

Volunteering Auckland Annual Report 2017-18



Volunteering Auckland
Where Volunteering Begins

From our Patron



I am proud to be a patron of Volunteering Auckland, an organisation that has, for more than 28 years, made a significant contribution to the wellbeing of our communities and led positive change across our region.

Volunteering Auckland works with over 200 not-for-profit organisations which rely on volunteers to achieve better outcomes for our community.

Volunteers represent the best of Auckland. They selflessly work on behalf of others to create a better and more inclusive society, 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 is enormously satisfying to help others achieve and reach their goals.

My sincere thanks to everyone at Volunteering Auckland for the work you do in our community and for making Auckland a better place to live.

Kind regards

Phil Goff

From our Stakeholders

"I'd like to thank the staff at Volunteering Auckland for making it all happen so quickly, and if I see another role that relates to my career I will definitely apply!" - **Ricky**
20-29 years

"It's a wonderful service ... Volunteering Auckland has been a real blessing to our mentoring program and we shall always be indebted." - **Lifewise Trust**

"I must say thank you to Volunteer Auckland who gives me this volunteer opportunity. I used to be a disabled patient after a car accident when I was early 20, but I have been fortunate and have been able to return to work after long rehabilitation process so I really want to help other disabilities with my IT knowledge and skills - **Tom, 20-29 years**

"I have nothing but praise for the Volunteering Auckland programme and has gained from participating in Volunteering Auckland workshops and seminars." -
Salvation Army—Seniors Programme

"Congratulations for the amazing work you promote. I'm deeply mesmerized by the level of organization and opportunities provided." - **Adelino, 30-39 years**

"Thank you so much [the story in your Volunteer e-news] looks amazing!!!! Many, many thanks for your initiative" - **Heart Foundation**

"Quick and easy referral system. Would recommend as a way to view lots of different positions available"- **Jennifer, 40-49 years**

From our Chair



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As we approach the end of our 2016 – 2019 strategic planning phase it's a good opportunity to reflect on progress on the priority areas over the last year:

1. Helping people to help each other & encouraging partnerships – has seen VA continue to receive positive feedback from volunteers on our work connecting them to NGO roles

2. Connecting people & organisations – consultations & development for NGO's has continued to ensure they are ready to support those who come and volunteer for them

3. Encouraging all organisations to strengthen communities together – a continuation of supporting businesses to setup their volunteer programmes & link to meaningful projects

4. Breaking down diversity barriers – has seen a rise in the use of social media to highlight the value people from all over Auckland are bringing into their communities

5. Encouraging partnerships in all that we do – many areas of progress, the most significant being the uplift in engagement with Auckland Council in supporting volunteering

6. Demonstrating sound management & governance – has seen progress on reviewing policies, audit processes, health & safety practices for volunteers & risk management

Cheryll, the VA Team and the Board are now starting to review these strategic goals to ensure we are setup for the next 5 to 10 years supporting Auckland's volunteering needs. We expect to have this ready to

feed into the business planning for 2019-2020.

The year has seen the introduction of two new staff members Sally and Neha which is an exciting time for VA, bringing new capabilities into the team. Alongside them Cheryll and Marja form the backbone of the team, with VA continuing to rely heavily on the 50 plus volunteers that support the services throughout the year. The Board wishes to thank Cheryll and the whole team on their wonderful achievements across Auckland's communities again this year. They have enabled us to support 289 NGO's with 4,717 individual volunteers being referred to 449 voluntary opportunities, and 1,600 corporate staff giving 4,893 hours to 95 community projects over the year.

We have had some changes on the VA board as well this year with Margaret Antunovich retiring from the Board, and taking up the Board Secretary role, a huge thank you to her for the guidance over many years, and ongoing support at meetings. Suzanna Pomeroy had to step down due to conflicts of interest with her new role, and we have welcomed Felicity Williamson recently to the board.

The future has some exciting times ahead with programmes for those retiring, youth and employees wanting to take time to volunteer as well that will grow the diversity further into our communities. Lastly, the challenge of ongoing funding is on our radar to ensure VA can continue to support Aucklanders volunteering long into the future.

Rich Easton

From our General Manager



Volunteering underpins the very heart of our communities. However, volunteering does not happen in a vacuum — someone will be ensuring that the volunteers have the experience they expect and enjoy in order for volunteering to continue.

Supporting the people responsible for recruiting, mobilising and supporting the volunteers supports volunteering. These are our Leaders of Volunteer Engagement [LoVE]. This year has focused on providing support and learning opportunities for this group of exceptional people.

We provided **learning opportunities** for leaders, managers and coordinators of volunteers delivering from their own knowledge-base to their peers. This is also a great way to develop the capacity of NGO staff in this field as part of their personal professional development goals. This year I have also been privileged to be an Assessor for the Level 4 Certificate in Volunteer Management.

We continued our efforts to **improve initial contacts** between volunteers and NGOs. We are still receiving feedback from volunteers about the lack of contact from the NGO once referred. We have, therefore, focused our learning opportunities on engaging volunteers and the initial contact processes. We respond to all feedback received through our system [AFS] to support better results from referred volunteers. Our aim is to also improve the quality of opportunities for easier selection by volunteers.

We have laid the groundwork and the foundations for the next version of our **CONNECT online system** which will include new and updated improvements. We are encouraged by a number of other **NZ Volunteer**



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Centres agreeing to partner with us in this development for a potential national solution to volunteer engagement.

With the growth of our **Member Liaison Programme** we employed a part time Programme Coordinator in the later half of the reporting period to assist with its development.

We have also developed an **online orientation training** programme for our in-house volunteer staff. This is of particular benefit for our remote teams including the Member Liaison Programme and the Media Team.

We started a partnership with **Haumaru Housing** [a collaboration between Auckland Council and Selwyn Foundation] and local Community Houses on a Seniors Well-Being project - **Head.Hand.Heart 60+** - encouraging seniors to re-connect with their communities through activities and volunteering.

We partnered with **Auckland Council** and the **Department of Internal Affairs** on delivering learning opportunities for Leaders of Volunteer Engagement across Auckland on effective volunteer engagement.

We continue our support and feedback into the **Auckland Council** and **Department of Conservation** volunteer management project for effectively engaging volunteers into the environmental space.

This work could not happen without a committed team of staff and volunteers who support our mahi / work and our kaupapa / mission. My gratitude to you all ... toku whakawhetai ki a koutou katoa!

Cheryll Martin

2017-2018 Key Achievements & Celebrations



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- **Partnered with member NGOs** to host LoVE forums [Leaders of Volunteer Engagement] with LoVE leaders delivering on topics relevant to ViP development [Volunteer Involving Programmes].
 - Partnered with **Auckland Council** and **Dept. Internal Affairs** to deliver workshops for Leaders of Volunteer Engagement across Auckland
 - **National Volunteer Week 2018** was very successful with social media coverage of 7 Auckland City **Councillors** undertaking voluntary opportunities during the week.
 - **Volunteer e-news** featuring new roles, events and volunteer testimonials – fortnightly publications - has now reached over 3,000 subscribers!
 - **Volunteers**—Those identifying as being born outside NZ are still our largest registrants for volunteering opportunities.
 - Partnered with **AUT Outside the Square** and **Auckland Council** to develop a video on youth engagement in volunteering with NGOs
 - Attended the **ANZ Migrant expo** which attracted over **10,000** people helping to expand our reach
 - Partnered with **'Realised Worth'** to organise and run a Masterclass workshop for employee volunteer programs within many of our member businesses.
 - Partnered with **IBM New Zealand** to host a workshop on youth engagement for NGOs.
 - Partnered with **Marsh/Mercer** – Scott Miller [VNZ] and VA GM were guest speakers on the emerging trends in volunteering and where employee volunteering fits.
 - Worked with **Auckland Emergency Management** on developing spontaneous volunteering engagement guidelines
 - Developed the **Head.Heart.Hands 60+** programme for Seniors Well-Being with the support of the Birkdale Beachhaven Community Project.
 - Created Volunteering Auckland **Youtube** channel to showcase our stories on volunteering.
 - Supported **Volunteering New Zealand** in the content development for the 2017 national volunteering conference PIVOT
 - Hosted the 2017 **Volunteer Centre Network Aotearoa Hui** for 17 Volunteer Centres
 - **Financial stability** – VA is in a very good position financially with successes in grant applications and activities.
- Our Numbers:**
- **4,714** individual volunteers received **6,320** referrals to **449** voluntary opportunities
 - **536** people had individual consultations to assist them in identifying suitable voluntary opportunities with which to donate their time, energy and skills.
- **289** NGO Community Voluntary organisations accessed our services with **221** active NGO members at end of this period. **30** NGOs newly joined this year.
 - **88** people attended professional development learning opportunities.
 - **27** corporate businesses accessed our Employee Volunteering Programme benefiting **95** community projects through **1,601** people donating **4,893** hours.
 - **88** Member Liaison Programme [MLP] engagements were recorded with **65** member NGOs.
 - **24** one on one consultations with member NGOs to discuss volunteer programme development, accessing EV programme and developing projects, Volunteer Involving Programme [VIP] policy reviews.
 - **5,647** hours contributed by an awesome team of dedicated volunteers to the work of Volunteering Auckland.

*"Ehara taku toa, he takitahi,
he toa takitini"*

... not individual success but success of a collective

Photo Gallery



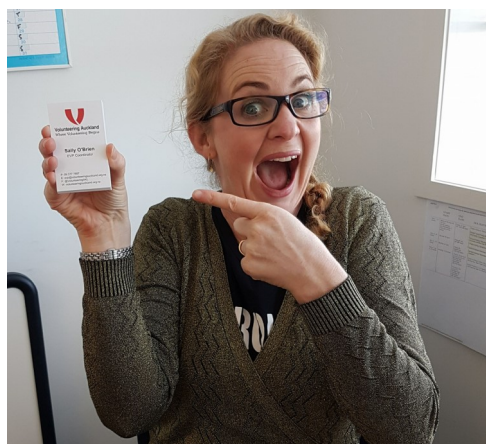
**AUT Outside the Square student team
#ChallengeAccepted —youth volunteer
engagement with NGOs**
August 2017



**LoVE Forum—Panel Discussion with Elizabeth
Knox, Scouts Ak, and Youthline on youth
engagement in NGOs**
September 2017



NGO Consultation with TOA Pacific
October 2017



New VA Business Cards
May 2018



**Development of Head.Hand.Heart 60+ Pro-
gramme with support from BBCP, Joan
Lardner [middle] and John Raeburn [left]**
June 2018



**VA Board, Staff and family volunteering
at the community gardens at HubWest**
June 2018

Financial Reporting Summary

Statement of Financial Performance

for year ended 30 June 2018

	2018	2017
Income		
Activity Income	8,220	1,464
Membership Income	63,261	62,071
Grants / Donations	175,917	145,044
Other Income	<u>5,031</u>	<u>2,786</u>
Total Income	252,429	211,365
Expenditure		
Public Fundraising	906	2,416
Service Programme Costs	58,145	55,432
Volunteer & Employee Related Costs	<u>175,892</u>	<u>145,873</u>
Total Expenditure	234,943	203,721
Total Operating surplus (deficit)	17,486	7,644

Statement of Financial Position

as at 30 June 2018

	2018	2017
Current Assets	239,688	212,471
Fixed Assets	<u>5,182</u>	<u>6,806</u>
Total Assets	244,870	219,277
Creditors & Accrued Expenses	9,391	13,505
Employee Costs	27,500	21,833
Unused Grants with Conditions	12,917	6,250
Other current Liabilities	<u>47,495</u>	<u>47,508</u>
Total Liabilities	97,203	89,096
Net Assets	147,667	130,181
Accumulated Funds	130,181	122,537
Summary Statement of Movement in Equity		
Equity at start of year		
Net surplus (deficit) for period	17,486	7,644
Equity at end of year	147,667	130,181

This Financial Reporting has been taken from the fully audited Financial Report of Volunteering Auckland for the year ended 30 June 2018

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 Art Gallery, AUT Outside the Square, Birkdale Beachhaven Community Project, L&P Emmet Murphy Foundation; IBM New Zealand, IHC New Zealand, Marsh Mercer, LoVE Forum Reference Group — Ros Currie [Auckland War Memorial Museum], Jacqui Fill [Auckland Cancer Society], Berenice Langson [IHC North Shore], Lindy Lely [Auckland DHB], Presenters—Cathy Aiavao [Youthline], Carol Chamley [Scouts Auckland], Monica Stavely [Elizabeth Knox]; Volunteering NZ—Scott Miller & Michelle Kitney

*Naku te rourou nau te rourou ka
ora ai te iwi*

With your basket and my basket the people will live

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

Charities Registration No. CC23758

Phone: 09 377 7887

Email: admin@volunteeringauckland.org.nz

Street Address:
Level 2, 10 New North Rd
Eden Tce
Auckland 1021

Postal Address:
PO Box 8814
Grafton
Auckland 1051



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