

# Annual Report 2014

**VOLUNTEERING NEW ZEALAND  
INCORPORATED**

Promoting, supporting and  
advocating for volunteering



Our vision is for a New Zealand that promotes, values and supports effective volunteering for the benefit of individuals and communities.

Our mission is to create an environment which supports, promotes, values and encourages effective volunteering by the people of Aotearoa New Zealand.

Representative of IAVE



International Association for Volunteer Effort

Programme member of



**NZ Diversity Action**  
te ranga tahi, together we grow

Volunteering New Zealand

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# Our People

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## **PATRON**

Lt Gen the Rt Hon Sir Jerry Mateparae

## **BOARD (VOLUNTEERS)**

Gillian Peacock	<i>Chairperson</i>
Jan Harrison	<i>Vice Chairperson</i>
Peter Davies	<i>Treasurer</i>
Paul Eagle	<i>Māori Member</i>
Gary Johnson	<i>Member</i>
Dr Louise Lee	<i>Member</i>
Dr Karen Smith	<i>Member</i>
Paul Stowers	<i>Pacific Member (co-opted from May 2014)</i>

### **INTERNS & PROJECT (VOLUNTEERS)**

Melanie Blood	Robert McLeod
Liz Chandler	Kieran McMann
Nicky Chilton	Adriana Murton
Chelsea Cormack-Wright	Julaine O'Connor
Greg Dawson	Katy Patrick
Renee Franz	Lauren Peacock
Sue Hine	Andrew Quayle
Teresa Housel	Shona Raemaki
Grant Humm	Sarah-Kate Sinclair
Vida McCord	Bex Wright

### **ADVISORY GROUPS (VOLUNTEERS)**


#### **CONFERENCE WORKING COMMITTEE**

Jan Harrison	Dr Louise Lee
Sonya Gale	Dr Karen Smith
Alison Marshall	Helga Wientjes

#### **MĀORI ADVISORY GROUP**

Kieran Brown  
Paul Eagle  
Kapu Waretini

## CONFERENCE (VOLUNTEERS)

Jo Badham	Maeve Neilson
Michelle Baker	Garth Nowland-Foreman
Natalie Clark	Chris O'Neill
Matt Dagger	Jan Owen
Champa Dhiru	Jason Pemberton
Jane Dimmock	Annika Rani
Sarah Doherty	Tina Reid
Ashleigh Edmundson	Regan Savage
Gregory Fortuin	Hilary Star-Foged
Delia Gill	Rae Svarnas
Bob Greenall	Jack Tolley
Sam Johnson	Roger Tweedy
Shobita Jones	Jerry Waddington
Tamara Jones	Caroline Wakelin
Eva Kaprinay	Mark Westerby
Paul Kennedy	Matt Winter
Sue Kobar	Natalie Wood
Keryn Maetzig	 Redacted
Kate McDavitt	Mark Youmans
Areti Metuamate	Silvia Zuur
Alice Montague	The Team from Generation Zero
Rishi Moudgil	

## **IN KIND & PRO BONO SUPPORTERS**

DLA Phillips Fox	NEC New Zealand
GiveGab	New Zealand Post
Inspire Group	Trustpower New Zealand
Kiwibank	Xperts Limited
KPMG New Zealand	

## **FUNDERS**

Department of Internal Affairs	New Zealand Lotteries Grants Board
Callaghan Innovation	Pub Charity

## **STAFF**

Vanisa Dhiru	<i>Chief Executive</i>
Trina Edwards	<i>Events Co-ordinator</i>
Latasha Hedley	<i>Office Administrator</i>
Harriet Lowe	<i>Communications Assistant</i>
Robyn Moore	<i>Programme Consultant</i>
Natalie Noguier	<i>Office Administrator</i>
Pollyanne Peña	<i>Office Administrator</i>
Suming Zhang	<i>PA to Chief Executive</i>

# Chairperson's Report

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Looking back on the 2013/14 year I can recall a number of events that stand out and that will, I believe, be fundamental to the ongoing growth and development of Volunteering New Zealand (VNZ).

The Collaborative Kōrero conference that attracted 180 delegates generated conversations and set priorities for us around the promotion of volunteering, people and capability, and the portal.

Earlier this year VNZ secured funding from Callaghan Innovation. Our bid for this funding proposed that we would leverage the development of the Best Practice Guidelines for Volunteer-Involving Organisations and work with organisations to implement the guidelines and enhance their volunteer management capability. This work is underway and on track to deliver exciting results for the sector.

We were also fortunate this year to be granted an increase in our funding from Lottery Community National Committee. These successes recognise VNZ's role in the community and voluntary sector.

This year's National Volunteer Week campaign was the largest yet and a great success. The theme resonated and





inspired. VNZ celebrated by hosting an event to recognise the volunteers we work with and their contributions.

Significantly VNZ became a signatory to an Open Letter drafted on behalf of the United Nations Member States by the International Forum for Volunteering in Development. The letter states that volunteering is a complementary means of implementation for the Sustainable Development Goals. It calls for the recognition of volunteer groups in development, and advocates for the inclusion of participation and citizen-led engagement in reaching the goals.

As I step down from the Board of VNZ this year, having served five years as Chairperson I look back at the changes VNZ has been through, the challenges we have faced and our successes, and feel pride in the team of people who lead VNZ.

There are many people and organisations that I want to thank for their contribution, for their support and for their belief in what VNZ works to achieve.

*Naku te rourou te rourou ka ora ait e tangata*

With your contribution and my contribution the people will live.

Thank you.

*Gillian Peacock*  
**Chairperson**

# Chief Executive's Report

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Leading a team of dedicated volunteers and staff makes for an interesting and vibrant workplace. VNZ has looked internally at ourselves so we can comfortably 'walk the talk' of our own volunteer management and best practice.

With over 55 volunteers, VNZ has committed to being one of the best volunteer-involving organisations ourselves. Without the spirit, knowledge and passion of many of our volunteers, we could not have swept through our work in the 12 months between July 2013 and June 2014.

Our voluntary contribution this year totals over 2,640 hours. Our advisors, interns, office team workers and the VNZ board together have given in-kind, 16 months of full time work.

The operations team is driven by targets set by the VNZ Board. I am thankful to those Board members and volunteers for their robust advice and decision making, which allows the office team to get things moving for our members and friends – from our campaigns, to conference to our consultancy work.

It is without a doubt I pay tribute to the team here – Trina, Natalie and Jo who delivered a great two days at Collaborative Kōrero; Chelsea, Harriet, Vida, Julainne,



Katy, Renee and Melanie who implemented plans for various volunteering campaigns; Robyn who is leading the Best Practice in Action work with Claire's help; Sue for her external insight into the global world of civil society; Rebecca for her consistent amazing design work; and lastly – to Margee, Latasha, Suming, Adriana and Pollyanne who make life smoother and more efficient at the VNZ office with their exceptional project management and administration skill.

Being co-located in a shared office space with ANGOA, Community Research and Social Development Partners has been greatly effective for sector sustainability, knowledge sharing and growth.

VNZ is moving into 2014/15 with bright plans, ambition and drive to deliver on the suggestions made at Collaborative Kōrero. Let VNZ continue to lead with the support and trust of our member organisations.

*Ma mua ka kite a muri*

*Ma muri ka ora a mua*

Those who lead give sight to those who follow

Those who follow give life to those who lead

*Vanisa Dhiru*  
**Chief Executive**

# Highlights & Achievements

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## **ADVOCATING FOR VOLUNTEERING**

Over several years Volunteering New Zealand (VNZ) has worked for many years advocating quietly and more publicly, about volunteering and for volunteers. This year, we canvassed the sector and made submissions on the Health and Safety Reform Bill; the New Zealand General Social Survey; and the National Civil Defence and Emergency Plan. While for some submissions we submitted through the usual processes, we have this year, on occasion, been asked to preview submissions prior to release, and been asked to provide feedback before news hits the community sector.

Our Chief Executive continues to sit on the NGO Advisory Group, convened by the Ministry of Social Development. This group reports directly to the Minister of Social Development which has been working through a significant change process that affects many organisations in the community sector. With insights like this, VNZ is able to strategically align our advocacy to support the greater good of volunteering in our country.


We have again been a key player within ComVoices – a national network of community organisations that provides the voice to government on sector issues.



## **BEST PRACTICE IN ACTION & CHAMPIONING ORGANISATIONS**

VNZ earned national and international acclaim in 2012 with the launch of its Best Practice Guidelines for Volunteer-Involving Organisations. The first of their kind globally, the guidelines were written in collaboration with volunteer-involving organisations from around New Zealand and piloted by 30 diverse volunteer-involving organisations in 2012. This in-depth collaborative process ensured that the guidelines provide a relevant, accessible working document for organisations to use to set targets and monitor progress in best practice work with volunteers, and the structures around them.

Thanks to funding from the government's Callaghan Innovation High-Performance Working Fund, VNZ is now commencing the second phase of our research into what best practice looks like for volunteer-involving organisations. For 18 months we will work with 12 very diverse volunteer-involving organisations – to recognise, evaluate and elevate high performance in volunteering. Following the precedent set in the guidelines' creation, we will undertake this revision in collaboration with more volunteer-involving organisations around Aotearoa, who will put the guidelines to use in their daily work.



These organisations, known as our Championing Organisations have the opportunity to:

- Promote their organisation as one of VNZ's Championing Organisations; a group of New Zealand volunteer-involving organisations who are striving for inspiring practice
- Work with VNZ in further developing ideas arising from feedback on the Best Practice Guidelines, such as whether or not there should be an accreditation / tick for New Zealand volunteer-involving organisations
- Work with VNZ in its review of the Best Practice Guidelines
- Link with other championing organisations and collaborate on shared ideas.

Championing Organisations:

- Consistently work to implement the learning they gained from their pilot of the Best Practice Guidelines
- Talk about why they are striving for best practice in their organisation, and how they are doing this; they provide inspiring practice
- Are prepared to contribute short case studies of their work, either in text or video-clip form, for promotion on the VNZ website
- Are members of VNZ, or part of a national organisation that is a current VNZ member.

We look forward to bringing you the results from this programme in mid-2015, along with an updated Best Practice toolkit and workshops that will encapsulate the learnings of our championing organisations.

## **CONSULTING WITH VOLUNTEER-INVOLVING ORGANISATIONS**

VNZ has continued to spread the word of our Best Practice Guidelines and Competencies for Managers of Volunteers framework. By working alongside and in organisations, we have built a growing consulting business which aids us in our own professional development of understanding the needs of the sector and build a sustainable revenue stream.

VNZ sits on a small number of advisory groups for volunteer-involving organisations, and supports many member organisations with the recruitment of volunteer managers, and external strategic review of programmes. This core membership benefit has been widely taken up by several national member organisations, and our broad knowledge supporting their sector specialisation has created excellent change in organisations with regards to their volunteer programmes.

We have also attended national meetings of volunteer centres, in a desire to learn and develop their peer network and resources.



## **COLLABORATIVE KŌRERO, CONFERENCE 2013**

CEOs, board members and managers of volunteers from member organisations of VNZ were encouraged to attend the national conference last year in November, “Collaborative Kōrero–Partnership and Impact in Volunteering”.

The biennial conference was a great opportunity to meet with others involved in New Zealand’s community and voluntary sector. The conference offered a dynamic, community-led focus – questions were submitted by people involved in the voluntary sector to guide this kōrero, with an emphasis on inspiration and engagement with the delegates.

The key messages we received from delegates to the conference included pushing VNZ to work on three key areas – the promotion of volunteering, the development of people within the volunteering movement, and hosting the conversations on developing a national volunteering online portal for volunteer opportunities. These key areas have resulted in some changes to VNZ’s operational activity to ensure we are meeting member expectations.







## **INTERNATIONAL VOLUNTEER MANAGERS DAY 5 NOVEMBER 2013**

International Volunteer Managers Day is co-ordinated by VNZ, celebrating and recognising volunteer managers across the globe. The international theme was “Connecting and Inspiring.” This event also helps us to promote volunteering in New Zealand while creating awareness around the importance of volunteer managers.

Each year VNZ announces the theme and provides a simple resource kit to assist its member organisations with local and organisational celebrations.

The whakataukī VNZ took inspiration from for IVM Day 2013 was “Ma mua ka kite a muri, ma muri ka ora a mua” which translates to “Those who lead give sight to those who follow, those who follow give life to those who lead.”

This whakataukī recognises the strong bond that is created between volunteer managers and volunteers, highlighting the vital personal connections and relationships. The use of a whakataukī in te Reo Māori acknowledges tangata whenua who are managers of volunteers and volunteers. Organisations were encouraged to incorporate the use of this whakataukī into their celebrations on the day.

IMV Day has its own brand specifically designed for use throughout the week. VNZ provided the branded material for member organisations to use for the day of celebration. Resources were available as free web download by organisations.



**INTERNATIONAL VOLUNTEER DAY  
5 DECEMBER 2013**

The annual International Volunteer Day (IV Day), is organised by the United Nations to acknowledge and congratulate all volunteers in communities for the work they do. This is a chance for volunteers to promote the contributions they make in our communities on a local, national and international level. Events and activities are organised by volunteer-involving organisations to publicise the impact volunteers have on our society. Volunteer-involving organisations use IV Day to promote volunteer campaigns and projects, to launch new initiatives and to award long-standing or committed volunteers.

VNZ celebrated IV Day in 2013 with the theme “Tumeke Koutou Maa!” which translates to “Thanks to Aotearoa’s Volunteers”. Following the release of VNZ’s design material on their website, printed posters were displayed across the country to promote International Volunteer Day.



## **NATIONAL VOLUNTEER WEEK** **15-21 JUNE 2014**

NVW is New Zealand's largest celebration of volunteers and volunteerism. During this week, those who contribute to society through volunteering are acknowledged. This annual event hosts, celebrates, and thanks and awards volunteers and celebrates their contribution to their communities.

This year's theme was inspired by the whakatauki "Naku te rourou nau te rourou ka ora ai te tangata" which translates to "With your contribution and my contribution, the people will live". The theme conceptualizes volunteering as the contents of three baskets – reflecting volunteering as a means of contributing, growing, striving and building stronger communities.

To support volunteer-involving organisations and volunteer centres, VNZ released a media toolkit which contained a series of extracts, branded promotional material and certificate templates to award to volunteers. Promotion for the week was concentrated on VNZ's social media presence, resulting in an increase in promotional activity through Facebook, LinkedIn and Twitter.





## **VNZ'S INTERNSHIP PROGRAMME**

Interns from Massey University and Victoria University have worked on VNZ's national campaign work, promotions strategy development and office management for period of up to 6 months each.

As for previous years, internship roles have been designed around the delivery of campaigns like International Volunteer Managers Day, International Volunteer Day, National Volunteer Week, and corporate volunteering. The programme has been diversified however to include students from financial, marketing and design backgrounds to help with VNZ's office management and administration.

Students involved in the intern programme have been mentored by VNZ's Chief Executive and/or an external mentor, with a depth of experience in the student's chosen field.

VNZ supports these volunteers with the opportunity to attend networking events with sector leaders, by providing reimbursement for travel or extra communications specialist training, as well as ongoing support when undertaking the job search after graduation. To date, all interns who have left university have been placed in paid roles outside of VNZ, many times with our support.



### **INTERNATIONAL CONNECTIONS – IN AUSTRALIA AND WITH IAVE**

This year saw the regional Asia-Pacific Conference in Macao. As New Zealand's IAVE National Representative for the International Association for Volunteer Effort (IAVE), Vanisa Dhiru was asked to present the NZ Competencies for Managers of Volunteers work at this conference: over 60 delegates attended this workshop. Our work programme with managers of volunteers and its progress, continues to be of interest internationally, and sees VNZ mentioned in several news updates of IAVE, and requests to speak at other conferences, such as the Lessons in Leadership conference hosted by Volunteering Tasmania.

VNZ continues to make connections and links with others through the newly-formed Global Network for National Volunteer Centres, whilst learning from countries like Australia, Ireland, England and Singapore; and supporting with information to new IAVE members in Argentina and Vietnam.

# Performance Report

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**VOLUNTEERING NEW ZEALAND INCORPORATED  
FOR THE YEAR ENDED 30 JUNE 2014**

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# Statement of Financial Performance

## **VOLUNTEERING NEW ZEALAND INCORPORATED FOR THE YEAR ENDED 30 JUNE 2014**

<b>Revenue</b>	<b>Notes</b>	<b>This Year (\$)</b>	<b>Last Year (\$)</b>
Grants/Contracts	1	187,049	166,214
Membership Fees	1	16,826	11,783
Revenue from activities providing services and products	1	61,834	39,179
Investment revenue	1	845	1,335
<b>Total Revenue</b>		<b>266,554</b>	<b>218,511</b>
<b>Expenses</b>			
Employment related costs	2	122,993	121,761
Costs related to activities providing services and products	2	85,651	49,423
Other expenses	2	60,428	45,621
<b>Total Expenses</b>		<b>269,072</b>	<b>216,805</b>
<b>Surplus/(deficit)</b>		<b>(2,518)</b>	<b>1,706</b>

Accompanying notes in our full Performance Report form part of these financial statements.



# Statement of Financial Position

## **VOLUNTEERING NEW ZEALAND INCORPORATED FOR THE YEAR ENDED 30 JUNE 2014**

<b>Assets</b>	<b>Notes</b>	<b>This Year (\$)</b>	<b>Last Year (\$)</b>
<b>Current Assets</b>			
Cash	3	127,590	53,762
Debtors and prepayments	3	13,893	12,066
<b>Total Current Assets</b>		<b>141,483</b>	<b>65,828</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	7,941	628
<b>Total Non-Current Assets</b>		<b>7,941</b>	<b>628</b>
<b>Total Assets</b>		<b>149,424</b>	<b>66,456</b>
<b>Liabilities</b>	<b>Notes</b>	<b>This Year (\$)</b>	<b>Last Year (\$)</b>
<b>Current Liabilities</b>			
Creditors and accruals	3	36,091	9,593
Grants received in advance	6	88,600	29,612
<b>Total Current Liabilities</b>		<b>124,691</b>	<b>39,205</b>
<b>Total Liabilities</b>		<b>124,691</b>	<b>39,205</b>
<b>Net Assets</b>		<b>24,733</b>	<b>27,251</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)	5	24,733	27,251
<b>Total Accumulated Funds</b>		<b>24,733</b>	<b>27,251</b>

Accompanying notes in our full Performance Report form part of these financial statements.

# Member Organisations

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## **VOLUNTEER CENTRES**

Gisborne Volunteer Centre	Volunteer Western Bay of Plenty
Te Whare Hauora o Ngongotaha Trust (Volunteer Centre in Rotorua)	Volunteer Whanganui
Volunteer Kapiti	Volunteer Whangerei
Volunteer Marlborough	Volunteering Auckland
Volunteer Nelson	Volunteering Canterbury
Volunteer Resource Centre – Manawatu & Districts	Volunteering Mid & South Canterbury
Volunteer Wellington, including Volunteer Hutt and Volunteer Porirua	Volunteering New Plymouth
	Volunteering Otago
	Volunteer South
	Volunteering Waikato

## **NATIONAL AND OTHER ORGANISATIONS**

AFS Intercultural Programme	Cancer Society of New Zealand
Arthritis New Zealand	Churches Volunteering in Communities
Auckland Regional Migrant Services Trust (ARMS)	Community Patrols of New Zealand Charitable Trust
Auckland War Memorial Museum	Department of Conservation
Bible Society of New Zealand	English Language Partners New Zealand

Federation of Multicultural  
Councils of New Zealand  
Forest and Bird  
Girls Brigade New Zealand  
GirlGuiding New Zealand  
Hospice New Zealand  
Ministry of Health  
Motorcycling New Zealand  
New Zealand Council of  
Victim Support Groups  
New Zealand Federation of  
Family Budgeting Services  
New Zealand Land  
Search and Rescue  
New Zealand  
Newcomers Network  
New Zealand Recreation  
Association  
New Zealand Red Cross  
New Zealand Riding  
for the Disabled Association  
New Zealand Society  
of Genealogists  
Parents Centre New Zealand  
PARS Incorporated

Royal New Zealand  
Coastguard  
Royal New Zealand  
Foundation of the Blind  
Royal New Zealand  
Plunket Society  
Social Development Partners  
Special Olympics  
New Zealand  
Sports New Zealand  
St John  
The Duke of Edinburgh's  
Hillary Award  
The Scout Association  
of New Zealand  
Toy Library Federation  
of New Zealand  
UNICEF New Zealand  
UN Youth New Zealand  
Volunteer Army Foundation  
Volunteer Services Abroad  
Wellbeing North Canterbury  
Wellington Zoo Trust  
YMCA New Zealand



**Volunteering**

NEW ZEALAND