

Volunteering Auckland Annual Report 2014-15



Volunteering Auckland
Where Volunteering Begins

From our Chair



Greetings members, volunteers, staff, funding contributors and people of Auckland. I take this opportunity to celebrate our successes this year and take a look ahead to next year.

Another year referring volunteers from all walks of life into non-profits serving all walks of Auckland. Youthful and aged, NZ born and immigrants, Eastern and Western, Employed and Unemployed. All represented in the

5,000 plus volunteer referrals **Volunteering Auckland** has made this last year.

We have much to celebrate, led by our General Manager, Cheryll Martin, who has been with us 20 years this year. What a 20 years it has been and what a transformation over that time.

Perhaps the best example is the transformation from a face-to-face volunteer referral service to an online referral system, with staggering human-traffic. In the last year alone, volunteer referrals have soared from 2,900 in 2013 to over 5,500 in 2015 (rounded figures).

I say with much pride, Cheryll and her team have worked tirelessly to ensure service levels have not dropped in this metamorphosis. The board challenged Cheryll and her team to install more feedback and evaluation processes, to ensure service levels were maintained and lifted. **Volunteering Auckland** now has self-evaluation data to reflect on from volunteers and non-profits. For example, feedback from **Volunteering Auckland** run training sessions reports over 80% satisfaction.

Narrowing the focus back to the last year, ending June 2015, highlights are:

- (i) We continue to improve and give more. For example, the **Volunteering Auckland** CONNECT database which allows even greater numbers of keen volunteers to connect with Non-profits that are reaching out.
- (ii) Making ends meet is a common challenge in the non-profit sector. This is

also a strength of our GM, who has mucked in and made it happen. Volunteering Auckland's Budget for 2016 shows self-funding for roughly 40% of expenditure. This was only 5% 5 years ago.

Other highlights include Research relationships with Unitec and Auckland University. These bright students and talented faculty support us to improve our services and influence our next direction. We have continued to grow our relationship with Auckland Council and we were delighted to have Deputy Mayor Penny Hulse, Local Board members Pippa Comb and Lee Corrick join us at the National Volunteer Centre Hui in May.

He aha te mea nui? (What is the most important?) **He Tangata, He Tangata, He Tangata** (It is the people, the people, the people). None of this is possible without the people.

To all those who choose **Volunteering Auckland** to offer your time and talents, we thank you. Marja van Straaten, our Services Coordinator for the last 17 years has been a rock. We said a fond farewell to Kym Burke, who ran our Employee Volunteering Programme for the last four years and welcomed Caroline Wearn into the role in June.

At the board we said a farewell to Gabby Clezy who has been a key support figure for me as Vice-Chair and Matt Parkinson our Treasurer who has been a strong support for our financial position.

We are pleased and fortunate to welcome to the board Guy Alexander [Xero], Margaret Antunovich [CAB Ponsonby/Grey Lynn], Jane Bollard [Plunket], Rich Easton [Business Consultant, IAG], Cathie Martin [BNZ Bank], and Richard Muir [North Shore Hospice]. Six passionate people who bring so much to the Volunteering Auckland board. I take this opportunity to say "**Thank you**" to my peers on the board for your time and effort.

I look forward to the year ahead and seeing you all follow your passions as we Enrich the Community through Volunteering.

Nick Scott
Chairperson

From our General Manager



I am pleased to be able to bring you this, my 20th report during our 25th anniversary year. Reflecting back over the past 20 years has shown how much Volunteering Auckland has grown and what we have achieved for volunteering in Auckland.

Being able to offer information about voluntary opportunities to those interested in volunteering assists in developing a connection to community for those other-

wise unable to source these opportunities. It also enables the volunteers to develop skills, share skills, and enable personal connections for a sense of belonging in a community.

Overall we have had a steady flow of registrations through our **Recruitment and Referral Programme** this past year with 5,414 people registered as volunteers. This was 20.31% above our target, and a 14.41% increase on the previous year. For those registering as volunteers we made a total of 8,892 referrals to 187 voluntary positions within 217 member community organisations.

Delivery of our **Employee Volunteering Programme** [EVProgramme] saw 1,210 people referred to 130 community projects, contributing 6,588 hours to the community. Being able to refer potential volunteers to NGOs, who need the support of volunteers, enables those same NGOs to contribute to the community through their service delivery.

Some of the great results that have been achieved through the EV programme this past year include over 1000 hours contributed to organisations and projects that assist those people who are in need of additional support; over 280 staff from our corporate member companies contributed to the betterment of services available for people with intellectual and physical challenges; and over 3,000 hours of volunteer time contributed to environmental projects and programmes in the Auckland region that enhance conservation, restoring our legacy for future generations.

Being able to assist in the **professional development** of NGOs through offer-

ing workshops, consultancy opportunities, advice and information in the area of managing volunteers and volunteer-involving programmes enables these same NGOs to effectively engage volunteers to the benefit of their clients, the volunteers and their communities.

The continuing development of our **VA-CONNECT database** is ensuring that volunteering opportunities are even easier to access with instant referrals to member NGOs. This aspect of the development went live 15 May 2015. We are moving into the next phase of development with our EV Programme being incorporated into CONNECT to enable a quicker flow-through of connections between Corporate business teams and NGO community projects. The following phase will see an AFS system [automated feedback system] that will enable NGOs to let us know the outcomes/results of all referrals of volunteers to their organisation.

Our **key strategic partnerships and relationships** have been instrumental in assisting us in the delivery of our services and I very much want to thank Auckland Council with our many levels of relationships with the Mayor's Office, individual Councillors in particular Deputy Mayor Penny Hulse, Cr Cathey Casey and Cr Christine Fletcher, Community Development, Parks & Recreation, Civil Defence and the individual staff with whom we work in partnership – too many to name individually.

We would also like to **acknowledge** the Coaching and Mentoring Centre of NZ, Unitec, in particular the Community Development Social Practice Department, Auckland University Politics and International Relations School of Social Sciences, Albert-Eden Local Board, Kiwi Property and Auckland Regional Migrant Service, all of whom we work in partnership to enhance, grow and strengthen volunteering within the greater Auckland region.

"I can no other answer make, but thanks, and thanks." [W. Shakespeare]

Cheryl Martin, General Manager

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." Dr. Seuss

Key Achievements & Celebrations

- A **Review** was undertaken to ascertain the **impact of our services** on the Volunteer-Involving Programmes of our NGO members. 10 NGOs members were also involved in individual in-depth interviews to broaden our understanding of this.
- An **online MoVA [Managers of Volunteers Auckland] forum** was developed to enable communication between those who recruit, support and mobilise volunteers in the greater Auckland region
- Research was completed for **Youth Volunteering** – looking at the enablers and barriers to young people, aged 13-18 years, volunteering within an NGO setting, undertaken from the NGOs perspective.
- Research was completed for **Migrants and their Choice in Volunteering**, an analytical and comparative report between the years 2012 and 2014 of people identifying as “migrants” who registered with Volunteering Auckland.
- **First Contact: First Impressions** This research aimed to explore the strengths, barriers and areas for development of volunteer recruitment processes of NGOs and to assist in identifying effective processes to build the capacity of NGOs to better place and engage with volunteers. Phase 1 of the research was completed in partnership with Unitec Community Development Social Practice analysing the VACONNECT Automatic Feedback System [AFS] responses from volunteers registered January – September 2014.
- **52 new member organisations** registered during 2014-2015 from “Don’t Call Me Shirley” a community band, to Nga Tangata Microfinance Trust, to Glenbrook Vintage Railway, to Auckland Ultimate—a Frisbee sporting organisation. Our member organisations stretch across all aspects of community to give us a broad reach and opportunities for involvement.
- **5,414 people registered** their interest in volunteering through our VACONNECT database. This was 20.31% above our annual target and a 14.41% increase on our previous year of 4,732 people.
- **8,892 referrals** were made to our member community organisation’s voluntary roles, increased from 7,026 referrals the previous year.
- Our **Employee Volunteer Programme** registered 1,210 people who donated 6,588 hours through engagement in 130 community projects.
- Our **VA-CONNECT online database** was automated further with options of either self-referrals or advisory referrals for putting people in touch with voluntary opportunities.
- **Youth are engaging** more in volunteering with 20% of total volunteer registrations being under the age of 20, an increase of 38% from previous year.
- Increase in the number of **consultations undertaken with community voluntary organisations** in the review and development of their Volunteer-Involving Programmes. 25 member organisations requested and completed one-on-one consultations, over 100% increase from previous year [12 consultations] with some requiring 2-3 sessions.
- Evaluations of our **professional development opportunities** show an average of 80% of participants saying they are “excellent” or “very good” with 100% saying the Facilitators are “excellent” or “very good”.
- The **Diversity in Action through Volunteering** photographic exhibition illustrating the creativity of 12 Managers of Volunteers and their ability to include ‘difference’ within their volunteer programmes. The exhibition was displayed 9-27 October 2014, at Revo Café on K’Rd and at Birkdale House during the month of March 2015.
- Successful Facebook campaign during National Volunteer Week 2015 with a theme of, **“There is a Place for You to Volunteer”**. Our reach was nearly 3,000 people.
- We **hosted the National Volunteer Centres Network of Aotearoa [VCNA]** in May 2015, with 16 Volunteer Centres from across New Zealand, represented by 40 people in attendance. **Deputy Mayor Penny Hulse** opened the Hui and assisted in cutting our first Birthday Cake celebrating 25 years.
- Developed the **VCNA online forum** to enable the Volunteers Centre Network of Aotearoa [VCNA] to communicate between bi-annual hui.
- **MoVA Forum** held during National Volunteer Week with 35 people from our member organisations enjoyed **“High Tea” at Highwic Historical House** – our second Birthday Cake!
- **Financial stability** is very important in this time of continued funding cuts. We are pleased that 40% of our funds are now self-earnt. 5 years ago this was just 5%. We continue to look at ways of diversifying our funding base to ensure continuity of service delivery.

A GREAT YEAR!

Photo Gallery



Christmas Wrap Fundraiser
December 2014



**Visiting Mayor Len Brown with Nick Scott,
[Chairperson, VA] and Cheryl Martin
[General Manager, VA]**
March 2015



Fun Run Volunteer briefing,
Birkdale, March 2015



Diversity in Volunteering
Photographic Exhibition
Launch
October 2014



International Women's Day
March 2015



**National Volunteer Centre Hui with
Deputy Mayor Penny Hulse, Nick Scott
[Chairperson, VA] and Cheryl Martin [General
Manager, VA] May 2015**



**High Tea at Highwic
Managers of Volunteers**
June 2015

Financial Reporting

Summary Statement of Financial Performance

for year ended 30 June 2015

	2015	2014
Income		
Activity Income	73,533	58,614
Membership Income	20,081	14,412
Grants / Donations	164,491	133,767
Other Income	<u>4,099</u>	<u>4,372</u>
Total Income	262,204	211,166
Expenditure		
Administration / Overheads	60,159	59,587
Service Programmes	12,651	7,766
Marketing / Promotions / Events	12,514	6,696
Personnel Costs	136,614	141,531
Volunteer Costs	1,517	2,030
Other	<u>6,277</u>	<u>9,026</u>
Total Expenditure	229,732	223,770
Total Operating surplus (deficit)	32,472	(12,604)

Summary Statement of Financial Position

as at 30 June 2015

	2015	2014
Current Assets	181,941	135,691
Fixed Assets	<u>4,922</u>	<u>6,314</u>
Total Assets	186,863	142,005
Current Liabilities	25,858	28,417
Funds in advance	<u>21,944</u>	<u>7,000</u>
Total Liabilities	47,802	35,417
Excess of Assets over Liabilities	139,061	106,588
Accumulated Funds	139,061	106,588

Summary Statement of Movement in Equity

Equity at start of year		
Net surplus (deficit) for period	32,472	(12,604)
Equity at end of year	139,061	106,588

This Financial Reporting has been taken from the fully audited Financial Report of Volunteering Auckland for the year ended 30 June 2015

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



SYLVIA PARK LYNNMALL

Special thanks for Support from:

Albert-Eden Local Board
Auckland Council
Auckland Regional Migrant Service
Auckland University - School of Social Sciences
Coaching & Mentoring Centre NZ
COGS Auckland
COGS Manukau

COGS North Shore
COGS Waitakere
Dept. of Internal Affairs - Support for Volunteering Fund
Foundation North
Kiwi Property
NZ Lottery Grants Board
Unitec Community Development & Social Practice

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

Ma tini ma mano ka rapate whai.

By many the work will be accomplished

Strategic Goals:

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

Volunteering Auckland is proud to support the recruitment and referral of volunteers to member NGOs, professional training & development for Managers of Volunteers, placement of employee volunteers, and the promotion of and advocacy for volunteering.

Volunteering Auckland

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