

Volunteering Auckland Annual Report 2015-16



Volunteering Auckland
Where Volunteering Begins

From our Chair



Thank you to all the volunteers, members of **Volunteering Auckland**, funders and the VA staff, all of whom underpin our efforts for the people of Auckland.

It's been another year of achievements. I will touch on the efforts that have delivered these, led by our General Manager, Cheryl

Martin. I will also share highlights from a governance perspective.

Top of my list of achievements is the sheer volume of output from a lean budget. Quote-able numbers are 4760 volunteers referred into community organisations; 975 Corporate Employees placed into group volunteer days; and over 200 Community Organisations who are members of Volunteering Auckland. Paying from their own lean budgets to support us delivering the services we do. A fact that drives us all the more to operate a lean and efficient service.

Outputs that are not quite as empirical were the training forums, consultancy and other support given to community organisations and their people. Services I know from first hand feedback are highly valued by our members.

Well done Cheryl and your team.

Highlights from a governance level are continued improvements to our strategic planning. We reviewed our 5 year plan. Jane Bollard has led a comprehensive journey of discovery and planning. It started with feedback, both external and internal, the results of which will be updated on our website soon. Overall that person who is the 'volunteer' is

becoming the centre of what we do. We will continue supporting community organisations to get closer with the volunteers that help them. A strategic direction I identify with in my career life at BNZ where customers are the focus of all we do.

More generally, the board is blessed to have the people we do, bringing passion, diversity of thought and a broad range of skills. Their contribution of time and skills is received with much gratitude.

Rich Easton has been voted Vice-Chair and has made an impression on us all since joining the board mid 2015. His experience and passion for the community are already proving invaluable to the organisation.

We farewell departing board member Guy Alexander who moves on to new challenges. Guy brought a great deal of energy and focus to governance. Thank you Guy for your efforts.

Cheryl has put together a strong business plan with her team that takes us toward our vision of "**Leading Positive Change in the Community through the Support and Promotion of Volunteering**".

I look forward to supporting the team toward this in the year ahead and I know with the support of all those mentioned above we will have another fun and rewarding time achieving our new strategic plan and goals.

Nick Scott

**Whaia te iti kakurangi ki te tuohu koe me te maunga teitei –
Seek the treasure you value most dearly; if you bow your
head let it be to a lofty mountain**

From our General Manager



It has been an exciting year of growth and reconnection for **Volunteering Auckland** which is appropriate as we marked the end of our celebrations for 25 years of operation – continuing our mission of **“Leading positive change in our community through volunteering.”**

I was also pleased to be recognised for my 20 years service to Volunteering Auckland. I still find this role to be exciting, challenging and motivating, in particular through the many people I have met and worked with over the years. Supporting and promoting volunteering is still my passion! Watching and assisting with the changes and challenges in volunteering has kept the role alive.

One such change is in the overall trend in volunteering in New Zealand, as shown by Statistics New Zealand’s survey of non-profit institutions, which shows that between 2004 and 2013 the number of volunteers increased by 21% but the volunteer hours worked decreased by 42%.

This trend towards more volunteers seeking short-term or one-off volunteer opportunities is reflected by our own experience at VA. We have also seen an increase in young volunteers, as well as migrants, both students and those in full time employment looking for voluntary opportunities. We are continually reviewing our services to support these changes.

The ongoing development of our VACONNECT database continues to enhance our work and enables us to provide useful feedback on volunteer referrals and placements, communica-

tions and consultations. We have further developments to come in the upcoming year that we are very excited about!

We are working with our community group members to embrace the changing face of volunteers and to look strategically at ways they can involve volunteers in their programmes to benefit their service delivery. This has led to VA introducing a Member Liaison Programme to support our community groups and identify meaningful roles for volunteers. We note an increasing number of NGOs requiring our consultation services to review and develop their own Volunteer-Involving Programmes.

Accessing professional development is also an important way in which our community groups can improve their Volunteer-Involving Programmes and we offer this through workshops, consultancy opportunities and providing advice and information on volunteer management.

We were able to partner with some of our Corporate businesses through our Employee Volunteering programme to deliver skill-based workshops for our member NGOs. We see this model of partnership expanding in 2017.

This has again been a fabulous year for Volunteering Auckland and we thank all those who have given their time to assist in contributing to the achievement of community outcomes through volunteering and for your continued support of **Volunteering Auckland**.

Cheryl Martin

The smallest act of kindness is worth more than the grandest intention. ~ Oscar Wilde

Key Achievements & Celebrations

- Celebrated **Volunteering Auckland's** 25th anniversary and our General Manager's 20th anniversary
- **Strategic review** undertaken, engaging both internal and external stakeholders, to refocus our vision of 'Leading Positive Change in the Community through Volunteering'.
- Our **online MoVA [Managers of Volunteers Auckland] forum** is growing with over 80 participants enabling communication between those who recruit, support and mobilise volunteers in the greater Auckland region.
- Introduction of our **EVP website** has been a notable achievement and improves the service delivery for our corporate members.
- **Self referrals** to voluntary opportunities now fully automated with exchange of information between volunteer and NGO. 75% of all voluntary opportunities are now self referral.
- A **Member Liaison Programme [MLP]** team was set up early 2016 to assist with NGO stakeholder relationships and to help NGOs identify opportunities for volunteers. This is volunteer-run and led and is showing some fabulous results in increased voluntary opportunities available.
- Our work programme on **Migrants and their Choice in Volunteering** continued with a partnership project with the Auckland Regional Migrant Service [ARMS] on how NGOs interact with migrant volunteers and an invitation to the NZ Immigration Settlement Seminar in Wellington.
- **32 new member organisations** registered during 2015-2016 from Kiwi Harvest, to Pakuranga Athletic Club, to Friendship House, to Gecko NZ Trust. Our member organisations stretch across all aspects of community to give us a broad reach and opportunities for involvement.
- Review undertaken of our **membership fee structure** with more financial tiers to enable smaller NGOs to register with VA without financial strain.
- **4,760 people registered** their interest in volunteering through our VACONNECT database. This was 5.78% above our annual target.
- **9,283 referrals** were made to our member community organisation's voluntary roles, increased from 8,925 referrals the previous year.
- Our **Automated Feedback System [AFS]** shows that the rate of 'No Contact' after referral between the NGO and the volunteer has decreased from 34% to 29%. Still room for improvement!
- Our **Employee Volunteering Programme [EVP]** registered and placed 975 corporate volunteers in 103 one day community projects
- Over 2,750 hours were volunteered in '**Hand' EVP** opportunities i.e. conservation projects, to improve our natural environment for future generations.
- Over 2,500 hours were volunteered to '**Heart'**
- **EVP** projects i.e. working with organisations supporting those who are vulnerable, whether due to age, intellectual or physical challenges.
- Continuing increase in the number of **consultations undertaken with community voluntary organisations** in the review and development of their Volunteer-Involving Programmes. 78 purposeful interactions were undertaken during this year up from 24 in the previous year!
- Increased involvement in **skills-based volunteering**, both through coaching for a specific community group, as well as providing workshops to our non-profit members. 4 of our workshops were provided by corporate staff as experts in their field, with 14 corporate presenters to 43 participants from 24 different non-profits.
- Successful Face Book campaign during National Volunteer Week 2016 with a theme of, "**Make Time**". Our focus was on Managers of Volunteers making time for their own professional development, networking and self-care.
- First stage of our **automated membership invoicing** system completed to allow for better accuracy incorporated into VACONNECT with data from the Charities Commission website.
- Completed research "**Enhancing Communication Processes for Better Volunteer Engagement**", looking at the initial communications between the volunteer and the NGO.

A GREAT YEAR!

Photo Gallery



25 years, Volunteering Auckland
September 2015



20 years, Cheryll Martin
September 2015



EVP Corporate Networking Event
Deloitte, October 2015



2015 Christmas Wrap
December 2015



IBM Project Management
Professional Development
NGO members
March 2016



NZ Immigration Summit, Wellington
April 2016



Upskilling the VA Team
with thanks to ANZ
May 2016

Photo Gallery



**Volunteering Auckland Trustees
Strategic Planning session**
September 2015



On our way to promote volunteering
Mary Modrich, Gayatri Mukkasa and
Marja van Straaten
June 2016



**International Managers of Volunteers Day
at Parliament with Min Jo Goodhew**
November 2015



Cheryll Martin, General Manager and Scott Miller, VNZ
Parliament, November 2015



Emergency Neighbourhood Volunteering Event
Howick, May 2015

Financial Reporting

Summary Statement of Financial Performance

for year ended 30 June 2016

	2016	2015
Income		
Activity Income	36,747	73,533
Membership Income	14,174	20,081
Grants / Donations	139,855	164,491
Other Income	<u>9,787</u>	<u>4,099</u>
Total Income	200,563	262,204
Expenditure		
Administration / Overheads	50,517	60,159
Service Programmes	4,664	12,651
Marketing / Promotions / Events	17,567	12,514
Personnel Costs	138,391	136,614
Volunteer Costs	3,826	1,517
Other	<u>2,121</u>	<u>6,277</u>
Total Expenditure	217,086	229,732
Total Operating surplus (deficit)	(16,523)	32,472

Summary Statement of Financial Position

as at 30 June 2016

	2016	2015
Current Assets	224,127	181,941
Fixed Assets	<u>2,801</u>	<u>4,922</u>
Total Assets	226,928	186,863
Current Liabilities	33,608	25,858
Funds in advance	<u>70,783</u>	<u>21,944</u>
Total Liabilities	104,391	47,802
Excess of Assets over Liabilities	122,537	139,061
Accumulated Funds	122,537	139,061

Summary Statement of Movement in Equity

Equity at start of year		
Net surplus (deficit) for period	(16,523)	32,472
Equity at end of year	122,537	139,061

This Financial Reporting has been taken from the fully audited Financial Report of Volunteering Auckland for the year ended 30 June 2016

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



**FOUNDATION
NORTH**
Te Kaitiaki Pūtea o
Tāmaki o Tai Tokerau



**Auckland
Council**
Te Kaunihera o Tāmaki Makaurau



COGS
Community Organisation
Grants Scheme

THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

SYLVIA PARK LYNNMALL

Special thanks for Support from:

**Auckland Regional Migrant
Service**

**Auckland University - School
of Social Sciences**

**Coaching & Mentoring
Centre NZ**

COGS Auckland

COGS Manukau

COGS North Shore/Rodney

**COGS Waitakere
Dept of Internal Affairs
Support for Volunteering
Fund**

Foundation North

Kiwi Property

NZ Lottery Grants Board

**Unitec Community Develop-
ment & Social Practice**

Our Mission and Values

Mission:

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

“He taonga rongonui te aroha ki te tangata”

Goodwill towards others is a precious treasure.

Priority Areas:

- Enabling and strengthening volunteers to take their place in the community
- Enabling community organisations to better utilise volunteers to achieve their mission
- Enabling corporates to run effective volunteer programmes and promote the value of volunteering
- Promoting the value of volunteering in the community for individuals and organisations
- Demonstrating community connection and partnership
- Volunteering Auckland is sustainable and demonstrates sound governance

Volunteering Auckland

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