

Volunteering Auckland Annual Report 2016-17

From our Patron



I am proud to be the patron for Volunteering Auckland.

Volunteers represent the best of our community. They selflessly work on behalf of others to create a better and more inclusive society, and to make a

difference for their city and country.

Volunteering Auckland works with over 200 not-for-profit organisations which rely on volunteers to achieve better outcomes for our community. Volunteers make a positive difference in the lives of others, without expectation of material reward. They learn skills, make friends and gain experiences which can be valuable in their homes, their workplaces and their own lives. It can be enormously satisfying to help others achieve and reach their goals.

A big thank you to everyone at Volunteering Auckland for the important work you do in our city and for making Auckland a better place to live.

Phil Goff

From our Stakeholders

"Thank you, it's been so great using Volunteering Auckland to find these amazing volunteer jobs" - **Emily, 15-19 years**

"You have one of the better response rates volunteer wise. Keep it up." - **Arthritis NZ**

"I think Volunteering Auckland is a super idea, I have volunteered in the past and got a lot out of that. Keep up the good work of letting us know what is out there to help with." - **Gabrielle, 40-49 years**

"This is a fantastic service you are providing and I'm excited to be able to make use of it!
I signed myself up for the newsletter and also just filled in a Volunteer Request Form." - **Youthline**

"I am impressed on the volunteering process here in Auckland. It makes it easier for foreigners like me an opportunity to help out and serve others. I am truly grateful!" - **Agnes, 40-49 years**

"Volunteering Auckland is a real asset to the community and voluntary sector. Their service is professional and easy to use and we fully support them." - **Riding for the Disabled Henderson**

"The referral process is excellent. The information and contact details was right. Thanks for your assistance. More power on your job." - **Roy, 50-59 years**

From our Chair



Volunteering Auckland
Where Volunteering Begins



The 2016 – 2017 year has seen Volunteering Auckland (VA) continue to grow opportunities for volunteering and supporting the volunteering environment in the Auckland region.

Our 2016 – 2019 strategic plan has been finalised and the organisation is working hard to deliver on our Vision of “Our communities enriched by volunteering”.

Our Strategic Plan has 6 priority areas:

- 1. Helping people to help each other & encouraging partnerships** – which seeks to grow opportunities for volunteering in Auckland & effectively matching them to volunteers
- 2. Connecting people & organisations** – supporting NGO's to develop identifying creative, flexible, adaptable volunteer opportunities, recruitment and effective engagement of volunteers
- 3. Encouraging all organisations to strengthen communities together** – engaging Auckland's businesses in volunteering opportunities & growing their employee volunteering programmes
- 4. Breaking down diversity barriers** – to promote the value of volunteering into Auckland's communities, encouraging us to build closer links in the world's most ethnically diverse city
- 5. Encouraging partnerships in all that we do** – establishing forums, discussion groups and connections between volunteer-involving organisations and leaders of volunteers in Auckland and around NZ
- 6. Demonstrating sound management & governance** – to allow us to fund and grow the services VA provides to developing leadership in volunteering and the volunteering environment

VA continues to deliver to these strategic & business plan goals with just three paid employees Cheryll Martin, Marja van Straaten and (until recently) Caroline Wearn. VA thus relies heavily on the 90 plus volunteers that have supported the services throughout the year. A huge thank you to Cheryll and the whole team from the VA board for their tireless work of growing awareness of the value of volunteering to Auckland's communities. They have enabled us to support 241 NGO's, over 4,500 individual volunteers and over 6,200 hours of corporate contribution to volunteer opportunities and projects in the last year.

We have had some changes on the VA board as well this year with Nick Scott stepping down after 7 years as a trustee and 5 years as Chair to spend more time with his young family. The VA Board & team pass on their thanks to Nick for all his hard work in growing & maturing the leadership and governance of the organisation.

As the new chair, I am focussed on growing the capabilities of VA and its team to meet the evolving needs of Auckland. We are looking at ways to leverage our network of connections to open new doors that will enhance services offered, along with the funding to support them.

The VA board has brought on three new members—Abi Milnes, Suzanna Pomeroy and Derek Rennie—to ensure we have the right support for the portfolio's governing the organisations progress toward the goals within its strategic plan.

Rich Easton

From our General Manager



Ensuring a positive experience for the volunteer has been at the core of our discussions and planning within **Volunteering Auckland** this year. Ensuring that those we refer to voluntary opportunities are going to a place that has a positive volunteering environment, where their skills are valued, where their role is seen as being important to the

cause and where they are seen as unique and valued individuals, resulting in a positive experience for the volunteer.

Member Liaison Programme [MLP] – The ML Programme team actively engaged with 106 of our member NGOs this year. We are excited by the impact this programme has had to date. With increased connections, increased voluntary opportunities and more meaningful relationships with our member NGOs we are ensuring a positive volunteering experience.

MoVA [Managers of Volunteers Auckland] - We moved from engaging outside facilitators [2016] to having current managers and leaders of volunteers deliver forums and workshops from their own knowledge base to their peers [2017]. This is as a way of increasing the capacity within the sector as well as upskilling the participants with 'real' experiences.

We continued our efforts to **improve the contacts between volunteers and NGOs**. We facilitated discussions as well as workshops to inform and assist NGOs in their volunteer recruitment and engagement processes. We re-worded our automated feedback system [AFS] for more accurate results from referred volunteers as to their initial experience

with volunteering. We also initiated a complete review of all voluntary roles registered with VA aiming to improve their quality for easier selection by volunteers.

Individual consultations for voluntary roles - Many of the conversations we have with people wanting to volunteer are required to explain and discuss what is volunteering in a NZ context, rights and responsibilities of volunteering, expectations of particular roles, and assisting in matching the person to an appropriate role. VA advisors assist individuals in identifying suitable voluntary opportunities with which to donate their time, energy and skills. These consultations are increasingly at the request of the NGO listing the voluntary opportunities.

Strategic Engagement of Volunteers has also been a focus this year with forum, presentations and panel discussions being held with a variety of audiences including the NFP Special Interest Group of Accountants, Hui'E and community organisations.

This has again been an exciting year of activities for Volunteering Auckland which we could not achieve without our supporters. **We thank all those who have given their time, skills and commitment** to assist in contributing to the achievement of community outcomes through volunteering and for your continued support of **Volunteering Auckland**.

Ma whero ma pango ka oti ai te mahi

Cheryll Martin



Volunteering Auckland
Where Volunteering Begins

2016-2017 Key Achievements & Celebrations



Volunteering Auckland
Where Volunteering Begins

- **MoVA [Managers of Volunteers Auckland]** has been re-focused to provide opportunities for the professional development of leaders in volunteer engagement
 - **Membership of NGOs** increased across all sectors in particular Arts/Culture, Sport/Rec and Disability Services
 - Number of **consultations with NGOs** continues to increase requiring more in depth support for volunteer engagement development
 - Set up VA's own **Outreach Team** - in-house volunteers attending community events on our behalf to promote volunteering thereby freeing up paid staff time.
 - Launched **e-news for volunteers** showcasing the latest voluntary opportunities and telling the story of volunteers – over 1,700 subscriptions within first 6 months
 - **Member Liaison Programme [MLP]** has grown to such an extent that a new paid position is being created to coordinate the programme
 - Continued increase in the number and quality of **available voluntary opportunities**, both individual and team, as a direct impact of the MLP programme, advice and consultations
 - Our volunteer **IT Guru won** the NZ Tech Soup Technology Volunteer of the Year Award 2017
 - **VACONNECT** [our internal CRM system] has had additional features added to assist in the delivery of our services
 - **WWW upgrades** – name of NGOs now live against their roles as well as direct link to NGOs website if available; updated Request for Volunteers Form with additional support for writing roles; e-newsletter sign up added for Volunteers
 - **EVP website** – added individual gallery of photos and quotes from their opportunities – a hit with our member Corporates! Added a calendar feed to enable staff to see all upcoming projects; added NGO feedback to corporates who had attended their opportunities
 - Hosted **IBM "Project Management - Youth"** workshop for 10 pre-selected NGO member participants. IBM supported VA's administration of this project with a grant.
 - **Partnered with Auckland Young Professionals** to bring volunteering to a wider professional audience – gained 2 new board members from this event
 - **Partnered with AUT 'Outside the Square'** – 3rd year marketing students – developing a video to encourage youth [13-18 year olds] volunteering within NGOs
 - VA now has our own **"partnership broker"** within **Auckland Council** to assist in navigating the multitude of departments to assist in furthering volunteer engagement
 - **Financial stability** – VA is in a very good position financially with successes in grant applications and activities
 - **4,549** individual volunteers received **7,765** referrals to **469** voluntary opportunities
 - **815** [685 previous reporting period] people had individual consultations to assist them in identifying suitable voluntary opportunities with which to donate their time, energy and skills
 - **241** NGO Community Voluntary organisations accessed our services through membership of VA.
 - **89** people attended professional development opportunities.
 - **18** corporate businesses accessed our Employee Volunteering Programme benefiting **127** community projects through **1,216** people donating **6,271 hours**
 - **170** Member Liaison Programme [MLP] engagements were recorded with member NGOs
 - **42** consultations with member NGOs to discuss volunteer programme development, accessing the EV programme and developing projects, Volunteer Involving Programme [VIP] policy reviews
- Our Numbers:**

*"Nau te rourou, naku te rourou,
ka ora ai te iwi"*

With your help, and our help,
the people will thrive

Photo Gallery



**Patron, Mayor of Auckland
Hon Phil Goff**



**EVP Corporate Networking
Event—SDGs 2030 Agenda**
Marsh Mercer, May 2016



**NZ Tech Soup Technology
Volunteer of the Year—Tim**
February 2017



UNITEC Student—Teresa
March—June 2017



ANZ Migrant Expo
November 2016



Acknowledging our Volunteers
December 5 2016



Acknowledging our IT Guru
February 2017

Financial Reporting

Summary Statement of Financial Performance

for year ended 30 June 2017

	2017	2016
Income		
Activity Income	1,464	6,252
Membership Income	62,071	47,540
Grants / Donations	145,044	143,573
Other Income	<u>2,786</u>	<u>3,198</u>
Total Income	211,365	200,563
Expenditure		
Public Fundraising	2,416	7,186
Service Programme Costs	55,432	52,069
Volunteer & Employee Related Costs	<u>145,873</u>	<u>157,831</u>
Total Expenditure	203,721	217,086
Total Operating surplus (deficit)	7,644	(16,523)

Summary Statement of Financial Position

as at 30 June 2017

	2017	2016
Current Assets	212,471	224,127
Fixed Assets	<u>6,806</u>	<u>2,801</u>
Total Assets	219,277	226,928
Creditors & Accrued Expenses	13,505	9,221
Employee Costs	21,833	21,857
Unused Grants with Conditions	6,250	30,638
Other current Liabilities	<u>47,508</u>	<u>42,675</u>
Total Liabilities	89,096	104,391
Excess of Assets over Liabilities	130,181	122,537
Accumulated Funds	122,537	139,060
Summary Statement of Movement in Equity		
Equity at start of year		
Net surplus (deficit) for period	7,644	(16,523)
Equity at end of year	130,181	122,537

This Financial Reporting has been taken from the fully audited Financial Report of Volunteering Auckland for the year ended 30 June 2017

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



Special thanks for Support from:

Auckland Young Professionals, Circability Trust, Elizabeth Knox Home & Hospital, IBM New Zealand, IHC New Zealand, Marsh Mercer, Cathy Aiavao [Youthline], Carol Chamley [Scouts NZ], Ros Currie [Auckland Museum], Jacqui Fill [Auckland Cancer Society], Berenice Langson [IHC North Shore], Lindy Lely [Auckland DHB], John Stansfield [Unitec], Monica Staveley [Elizabeth Knox]

*Ehara taku toa i te toa takitahi, engari
he toa takitini.*

My strength is not mine alone. It comes from
the collective/group

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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