

# Volunteering Auckland Annual Report 2013-14



**Volunteering Auckland**  
Where Volunteering Begins

## From our Chair



It has been another busy year for Volunteering Auckland. Cheryll Martin and her lean staff of Marja van Staaten and Kym Burke, have worked very hard, along with a team of dedicated volunteers, and IT support to enrich Auckland's community through Volunteering. It is remarkable how much is achieved on what is a very small budget.

Volunteer registration and referral numbers have grown significantly. A credit to Cheryll and her team, who have continued to embrace the online world and how it has changed the paradigm of how we interact with each other. Significant voluntary investment has been made over recent years into our online platform and database.

Funding for not-for-profits has continued to tighten and Volunteering Auckland has not been immune to this. To address this, we have proactively developed self-funding sources over recent years. We have also reacted to the demands of our funders.

The strategic direction remains largely the same, driven by our Vision – A community enriched by volunteering. However some tweaks have been made to ensure Volunteering Auckland is focusing on the areas of high need, which is the message we have received from Government and philanthropic funders.. We are grateful to the Department of Internal Affairs for their much needed contribution to ensure the continuation of our service delivery.

Before signing off, I would like to thank my passionate, highly skilled and talented board members. These people bring experience across public sector, not-for-profits and the private sector. This year we farewelled Kate Ashcroft from the Board and welcomed Dr Mary Dawson and Robert Blucher.

**Nick Scott**, Chairperson

## From our GM



This past year Volunteering Auckland's role in assisting not for profit organisations with their volunteer involving programmes, recruiting and retaining voluntary help, has become more important than ever. With philanthropic funding becoming less available, community organisations are more reliant on the good will of people offering their time to volunteer .

This year has seen a 176% increase in the number of people registering their interest in volunteering with the resultant increase in the number of referrals to our member organisation's voluntary roles.. This has all been greatly assisted by the development of a new database and CRM system. We have also been able to process more face to face interviews with the opening of our Takapuna office on the North Shore and our Employee Volunteering Programme continues to go from strength to strength with over double the number of placements compared with last year.

We continue to provide well attended training workshops for those involved in the recruitment and management of volunteers. We have also re-initiated Managers of Volunteers in Auckland (MoVA) – a forum for the sharing of information, support and advice in recruiting, mobilising and managing volunteers.

This year we also conducted a Not for Profit membership review, ensuring that we are providing our members with the best services possible by focusing our resources. This has resulted in a more streamlined membership process and better information on our active members.

In closing, I would like to give a heartfelt “thank you” to all those who support us in our journey – volunteers, funders, partners. Without you all we could not achieve all that we do.

**Cheryll Martin** , General Manager

# Projects, Placements and Referrals

## Recruitment and Referral

This year has been a busy and exciting year for the Recruitment and Referral Service; a year which has seen tremendous growth. There was a 176% increase in volunteer registrations, from 1,666 to over 4,600, people signed up to volunteer with 7,025 referrals made for those volunteers to voluntary opportunities listed by our member NfP organisations. This growth has been due in part to the development of the online registration services of our relaunched website.

Our member NfP organisations are now also able to list voluntary opportunities online. The new format has led to improved role descriptions giving more information to potential volunteers.

Based on the increasing number of enquiries from the North Shore we opened an office in Takapuna late last year. North Shore volunteers are able to meet with our advisors two days per week; it is also easier to connect with our North Shore members, reducing the need to travel.

With the revamp of our website, the development of a new database and Customer Relationship Management system, and a dedicated team of volunteers who have contributed 4,900+ hours this past year, Volunteering Auckland is well placed to meet the increasing demand for our services by volunteers and NfPs alike.

## Training & Development

Over 250 people attended 12 workshops and 5 forums during the previous year.

Highlights include the *Kaupapa Maori Volunteering* workshop looking at our Volunteer Involving Programmes from a Maori world view and the *Power of Story*, with Australian facilitator Moya Sayer Jones, looking at how to record outcomes through story telling.



## Special Projects

Some of our key projects this year include partnering with Sport Auckland to assist in a governance mentoring programme aimed at developing the capacity of local sports clubs.

This year also saw the development of an online tool for Managers of Volunteers across Auckland to communicate with each other. The MoVA Online Forum was launched in March 2014.

## Employee Volunteering

It has been a very busy year and we are beginning to see the fruits of an extremely successful EV programme. This is based on the direction set two years ago to develop the EV programme solely to support a growing trend in corporate volunteering. This direction has ensured that we can meet the needs of our Corporate Members as well as our member NfP organisations.

In the last 12 months we have placed over double the number of volunteers in community projects compared with last year, the most ever placed through the programme. We welcomed eight new Corporate Members.

We have continued to publish our EV newsletter, Team Talk and have held two successful Corporate Networking Events.



# Financial Reporting

## Summary Statement of Financial Performance

for year ended 30 June 2014

	2014	2013
<b>Income</b>		
Activity Income	58,614	59,059
Membership Income	14,412	15,672
Grants / Donations	133,768	162,307
Other Income	<u>4,372</u>	<u>10,358</u>
<b>Total Income</b>	<b>211,166</b>	<b>247,396</b>
<b>Expenditure</b>		
Administration / Overheads	59,587	61,284
Service Programmes	7,766	22,030
Marketing / Promotions	3,830	2,653
Personnel Costs	141,531	136,134
Volunteer Costs	2,030	2,028
Other	<u>9,026</u>	<u>-</u>
<b>Total Expenditure</b>	<b>223,770</b>	<b>224,129</b>
<b>Total Operating surplus (deficit)</b>	<b>(12,604)</b>	<b>23,267</b>

## Summary Statement of Financial Performance

as at 30 June 2014

	2014	2013
Current Assets	135,691	235,620
Fixed Assets	<u>6,314</u>	<u>8,311</u>
<b>Total Assets</b>	<b>142,005</b>	<b>243,931</b>
Current Liabilities	28,417	46,015
Funds in advance	<u>7,000</u>	<u>78,724</u>
<b>Total Liabilities</b>	<b>35,417</b>	<b>124,739</b>
<b>Excess of Assets over Liabilities</b>	106,588	119,192
<b>Accumulated Funds</b>	106,588	119,192

## Summary Statement of Movement in Equity

<b>Equity at start of year</b>		
Net surplus (deficit) for period	(12,604)	23,267
<b>Equity at end of year</b>	106,588	119,192

This Financial Reporting has been taken from the fully audited Financial Report of Volunteering Auckland for the year ended 30 June 2014

It is not expected to provide as complete an understanding of the financial performance and financial position of Volunteering Auckland as provided by the full Financial Report, but it gives a clear overview of the essential information and financial outcomes for the year.

Copies of the fully audited Financial Report are available from Volunteering Auckland.

## Our Supporters and Funders



**Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY



**ASB Community Trust**  
Te Kaitiaki Patea o Tamaki o Tai Tokerau



**Auckland Council**  
Te Kaunihera o Tāmaki Makaurau



THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

## Special thanks for Support from:

**ANZ**  
**Albert-Eden Local Board**  
**Auckland Council**  
**ASB Charitable Trust**  
**COGS Auckland**  
**COGS Manukau**  
**COGS North Shore**  
**COGS Waitakere**

**Dept. of Internal Affairs -**  
**Support for Volunteering Fund**  
**Grant Thornton**  
**IAG**  
**IBM**  
**Kiwi Property Management**  
**KordaMentha**  
**NZ Lottery Grants Board**

## Our Mission and Values

### Vision:

A Community Enriched by Volunteering

### Mission:

Dedicated to positive change in the community through the support and promotion of volunteering

### Nau te rourou, naku te rourou, ka ora ai te iwi

With your contribution, with my contribution, we will sustain the people

### Strategic Goals:

- Making volunteering accessible
- Supporting organisations which involve volunteers
- Promoting and advocating for volunteering

Volunteering Auckland is proud to support charitable organisations in the recruitment and referral of volunteers, training & development for Managers of volunteers, placement of employee volunteers, and, promotion and advocacy for volunteering.

## Volunteering Auckland

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