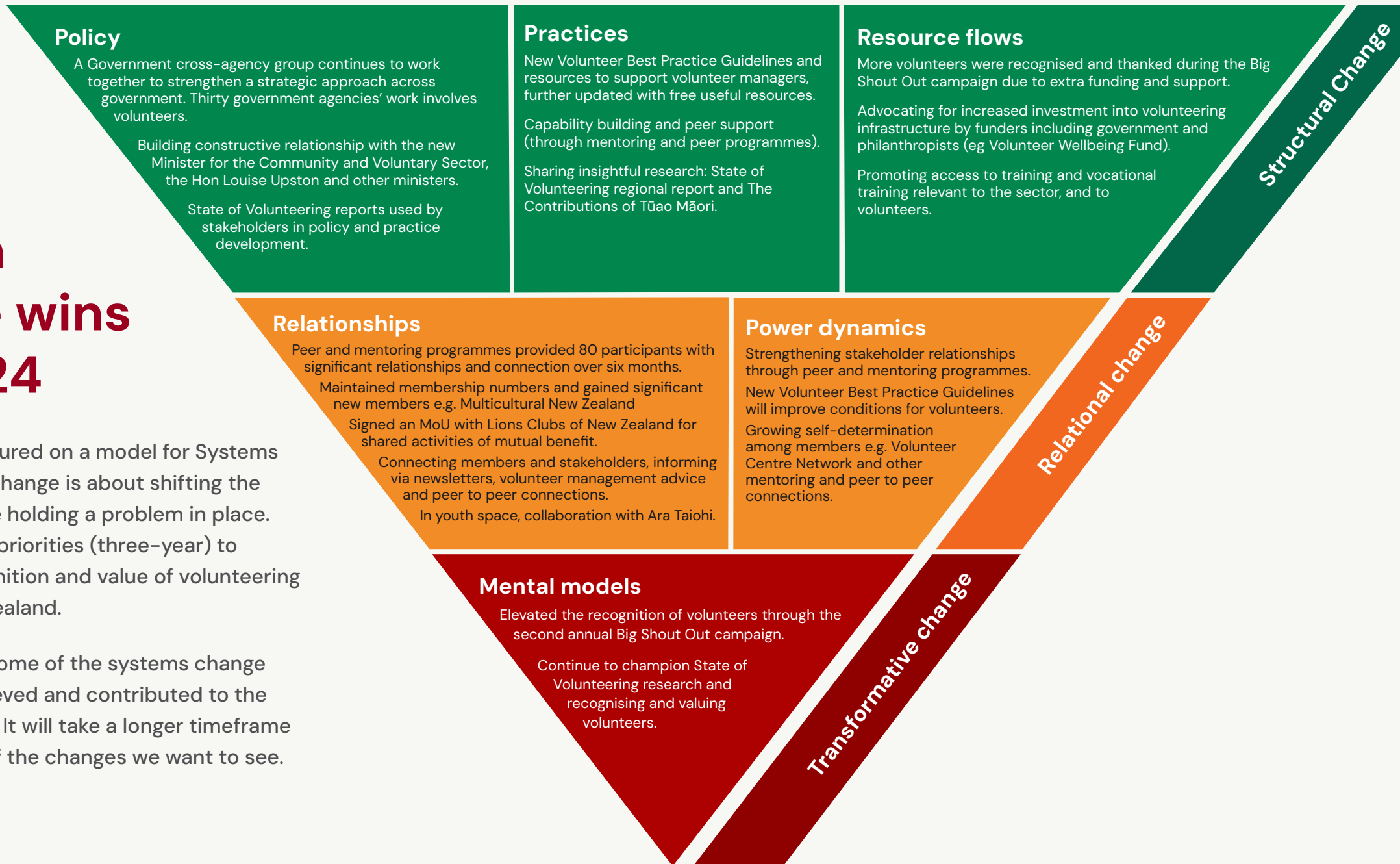
To inspire by example
(tūao)

To hold ourselves to the highest
standard (whaiwhakaaro)

System change wins 2023–24

This chart is structured on a model for Systems Change. Systems change is about shifting the conditions that are holding a problem in place. We have strategic priorities (three-year) to improve the recognition and value of volunteering in Aotearoa New Zealand.

This chart shows some of the systems change wins we have achieved and contributed to the sector in 2023–24. It will take a longer timeframe to achieve many of the changes we want to see.



Report from our Co-Chairs

Tēnā koutou katoa

It is our pleasure as co-chairs to highlight the incredible achievements over the past twelve months and celebrate the mahi of our small but mighty team!

The State of Volunteering 2024 report reflected the increased use of periodic volunteering and 'casual' volunteering across all age groups and that value-aligned and impact driven volunteering is the increasing motivation for many volunteers.

We were delighted to see the first State of Volunteering Regional Report catching the nuances of regional populations and thus giving us a clearer insight into the differences in volunteering regionally.

A strengthened focus on groups with tuāo Māori resulted in The Contributions of Tūao Māori, a comprehensive report published in July 2023. Volunteering New Zealand's Ohu Tikanga Board working group also worked with Kaitiaki Evelyn Tobin to place a Māori lens onto our various processes.

Our 2023 Volunteering Leadership conference was the first in-person hui since the Covid pandemic. Tickets were sold out in a matter of weeks; an accomplishment the team was very proud of. Our Kaitiaki Evelyn Tobin introduced our own karakia to the attendees.

Since the Best Practice Guidelines were launched in June 2023, we provided members with free access, and also to tools and resources via our website. These were accessed over 10,000 times, and 4000 hard copies were distributed to volunteer leaders throughout the motu.

In addition, a wellbeing webinar series proved to be very popular, and we delivered new mentoring and peer programmes. It is heart-warming to see volunteer managers across the country connect and grow together through this new initiative.

Advocacy at a policy level continued, and we extend our gratitude to the Hon Louise Upston, Minister for the Community and Voluntary Sector and her team. We also appreciated the collaboration with the team at the Department of Internal Affairs for the Big Shout Out celebrations including National Volunteer Week.

We would like to thank all our key partners, sponsors, and members without whom none of this would be possible.

To a governance team full of commitment, dedication and sector knowledge, ngā mihi nui. We are all honoured to stand behind Michelle and her team who punch well above their weight; stand tall and proud for what has been another amazing year.

May we continue to work for New Zealanders who volunteer from the generosity of their hearts.



LINDY LELY KAWHARU

SUDHA BHANA

He aha te mea nui o te ao?

He tangata, He tangata, He Tangata

*(What is the most important thing in the world?
It is people, it is people, it is people)*

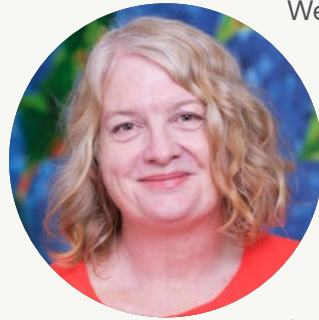
Nā māua (noa) nā

From our Chief Executive

As we reflect on the past year, I am proud to report that Volunteering New Zealand has experienced a successful and impactful year, marked by significant achievements and strengthened collaborations within the volunteering sector.

In our operational space, we have made substantial progress, including refining and promoting our new Best Practice Guidelines, which serve as a vital resource for volunteer leaders. These are now complemented by training workshop sessions. This year, we also led the second iteration of our nationwide recognition campaign, The Big Shout-Out, which effectively highlighted the invaluable contributions of volunteers across New Zealand.

Our efforts to enhance the capability of volunteer managers included the initiation of new mentoring and peer support programmes. These initiatives have engaged over 80 volunteer leaders, empowering them with the skills and networks necessary to improve their practices. Additionally, our Volunteering Leadership Hui, the first face-to-face conference since 2019, was a resounding success.



We continued to solidify our leadership role within the sector, collaborating closely with our members and partner organisations to raise the profile of volunteering. This year, we delivered 20 webinars and workshops, providing 25 hours of valuable learning to 826 participants.

Our collaboration with the Department of Internal Affairs and the Minister for the Community and Voluntary Sector for The Big Shout-Out facilitated the recognition of over 4,300 volunteers through 48 events. The social media engagement surrounding these campaigns further amplified our reach, enabling recognition of dedicated volunteers throughout the country.

In our commitment to informed practice, we produced the State of Volunteering Regional Report 2023, providing a nuanced analysis of volunteering across various contexts in New Zealand. The feedback from

this report has been overwhelmingly positive, and we have gathered new insights for our 2024 report through targeted surveys for both volunteers and organisations.

As we continue to support volunteer managers—key enablers in the sector—our focus on policy advocacy remains strong. We have actively contributed to various government initiatives, providing insights and thought leadership to enhance the volunteering landscape in New Zealand.

Thank you to our dedicated staff, board members, partners, and member organisations who make our work possible. It is a privilege to work alongside people who are committed to our aspirations and purpose, that show up every day and approach their mahi with dedication, joy and creativity. Together, we are creating a vibrant and sustainable volunteering ecosystem that benefits individuals and communities across New Zealand.

Thank you for your ongoing support and commitment to the vital work of volunteering.

MICHELLE KITNEY
Chief Executive – Tumu Whakarae



Tūao Aotearoa

Volunteering New Zealand

Karakia

Tuwheratia te hinengaro
Tuwheratia te ngākau
Kia pupuri ki ngā akoranga
a rātou kua mene ki te pō
Kia ahuhau hoki ngā akoranga
mō tātou e mahi ngātahi nei
Whakakotahi mai
Whakapiripiri mai
tātou ngā kaitiaki
o te ranga tūao takitini
Whakapūmau ki Te Tiriti
he pou-tuarā
he pou-toko-manawa
Hei tuku iho ki te iwi
Me ngā uri whakaheke
Tūturu, whakamaua kia tina!
Haumi e! Hui e! Taiki e!

Open one's mind
Open one's heart
As we hold true to the teaching
of those who have passed on
And mound up the teaching
for us all through collaboration
Unite us
Keep us close together
as the guardians
of the many in volunteering
Keep us constant to Te Tiriti
as our backbone of support
and the mainstay pillar
That we will hand on to others
and our future generations
We authentically hold this space
Joined, present, and united!

Created by Ohu Tikanga, June 2022

The year's highlights

- » Published and promoted the State of Volunteering Regional Report and The Contributions of Tūao Māori
- » Promoted new Volunteer Best Practice Guidelines and resources
- » Ran The Big Shout Out campaign for the second year – with greater reach and impact
- » Initiated new mentoring and peer support programmes
- » Held a successful Volunteering Leadership Hui – first face-to-face conference since 2019

140,570

visits to our website
(up from 110k in 2023)

16,300

followers across our
social media platforms

25,200

people referred to finding volunteer roles

11,600

people accessed our online
Best Practice Guidelines

3000

copies of our BPGs were
printed and distributed

DELIVERED:

20

webinars

with

25

hours of learning

for

826

people

Our people

People are at the heart of volunteering and of Tūao Aotearoa Volunteering New Zealand. We thank everyone for their contribution – our volunteer board, paid operations team, and project-based contractors.

Board members

Sudha Bhana, Chairperson

Lindy Lely Kawharu, Deputy Chairperson and Co-chair

Carolyn Tapley, Pasifika Board Member

Misty Sansom, Māori Board Member

Donald McIntosh, Youth Board Member

Glenda Martin, Board Member

Francois Cuccurillo (*Treasurer*)

Ethan Tauevihi-Kahika (*co-opted*)

Outgoing board members:

Debbie Gee (*completed 3-year term*)

Karmin Mudaly (*resigned April 2024*)

Our staff and contractors

Michelle Kitney, Chief Executive

Alice Mander, Community Engagement Adviser
(*to Dec 23*)

Anna Rendall, Graphic Designer

Ave-Elise Adams, Office Administrator (*to Feb 24*)

Evan Hughes, Project Manager

Heidi Quinn, Volunteer Management Lead

Johann Go, Research Director

Margaret McLachlan, Communications Manager

Nicola Wilks, Office Administrator (*from April 24*)

Taylor Hamling, Web Developer

WHAKAMANA

Recognise the value of
volunteering in all its forms



THANK YOU
to our
VOLUNTEERS

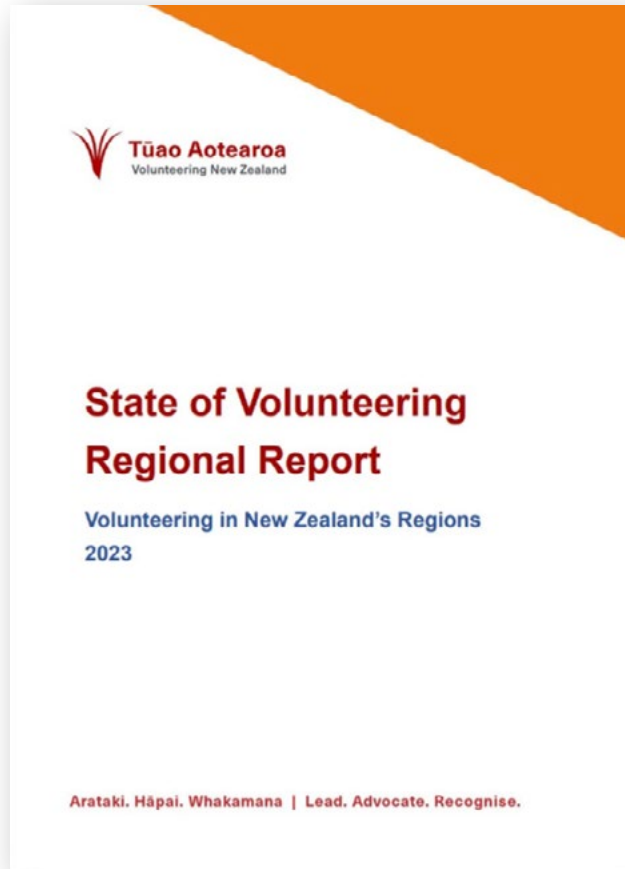
National Volunteer Week | 16 - 22 June 2024



kia ora rawa atu!
Big thanks volunteers!

**the big
SHOUT
OUT**

JUNE 2024



State of Volunteering report 2023

The State of Volunteering Regional Report – volunteering in New Zealand’s regions, released in November 2023, analysed data from Volunteering New Zealand’s research and from Statistics New Zealand.

More people volunteer in rural New Zealand compared to the national average. 58.6% of people in rural areas volunteer, compared to the national average of 50.7% and 47.5% for the major urban centres (Auckland, Wellington, and Christchurch).

People in rural areas have higher rates of informal/ direct volunteering (at 43.8%) compared to the national average of 36.0%. Yet this doesn’t come at the expense of formal/ organisational volunteering which is above the national average.

The report highlighted challenges and opportunities to ensure the sector can support volunteering across all of New Zealand.

State of Volunteering Report value

Our biennial State of Volunteering reports are highly valued by the sector. Here are some comments from a survey:

“I have used the most recent report's findings to advocate for positive & strategic organisational change. It was great to have access to sector-wide information.”

“Have used data in advocacy work and in shaping workshops on volunteering engagement, recruitment, and role development.”

“Used to support advocacy of the value of the community sector and also to raise awareness of the awesomeness of volunteering in Aotearoa NZ.”

“Best part of the SOV is the smaller deeper dive reports that come from the main summary report. Super useful!”

We ran two surveys for our next iteration of the report: the volunteer survey had 1544 responses (1019 in 2022); and the organisation survey had 421 responses (438 in 2022).

Our State of Volunteering in Aotearoa New Zealand Report 2024 was issued in September.

Support for Volunteer Managers

Volunteering Leadership Hui 2023

Our first face-to-face conference since 2019 was a successful event. Keynote speakers and facilitated discussions focussed on the themes of wellbeing, leadership, and inclusion.

Highlights were:

- » Evelyn Tobin, Tūao Aotearoa Volunteering New Zealand’s kaitiaki, shared the Volunteering NZ karakia using Māori language learning for all
- » Dr Paul Spoonley on the changing demographics of New Zealand society, and the implications for volunteering
- » Changemakers story panel with four leaders from Hato Hone St John, Fire and Emergency New Zealand, Bellyful and Student Volunteer Army
- » Professor Karen Smith on Volunteer Managers and leadership, and insights into the State of Volunteering regional report

- » Lisa Cheung from Umbrella, on strengthening personal resilience
- » Youth Panel discussion: Leaders of tomorrow? Leaders for today!

There were 174 registrations and delegates enjoyed networking face-to-face.

See our wonderful 2-minute video capturing some reflections of the day: <https://vimeo.com/881963706/964cd0fbdf?share=copy>

The post-event survey included:

- » 3.6 average out of 5 in response to ‘how well did the sessions meet your learning and development needs.’
- » 3.6 average out of 5 for those who said the conference made them feel more connected to their peers.
- » 4.0 average out of 5 overall rating for the leadership hui.

Some of the many positive comments about the hui included:

“Great energy, engaging speakers, great opportunities to network with peers, lots of valuable insights and resources to take away.”

“Extremely positive. Some inspiring speakers, who provided food for thought, and some great take away ideas. It was also a great opportunity to connect with others and establish new networks.”



Wellbeing Webinars

Supporting volunteer managers within organisations is a key way Volunteering New Zealand works to grow volunteering. Thanks to a small grant, we offered a series of three webinars, over three months, to support personal and professional wellbeing.

They were presented by a psychologist from Umbrella Group and covered supporting wellbeing for remote and dispersed teams, resilience during uncertain times and shifting the frantic mindset. 174 people registered for these webinars and gave them a rating of 4.4 out of 5.

Some comments included:

"Really valuable framing and context. Also validates some of the content of my own work."

"Very informative, I have an action plan to follow for my wellbeing at work and otherwise."

"Brilliant session, so much value for me, and to share with my peers who couldn't attend."

"Good tangible strategies/actions/accountabilities to put in place."

"I thought it was excellent, lots for workable strategies, well-presented material."



HĀPAI

Advocate for
inclusive,
diverse, and impactful



We couldn't do this without you.

The Big Shout-out

The Big Shout-out is a national campaign to recognise, thank and show our appreciation for volunteers, across a broad range of communities and individuals.

We ran it for the second year, culminating in National Volunteer Week held in the third week of June. We had dedicated funding from the Department of Internal Affairs for The Big Shout-out which enabled national and regional-led celebrations and events.

The outcomes included a doubling of the social media engagement from 2023, and a 40% increase in website traffic. There were 30 volunteer centre events, celebrating over 3000 volunteers and a further 18 event registrations from other organisations reaching a further 1300 volunteers.

This campaign helped raise awareness of the contribution and importance of volunteers as these comments from Volunteer Centre managers attest.

“Having the encouragement and templates from Volunteering New Zealand has really helped me to engage with our local leaders and ensure volunteering is recognised.”

– Susan Ansell, Manager, Volunteer Kapiti

“The Big Shout Out events have been amazing for our region. We’ve definitely noticed an increase in awareness this year.

“Feedback from community volunteers has been overwhelmingly positive. New connections have been established, and plans for future support for communities have emerged from these events. Through conversations at the events, we have learned what the volunteer community in each of our regions need, and we are planning to support these needs.

“Thank you for your continued support and collaboration.”

– Jessie Manney, Manager, Volunteering Northland

“All of the above [activities and events] were possible thanks to the funding support provided by VNZ’s Big Shout Out, and the impact the activities had on the volunteers, the organisations and on Volunteer South across the region has been extremely positive. It was wonderful to see many of our members engaging with the resources you have made so easy to use, and they were stoked to then have VNZ reshare their content!”

– Neha Gosalia, Regional Lead, Volunteer South





Te Wiki Tūao ā-Motu
National Volunteer Week

Social media engagement:
3000 uses of #NVW2024 and
#thebigshoutout (1,743 in 2023)

Total reach via social media:
7M (5.7M in 2022)

Visits to our website: Volunteering
New Zealand, and National Volunteer
Week increased 40% overall

Approx **60 media stories**

Youth Week and young volunteers



We were pleased to again support Youth Week led by Ara Taiohi. We encouraged our members to amplify Youth Week and young volunteers, particularly youth-led activities.

We participated in an event at Victoria University of Wellington.

“I just want to appreciate your involvement in the Student Volunteer Week market, where we could showcase organisations that have been running successful volunteering programmes that our students love and also organisations that play important role in volunteering advocacy, like Volunteering NZ.”

– Olga Smith, Wellington Plus Programme Manager,
Te Herenga Waka | Victoria University of Wellington

We published two relevant articles on our web-blog from: Nate Whitfield, a volunteer and staff member at St John; and Michelle Kitney who wrote about youth participation at board level.



Advocacy

We are committed to working collaboratively with decision makers to ensure that the diverse needs of volunteers, organisations that engage volunteers, and the wider volunteering eco-system are represented in the development of policies, regulations, and practice.

Volunteering New Zealand is a member of the Cross Agency Steering Group on Volunteering. Current topics being collectively explored include police vetting.

In the lead-up to the General Election 2023, we developed a **manifesto of key asks** for political parties. We wrote a Briefing to the Incoming Minister and have since developed a constructive relationship with the Hon Louise Upston, Minister for the Community and Voluntary Sector.

Our submissions this year included to the:
**Royal Commission of Inquiry into Covid-19
 Lessons Learned**

We contributed to research by Philanthropy New Zealand into Prevention, Readiness, Response and Recovery from Disasters. Philanthropy New Zealand issued a **report and a funders' guide**.

There were several independent reviews into the response to Cyclone Gabrielle and the North Island Severe Weather Events of Jan–Feb 2023. We summarised the impact and recommendations affecting volunteers, for our Board.

We have supported the Charities Services Sector User Group, the Emergency Services Volunteer Strategy Working Group, the Collective Kōrero, and other sector peak bodies.

ARATAKI

Lead volunteering in
Aotearoa New Zealand



Best Practice Guidelines

Volunteering requires leadership, and leaders of volunteers need the right tools to do their job. Volunteering New Zealand led a review of Volunteer Best Practice Guidelines (BPGs) published in June 2023.



Each practice area contains – Principles, Why this practice is important, What volunteers need, and What good practice looks like. The web version has a separate page for each of the seven practice areas – so they are easy for people to access the area they need to.

Each practice area has linked useful information we have collated from various sources, such as guidelines and templates. The BPGs are available to anyone on our website – they have been accessed 11,600 times in the past year.

Several volunteer centres have run training based on the Guidelines. Volunteering New Zealand has collated and shared a workshop booklet and presentation which centres can use to roll out training locally. We are also developing a training workshop which we plan to deliver in the coming year.

“When you’re a volunteer service within a professional organisation, the Volunteer Best Practice Guidelines give you permission to refer to best practice... “It helps clinical staff to understand the volunteer service isn’t some kind of amateur hour; we too have professional guidelines.”

– Chris Atkinson, Volunteer Advisor
Health New Zealand Te Whatu Ora Waikato

“At the bi-annual IHC team meeting, coordinators had a useful session benchmarking ourselves regionally and nationally against the Best Practice Guidelines. This very useful tool showed where our strengths are and areas of growth.”

– Leon Hartnett
Volunteer Coordinator Invercargill, IHC New Zealand

Leadership Mentoring Programme

We secured additional funding to deliver capability development to leaders of volunteers and leaders of community organisations:

- » Volunteer Managers Leadership Mentoring Programme
- » Tuakana Teina Mentoring Programme for Community Leaders
- » Ako Kōtui Peer Support Programme

Over 80 people were supported free of charge through these programmes this year. A formal evaluation is underway, and we have done a survey of Volunteer Managers and Leaders about their professional development and support. A second Leadership Mentoring Programme is underway; as is another peer connect programme.

Some comments from mentees/mentors:

“...it was fantastic to talk about things in a really broad way and then narrow down onto some achievable tasks. Thanks to both of you for the support!”

– Mentee

“I am so enjoying this and as I know I am getting as much from it as I hope the mentee is, it has led me to think of maybe looking to do it more in future. It’s a fantastic initiative and so well organised. THANK YOU!”

– Mentor

Feedback from participants on peer programme:

“I find each meeting really helpful and my peer is full of useful information and is generous with sharing documents and suggestions. It has really been a huge help as I came into this role with no volunteer leadership experience.”

– Peer from a Hospice

“The sharing is going well and is balanced with work and personal, and my peer and I use our time up easily and we give each other time to share openly about what we are doing, and how our work is going, what’s working and what’s not working, and what we are doing about this.”

– Peer from Hato Hone St John

'I just wanted to say that like I wouldn't have made it anywhere near the progress I have with my role without VNZ, like between the courses they run, the mentoring programme, the resources online, the videos that they have online, everything like literally it is the one and only kind of national New Zealand support that has made a real difference in what I've been able to achieve in my role.'

– Mentee, Leadership Mentoring Programme

Engagement with members

We have the support of 96 member organisations, representing 10,000 community organisations and about 187,000 volunteers. We have about 4000 newsletter subscribers.

Over the year we delivered 20 webinars, presentations and workshops, with a total of 826 participants. We contact our members to offer advice about volunteer management, and are available to anyone who needs support.

We continue to offer free membership to organisations with less than \$100k revenue. Smaller national organisations have the greatest need of volunteer support, and over the last few years have less funding, and fewer volunteers. This enables smaller organisations to access the same support and services as our larger membership organisations.

Members

Our members join us to demonstrate the value their organisation places on volunteering.

Our member organisations span emergency services, health, welfare, education, culture, community support, sport and recreation, conservation, special interests, advocacy and international volunteering. Most of our members are national organisations.



Age Concern New Zealand – He Manaakitanga Kaumātua Aotearoa	Department of Conservation – Te Papa Atawhai	Netball NZ – Poitarawhiti Aotearoa	SuperGrans Aotearoa	United Fire Brigades Association	Volunteering Bay of Plenty
Amatuer Radio Emergency Controllors	Department of Corrections – Ara Poutama Aotearoa	New Zealand Football	Surf Life Saving New Zealand	Victim Support– National office – Manaaki Tāngata	Volunteering Canterbury
Animal Evac New Zealand Trust – Kararehe Whakawatea	Digital Future Aotearoa	New Zealand Land Search and Rescue – Rapa Taiwhenua	Tertiary Education Commission	Volunteer Central	Volunteering Hawkes Bay
Ara Taiohi Inc	English Language Partners New Zealand	New Zealand Red Cross – Rīpeka Whero Aotearoa	The Duke of Edinburgh’s Hillary Award	Volunteer Kapiti	Volunteering Mid & South Canterbury – Te Rōpu Tūao i te waenga o Waitaha
Arthritis New Zealand	FinCap	New Zealand Riding for the Disabled Association	The New Zealand Howard League for Penal Reform Inc	Volunteer Marlborough	Volunteering Mid & South Canterbury – Te Rōpu Tūao i te waenga o Waitaha
Auckland DHB – Te Whatu Ora / Te Toka Tumai Auckland	Fire and Emergency New Zealand	Nuku Ora	The Paul Hunter Centre Incorporated	Volunteer Nelson	Volunteering New Plymouth
Auckland War Memorial Museum – Tāmaki Paenga Hira Auckland	Freemasons New Zealand	NZ Blood Service – Te Ratonga Toto O Aotearoa	The Royal Agricultural Society of New Zealand	Volunteer Service Abroad – Te Tūao Tāwāhi	Volunteering Northland
Bangladesh New Zealand Friendship Society Inc	GirlGuiding New Zealand	NZ Care Society	The Salvation Army	Volunteer South – Kaitūao o te Taitonga	Waitemata DHB – Te Whatu Ora Waitematā
Bellyful New Zealand – Kia Manawa reka i te aroha	Girls Brigade New Zealand	NZ National Fieldays Society Inc	The Scout Association of New Zealand	Volunteer Wairarapa	Wellington Zoo Trust
Blind Low Vision New Zealand	Gisborne Volunteer Centre	Pregnancy Help	The Toy Library Federation of New Zealand	Volunteer Wellington – Te Puna Tau toko	Who Did You Help Today? Trust
Camp Quality	Good Bitches Baking	Presbyterian Support Otago	The Wheelhouse	Volunteer Whanganui	YMCA New Zealand
Cancer Society of New Zealand – Te Kāhui Matepukupuku o Aotearoa	Grandparents Raising Grandchildren	Repair Cafe		Volunteering Auckland – Ohu Tūao Tāmaki Makaurau	Youthline Auckland
Christians Against Poverty	Hearing New Zealand –Te Kahui Rongo o Aotearoa	Ronald McDonald House Charities New Zealand			
Coastguard New Zealand	Hospice New Zealand – Te Kahu Pairuri o Aptearoa	The Salvation Army			
Community Comms Collective	IHC New Zealand Incorporated	Sanctuary Mountain Maunagatuatri			
Community Law Centres o Aotearoa	Mary Potter Hospice	Social Link Bay of Plenty			
Community Patrols of New Zealand Charitable Trust	Maungatautari Ecological Island Trust	SocialLink (Western Bay of Plenty)			
Conservation Volunteers New Zealand	Ministry for Primary Industries – Manatū Ahu Matua	SPCA			
Cystic Fibrosis New Zealand	Motorcycling New Zealand	Speed Freaks			
	Motorsport New Zealand	SPELADD New Zealand Inc			
	Multicultural New Zealand	St John – Hato Hone			
	Multiples NZ – Te Takitini o Aotearoa	Student Volunteer Army Foundation– Te Hunga Tūao			
		Sunday Blessings			

Thank you to our supporters. Volunteering New Zealand is particularly grateful to the following impact funders of our work.

- Department of Internal Affairs
- New Zealand Lottery Grants Board
- Lottery Minister’s Discretionary Fund
- Rātā Foundation
- Our member organisations.
- Community Trusts Network



**Te Tari Taiwhenua
Internal Affairs**



Lottery Grants Board
FUNDS FOR YOUR COMMUNITY



**Rātā
Foundation**

Get in touch with us:

- » **Michelle Kitney**
Chief Executive, michelle@volunteeringnz.org.nz
For advocacy and research
- » **Heidi Quinn**
Volunteer Management Lead, heidi@volunteeringnz.org.nz
For volunteer management advice
- » **Margaret McLachlan**
Communications Manager, margaret@volunteeringnz.org.nz
For communications queries

Performance Report

For the year end 30 June 2024

Non-financial information:

Entity Information	29
Statement of Service Performance	31

Financial information:

Statement of Financial Performance	34
Statement of Financial Position	35
Statement of Cashflows	36
Statement of Accounting Policies	37
Notes to the Performance Report	39
Independent assurance practitioner's review report	45

Entity Information

Volunteering New Zealand Incorporated For the year ended 30 June 2024

Legal name of entity

Volunteering New Zealand Incorporated

Type of entity and legal basis (if any)

Registered Incorporated Society and Registered Charity

Other name of entity (if any)

Volunteering New Zealand | Tūao Aotearoa

Registration number

1145286, CC23344

The entity's mission and objectives

Volunteering New Zealand | Tūao Aotearoa is kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand.

Our aspiration for Aotearoa New Zealand: Volunteering is valued as part of who we are as a nation. We thrive and are enriched by the goodwill of volunteers in every community and their contribution and impact is recognised and supported.

Our aspiration for Volunteering New Zealand: A large and diverse membership and our strong partnerships with government, iwi/Māori, communities and business enable us to transform volunteering in Aotearoa New Zealand.

Our Values | Uara

- To care, nurture and grow | manaakitanga
- To build connections and enduring relationships | whanaungatanga
- To inspire by example | tūao
- To hold ourselves to the highest standard
whaiwhakaaro

Entity structure

Volunteering New Zealand is an incorporated society and registered charity, based in Wellington, with a membership of 107 volunteer-involving organisations and a small number of individual members.

The Volunteering New Zealand board members are elected by member organisations and can also be co-opted on for specialist skills. Board members are volunteers and elected for a three-year term (renewable once) each at our Annual General Meeting.

The Chief Executive is appointed by the board. This is a full-time role with delegation to manage the organisation's operations and finances. Other employees, contractors and volunteers are recruited for specific roles and projects as required.

Over this financial period the following six staff were engaged: Communications Manager (28 hours), part-time Research Director (10-12 hours), a Volunteer Management and Relationship Manager Lead (30 hours), a permanent Operations Coordinator (25 hours). We also employed a graphic designer (10 hours) and a part-time Web Developer (2.5 hours). Contractors employed on a regular basis include a book keeping service, and an accountant. Other contractors were also used to deliver increased services for additional projects we secured funding for.

Entity Information (continued)

Volunteering New Zealand Incorporated For the year ended 30 June 2024

The main sources of the entity's cash and resources

Volunteering New Zealand receives its income from a mixture of government grants, membership fees, workshops and other fee for service activities. It relies on these, and volunteer services, to deliver its services. Over the past year Volunteering New Zealand has continued to deliver outputs and activities in accordance with grants from Department of Internal Affairs and Lotteries, and secured additional funding from Perpetual Guardian Trust.

Main methods used by the entity to raise funds

Volunteering New Zealand relies on grant applications to raise funds, training and conference delivery, and advisory fee for service work based on its Best Practice Guidelines tools and resources for volunteer-involving organisations.

Use of/reliance on volunteers and donated services and products

Volunteering New Zealand was supported by 1,801.5 voluntary hours. The Volunteering New Zealand has a board of eight elected volunteer board members that it relies upon for setting strategy, ensuring representation at meetings, monitoring financial records, and ensuring effective governance of the organisation. Our board includes mandated representation from tangata whenua and pacific peoples, and a youth member. Board members and associated working groups gifted 710 hours of time to Volunteering New Zealand.

The operations team is also supported by volunteers. These contributions included project-based operational work ranging from communications, to speakers and presenters in our workshops, and projects such as the our Best Practice Guidelines review. In total, operational volunteers contributed 1,091.5 hours to Volunteering New Zealand's operational work and projects like the best practice guidelines review.

Contact details

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Statement of Service Performance

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

Describe the outcomes

Volunteering New Zealand's strategic plan for 2022–2025 has the following goals:

Whakamana: Recognise the value of volunteering in all its forms

1. Champion mahi aroha and volunteering in all its forms.
2. Identify, research, and measure the contribution of volunteering.
3. Continue to grow and support volunteering throughout Aotearoa New Zealand.

Hāpai: Advocate for inclusive, diverse, and impactful volunteering

1. Showcase best practice in volunteerism.
2. Promote the impact of volunteering within Aotearoa New Zealand.
3. Lead and support campaigns that reflect inclusive volunteer practice.

Arataki: Lead volunteering in Aotearoa New Zealand

1. Build strong relationships with members, government, Iwi/Māori, communities, business and other stakeholders.
2. Be responsive and informed of regional, national, and international trends in volunteerism.
3. Enhance and uplift Rangatahi and youth volunteering through increased visibility, equity and accessibility.

	Actual This Year	Actual Last Year
Membership (Organisations and individuals)	107	102
Features in the media	63	45
National media releases	3	5
National promotional campaigns	5	5
Workshops and presentations delivered	18	24
People attending our webinars and training	826	920
Submissions and Other Advocacy	3	4
Best Practice Guidelines downloads	11,604	600
Peer and mentoring programme participants	60	-
Website visits	140,570	110,000
Newsletter recipients	5,036	5,504
National Conference	1	-

Statement of Service Performance (continued)

Volunteering New Zealand Incorporated For the year ended 30 June 2024

Commentary

Volunteering New Zealand had a successful year. In our Operational area we: promulgated the new set of Best Practice Guidelines; led the second year of the nationwide recognition campaign, The Big Shout-Out; initiated new mentoring and peer support programmes; and held a successful conference.

Our continued sector leadership role, and our collaboration with our members and partner organisations has increased the visibility of Volunteering New Zealand, volunteering, and volunteers during this period. We delivered 20 webinars/ workshops to support sector capability building. This equated to 25 hours of learning for 826 people. Our Volunteering Leadership Hui had 174 registrations and attendees gave it an average 4 out of 5 overall rating.

We delivered five national campaigns that celebrate volunteers and volunteering, including National Volunteer Week and a collaboration with Department of Internal Affairs, The Minister for the Community and Voluntary Sector and regional Volunteer Centres for The Big Shout-Out. For the second year, this nationwide campaign during June set out to recognise and thank volunteers, through events and social media sharing. Over 3000 volunteers were thanked in 30 events held by volunteer centres, and a further 1300 in 18 events by other organisations; and there was wide social media reach and engagement.

Volunteering New Zealand continues to work towards growing diversified income streams. Income came from a range of sources other than grants in this financial year.

Our website has seen an increase in visitors, 140,570, (up from 110,000 in 2023), and continues to be a trusted source of key source of information for volunteers and organisations.

For those seeking training in volunteer leadership and management, we maintain a regional training page, updated regularly with webinars and workshops around the country, which had 1800 visits. We also collate and update the latest volunteer research and statistics, which is well used by people to inform their practice.

We wrote the State of Volunteering Regional Report 2023, which made comparisons between urban centres, smaller towns, and rural areas. This was a more nuanced view of what is occurring within volunteering practice throughout New Zealand, and was well received. We went out to the sector with a survey for volunteers, and one for organisations, to inform our State of Volunteering report 2024 (due September).

For volunteers, we referred 25,200 people to finding volunteer roles via online matching sites or volunteer centres. We are committed to ensuring volunteering is a good experience for volunteers.

Statement of Service Performance (continued)

Volunteering New Zealand Incorporated For the year ended 30 June 2024

Commentary *(continued)*

Our Volunteer Best Practice Guidelines, published in June 2023, are proving an invaluable way to support volunteer leaders. The new guidelines have seven practice areas, each relates to a step on the life cycle of a volunteer participating in an organisation. The online guidelines have been accessed 11,600 times. We, and regional volunteer centres, have begun to offer training in using the Best Practice Guidelines.

We support volunteer managers who are key enablers of volunteering. Over 60 people participated in new mentoring and peer support programmes we offered this year.

Volunteering New Zealand contributed input, analysis, and thought leadership into policy initiatives and key decision-making processes of government. We contributed to key consultation opportunities including into the Royal Commission of Inquiry into Covid-19 Lessons Learned; and research by Philanthropy New Zealand into Prevention, Readiness, Response and Recovery from Disasters.

We also compiled our Election 2023 Manifesto, wrote a Briefing to the Incoming Minister, and met with relevant Ministers and government agencies.

Volunteering New Zealand also engaged and collaborated with members, government, iwi/Māori, communities, business, and other stakeholders to grow and diversify our sphere of influence.

We continue to grow our support for the community and voluntary sector and our reach. Volunteering New Zealand remains a respected and recognised leader in volunteering, both nationally and internationally.

We have supported the Charities Services Sector User Group, the Emergency Services Volunteer Strategy Working Group, the Collective Kōrero, the Cross-Agency Steering Group on Volunteering, and other sector peak bodies.

Statement of Financial Performance

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

	Note	This Year \$	Last Year \$
Revenue			
Donations, Grants & Contracts	1	639,024	416,941
Membership Fees	1	35,536	28,985
Revenue from activities providing services and products	1	219,054	232,529
Investment revenue	1	24,707	10,535
Total Revenue		918,321	688,990
Expenses			
Employment related costs	2	377,106	324,460
Costs related to activities providing services and products	2	464,647	274,752
Other expenses	2	76,938	56,731
Total Expenses		918,691	655,943
Surplus/ (Deficit)		(370)	33,047

Statement of Financial Position

Volunteering New Zealand Incorporated
As at 30 June 2024

	Notes	This Year \$	Last Year \$
Assets			
Current Assets			
Cash	3	273,526	372,600
Current Term Deposits	3	61,200	30,000
Debtors and prepayments	3	40,468	10,494
Total Current Assets		375,194	413,094
Non-Current Assets			
Property, plants, equipment	4	5,540	7,976
Intangible Assets	5	3,508	6,000
Total Non-Current Assets		9,048	13,976
Total Assets		384,242	427,070
Liabilities			
Current Liabilities			
Creditors and accruals	3	106,915	49,732
Employee Costs Payable	3	47,055	34,072
Income received in advance	3	3,437	170,047
Unused Grants with Conditions	7	120,846	66,860
Total Current Liabilities		278,253	320,711
Total Liabilities		278,253	320,711
Total Assets Less Total Liabilities (Net Assets)		105,989	106,359
Accumulated Funds			
Accumulated surpluses	6	105,989	106,359
Total Accumulated Funds		105,989	106,359

This performance report has been approved by the Board, for and on behalf of the Volunteering New Zealand Inc.

Statement of Cashflows

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

	This Year \$	Last Year \$
Cash flows from operating activities		
Cash was received from:		
Grants and Contracts income	693,010	398,801
Membership fees	35,378	28,535
Providing services and products	45,243	353,478
Investments	23,067	9,440
Net GST	(9,913)	(6,838)
Cash was applied to:		
Payments to suppliers and employees	851,268	622,785
Net cash flows from operating activities	(64,483)	160,631
Cash flows from investing and financing activities		
Cash was received from:		
Cash was applied to:		
Investment Purchases	31,200	30,000
Fixed Asset Purchases	3,391	14,968
Net cash flows from investing and financing activities	(34,591)	(44,968)
Net increase / (decrease) in cash	(99,074)	115,663
Opening cash	372,600	256,937
Closing cash	273,526	372,600
This is represented by:		
Cash	273,526	372,600

Statement of Accounting Policies

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

1. Basis of Preparation

Volunteering New Zealand Incorporated (VNZ) has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

2. Changes in accounting policies:

There have been no significant changes in accounting policies during the current year. Accounting policies have been applied on a basis consistent with prior year.

3. Property, Plant & Equipment

Plant and Equipment are recorded at cost, less accumulated depreciation.

4. Depreciation

Depreciation has been calculated to allocate the cost or valuation of assets over their estimated useful lives.

Fixed Asset classes and Depreciation rates include:

Computer Equipment: 30 – 50% DV

Office Equipment: 16 – 50% DV and 16% SL

Mobile Phone: 50% SL

Website: 40% SL

5. Employee Benefits

Provision is made for benefits accruing to employees in respect of wages, salaries and annual leave entitlement when it is probable that settlement will be required and they are capable of being measured reliably. Provisions made in respect of employee benefits expected to be settled within 12 months are measured at their nominal values using the remuneration rate expected to apply at the time of settlement.

6. Receivables

Receivables are stated at their estimated realisable value.

Statement of Accounting Policies (continued)

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

7. Interest Income

Interest Income is recognised on a time proportionate basis taking into account the effective yield on the financial asset.

8. Grants

Grants received are recognised in operating revenue, unless specific conditions attached to a grant and repayment of the grant is required where these conditions are not met. In these cases, the grant is treated as a liability until the conditions are met.

9. Revenue

Revenue from the following transactions are recorded when the cash is received:

Unconditional grants and donations; Course Income.

All other revenue is accounted for on an accruals basis.

10. Goods and Services Tax (GST)

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

11. Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less

12. Income Tax

The entity is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Notes to the Performance Report

Volunteering New Zealand Incorporated
For the year ended 30 June 2024

Note 1: Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Donations, Grants & Contracts	Department of Internal Affairs	293,990	284,776
	Lotteries	335,424	99,964
	Perpetual Guardian	9,360	–
	Donation received	250	32,201
	Total	639,024	416,941

Revenue Item	Analysis	\$	\$
Membership Fees	Membership – Individual	210	210
	Membership – Organisation	35,326	28,775
	Total	35,536	28,985

Revenue Item	Analysis	\$	\$
Revenue from activities providing services and products	Conference	36,262	701
	Consulting	8,500	38,770
	Corporate Income	7,695	2,000
	Managed Funds Income	10,020	7,680
	NSCG Income	153,316	177,216
	Sales	1,897	500
	Workshops	1,364	4,749
	Other Income	–	913
	Total	219,054	232,529

Revenue Item	Analysis	\$	\$
Investment revenue	Interest	24,707	10,535
	Total	24,707	10,535

Notes to the Performance Report (continued)

Note 2: Analysis of Revenue

Expense Item	Analysis	This Year \$	Last Year \$
Employment related costs	ACC	630	233
	Salaries & Wages incl Kiwisaver	370,670	321,684
	Recruitment related expenses	4,044	1,539
	Training	1,762	1,004
	Total	377,106	324,460
Costs related to activities providing services and products	Catering	41,690	10,444
	Conferences & Seminars	20,675	834
	Consultant & Contractor costs	121,590	30,656
	Design & Photography	2,062	4,224
	Equipment and Venue Hire	5,603	1,000
	Hui E! Expenses	75,000	-
	Gifts	721	1,635
	Entertainment	737	152
	NSCG Expenses	153,316	177,216
	Promotional Expenses	24,249	17,309
	Travel - National	12,006	28,186
	Volunteer related expenses	6,998	3,096
	Total	464,647	274,752
	Other expenses	Accounting Fees	16,823
Review Fee		5,044	3,488
Bank Fees		305	700
Depreciation		8,319	6,606
Insurance		1,976	2,842
Legal		1,986	3,359
Loss on Disposal of Fixed Assets		-	379
Occupancy costs		19,440	20,041
Office related costs		3,020	2,326
Printing, Stationery & Postage		6,651	2,745
Subscriptions		11,549	9,118
Telephone, Internet & Videoconferencing		1,825	1,129
Total	76,938	56,731	

Notes to the Performance Report (continued)

Note 3 : Analysis of Assets and Liabilities

Asset Item	Analysis	This Year \$	Last Year \$
Cash	Kiwibank Business Edge	27,648	32,193
	Kiwibank Reserves 01 Account	245,878	339,546
	PayPal account	-	861
	Total	273,526	372,600

Asset Item	Analysis	\$	\$
Term Deposits (Current)	Kiwibank Term Deposit mat 31 Jul 24	31,200	30,000
	Kiwibank Term Deposit mat 04 Sept 24	20,000	-
	Kiwibank Term Deposit mat 04 Dec 24	10,000	-
	Total	61,200	30,000

Asset Item	Analysis	\$	\$
Debtors and Prepayments	Accounts receivable	8,882	1,523
	Interest Accrual	2,735	1,095
	GST Receivable	14,777	4,863
	Prepayments	14,074	3,013
	Total	40,468	10,494

Liability item	Analysis	\$	\$
Creditors and accruals	Kiwibank Visa	5,353	7,700
	Trade and other payables	96,709	37,016
	Accrued expenses	4,853	4,433
	Lease Liability	-	583
	Total	106,915	49,732

Employee Costs Payable	Salary Accrual	14,901	12,980
	Holiday Pay Accrual	32,154	21,092
	Total	47,055	34,072

Income in advance	NSCG Income in advance	-	154,656
	Community South - Advance Admin Fee Inc	-	8,680
	Consulting / Conference income in advance	3,437	6,711
	Total	3,437	170,047

Notes to the Performance Report (continued)

Note 4: Property, plant and equipment

This year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Computer Equipment	6,087	1,651	-	3,370	4,368
Office Equipment	1,889	-	-	717	1,172
Total	7,976	1,651	-	4,087	5,540

Last Year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Computer Equipment	3,658	4,968	379	2,160	6,087
Office Equipment	2,335	-	-	446	1,889
Total	5,993	4,968	379	2,606	7,976

Note 5: Intangible Assets

This year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Collaborate Website	6,000	1,740	-	4,232	3,508
Total	6,000	1,740	-	4,232	3,508

Last year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Collaborate Website	-	10,000	-	4,000	6,000
Total	-	10,000	-	4,000	6,000

Notes to the Performance Report (continued)

Note 6 : Accumulated funds

	This Year \$	Last Year \$
Opening Balance	106,359	73,312
Surplus/(deficit)	(370)	33,047
Closing Balance	105,989	106,359

Note 7: Unused Grants with Conditions

This year	Received this year	B/fwd Last Year	C/fwd Next Year	This Year's Income \$	Last Year's Income \$
Dept of Internal Affairs: Support for Volunteering Fund, VNZ	175,000	–	–	175,000	175,000
Dept of Internal Affairs: Contribution to VNZ Guidelines		–	–	–	60,000
Dept of Internal Affairs: Ministerial	–	–	–	–	5,600
Dept of Internal Affairs: Big Shout Out	1 20,000	6,703	17,718	108,985	38,297
Dept of Internal Affairs: Micro Credential Funding	–	36,000	25,995	10,005	–
NZ Lotteries 2022	–	23,333	–	23,333	81,667
NZ Lotteries 2023	80,000	–	44,163	35,837	–
NZ Lotteries: Emergency National Disaster Response	–	824	824	–	24,176
NZ Lotteries: Funding for Change	308,400	–	32,146	276,254	–
Perpetual Guardian Grant	9,360	–	–	9,360	–
	692,760	66,860	120,846	638,774	384,740

Notes to the Performance Report (continued)

Note 8: Capital Commitments and Contingencies

Capital Commitment

There are no capital commitments as at balance date (Last Year – nil).

Contingencies

There are no contingencies as at balance date (Last Year: nil).

Note 9: Other

Related Party Transactions:

There were no related party transactions this year (Last Year: nil).

Events after the balance date:

There were no events that have occurred after the balance date that would have a material impact on this Performance Report (Last Year – nil).

The Board maintain the view that Volunteering New Zealand has sufficient resources that it will continue to operate as a going concern provided operational targets are met.

Going concern:

Volunteering New Zealand has the ability to operate as a going concern.

However, the current reliance on the Department of Internal Affairs (Support for Volunteering and Lotteries funding) does provide some uncertainty for this ongoing concern assumption. While the Department of Internal Affairs have previously maintained funding, there is no guarantee that this funding will always be available.

Volunteering New Zealand will work closely with the Department of Internal Affairs to ensure its funding options and will also progress other business opportunities that will develop Volunteering New Zealand as a resilient and successful organisation, with the financial strength to secure its future.

Independent assurance practitioner's review report

To the Trustees of Volunteering New Zealand Incorporated

We have reviewed the accompanying performance report of Volunteering New Zealand Incorporated on pages 2 to 16, which comprises of the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2024, the statement of financial position as at 30 June 2024, and the statement of accounting policies and other explanatory information.

The responsibility of the Board for the performance report

The Board are responsible on behalf of the entity for:

- a) identifying suitable outcomes and outputs and quantification methods where practicable to report in the statement of service performance
- b) the preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard issued in New Zealand by the New Zealand Accounting Standards Board, and
- c) for such internal control as the Board determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

Assurance Practitioner's Responsibility

Our responsibility is to express a conclusion on the performance report. We conducted our review of the financial information (consisting of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report) in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, "Review of Historical Financial Statements Performed by an Assurance Practitioner who is not the Auditor of the Entity", and the review of the non-financial information (consisting of the entity information and statement of service performance) in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require us to conclude whether anything has come to our attention that causes us to believe that the performance report, taken as a whole, is not prepared in all material respects in accordance with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard. Those standards also require that we comply with ethical requirements.

A review of the Performance Report in accordance with ISRE (NZ) 2400 and ISAE (NZ) 3000 (Revised) is a limited assurance engagement. A review of the statement of service performance also involves performing procedures to obtain evidence and evaluating the suitability of the reported outcomes, outputs and quantification methods used. We performed procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applied analytical procedures, and evaluated the evidence obtained. The procedures selected depend on our judgement, including the areas identified where a material misstatement is likely to arise.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand) and ISAE (NZ) 3000 (Revised). Accordingly, we do not express an audit opinion on the performance report.

Independent assurance practitioner's review report

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The responsibility of the Board for the performance report

The Board are responsible on behalf of the entity for:

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