



**Volunteering Auckland**  
*Where Volunteering Begins*

**Annual Report 2010**



Volunteering Auckland acknowledges and thanks the following supporters:

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“ I have found Volunteering Auckland to be a vital support. Firstly, I have attended seminars or forums where I have learned a great deal about management, recruitment and retaining volunteer staff. Not only did I gain knowledge that has improved my work, but I also gained the benefit of networking with other organisations and the companionship/experiences of other volunteer managers...They are a professional and invaluable organisation and I have been very grateful for their guidance. *Salvation Army-Senior Services*



## Vision

A Community Enriched by Volunteering.

## Mission

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

## Highlights of the year



The launch of a calendar to celebrate Volunteering and our 20th birthday year, 2010. We had a fabulous team of people working on this project including volunteer photographers, story gatherers, editors and graphic designers with a fantastic result!



A Volunteering Auckland staff member, Giselle Fasher, chats with Valeriano Incapas, NZ Aids Foundation, who attended our Open Day during Volunteer Awareness Week, June 2010. The day was well attended and was a good opportunity to find out more about the services offered to members.



"Working Smarter" was the theme for our training / forums this year looking at strategies for effective engagement of volunteers in our volunteer-involving programmes and the vital role of managing this well.



Our website got a completely new look and functionality thanks to the dollars raised through the Christmas Gift Wrapping in December 2009. With special thanks to Kiwi Income Property Trust [Sylvia Park].

“ Volunteering Auckland has been a fantastic source of prospective mentors for our programmes. The staff at Volunteering Auckland is informed and passionate about the role of volunteers in our community. They are efficient and knowledgeable in informing prospective mentors about our programme and referring suitable candidates onto us for screening and training...Furthermore Volunteering Auckland has provided opportunities for our staff at Project K to participate in workshops related to the volunteering sector that have been informative and a good opportunity to meet others working in this sector. **Project K** ”

## Chairperson's Report



Annual Report time signals the fact that another year has fast come to an end and simultaneously presents me an opportunity to reflect on the great work that has been done and continues to go on within Volunteering Auckland. It has been a pleasure to serve the board as chairperson for the past 3 years. Much has happened during that time and I am happy to announce that Volunteering Auckland is continuing to develop and grow in leaps and bounds.

I wish to start by thanking our General Manager - Cheryll Martin - and each employee and volunteer who works in the office of VA for their hard work during the last 12 months. It has been a year of increased service delivery and demand for Volunteering Auckland. Not many people would be aware of the sacrifices that this has meant in the interests of the organisation.

After many months of preparation and seeking funds our new website is coming along nicely. Thank you to Cheryll, our General Manager, for taking the time to learn and understand how to implement parts of this so that the costs were kept to a minimum. There are still more stages to come, however, the work that has been done on it thus far is great. Congratulations to all those involved!

I would like to thank all the Board members and General Manager for their willingness to spend an evening together in developing a workable strategic plan for the coming years. We worked together well as a team sharing our views and ideas. It would be very remiss of me if I didn't thank our Vice Chair, Robert Limb, for making a room available in his offices for our evening, and for the supper that was so generously provided.

Each member of the board has special skills that are being accessed to review and continue to improve many areas of Volunteering Auckland. I hope I can do a little justice in sharing some of these.

**Robert Limb:** Work with the marketing team and generously donated staff hours and studio time for the artwork for our new look.

**Catherine Mitchell:** Assistance with the Sylvia Park Christmas wrapping project, and sharing her area of expertise in HR Management.

**Denis Orme:** Has done an amazing job on reviewing our policies and application of his change management experience to planning.

**Kate Ashcroft:** Assists with staffing – structures and reviews – in particular the legal aspects related to employment.

**Paul Hutchinson and Peter Yates:** Work on finance - we have come to rely on quality and speed of financial reporting to the board each month.

**Peter Yates:** Continuing work on ensuring our IT equipment is well functioning.

**Kit Howden:** Work on submissions and education of the board about Auckland Super City development and the implications to volunteers and volunteering.

The successful implementation of our strategic plan depends on the co-operation of the entire team, to accomplish the mission of Volunteering Auckland which is "Dedicated to positive change in the Community through the Support and Promotion of Volunteering". We have a wonderful team on the board and I am thankful for each of you for your dedication and support and sharing your expertise in helping VA become a great organisation. I look forward to continue working with you all over the next 12 months.

I am extremely thankful also for the addition of our new board members, Denis Orme and Nick Scott, and am grateful for the way in which they have already supported and adapted to the ideas and vision of Volunteering Auckland. We look forward to great things over the next year.

To all our affiliated member organisations, I once again express my sincere appreciation for your confidence in us. Without you it would be impossible to continue the work we are doing. Despite the many challenges we all face, in particular in decreased funding resources, we seek to foster an even better relationship with you in the future for volunteering.

Last but not least, all our partners, supporters and funders. We trust that you will continue to support Volunteering Auckland to enhance the potential of this centre to contribute further to the growth of volunteering in our communities.

God Bless You All

**Dianne Denny**  
Chairperson

“ The community focus your organisation has championed gave us a vital link to the many helping hands looking to participate in community support. Without the drive of Volunteering Auckland and your connections with volunteers we are certain we would not have been able to complete these tasks for many years...A really positive and unexpected outcome from this project has been the way the community has looked after our school since then. There is a real sense of community ownership and we have had a marked drop in graffiti and vandalism in the areas that have been painted and improved. **Birkdale North School**



## General Manager's Report



*"Great volunteer programmes do not fall out of the sky: it is good management practices that make them even better."*

This year has continued on the path of increased delivery across all services provided by Volunteering Auckland. We emphasised, through our work, the importance of recognising the valuable role of Managers/Coordinators of Volunteers as the ones responsible for ensuring that services are delivered and policies are written, often all by voluntary effort. These, often unrecognised people, importantly contribute to the strategic value of volunteer-involving programmes. "Great volunteer programmes do not fall out of the sky: it is good management practices that make them even better," is what we are hearing. We also saw the continued effects of the economic recession on our sector's business, in particular, in reduced funding. However, there is room for optimism as volunteering numbers through Volunteering Auckland continue to rise.

To this end, this year we became proactive in addressing the continuing impacts of the recession on our member organisations with a new series of surveys, forums and focus groups under the rubric of a new initiative funded, in part, by Auckland City Council called "Working Smarter." Through this work we are seeing our members become more strategic in their engagement of volunteers to ensure they continue to meet their strategic goals.

Workshops such as "The Strategic Role of the Manager/Coordinator of Volunteers," "Recruiting Today's Volunteers" and "Changes in Volunteering," provided an understanding of the strategic value of volunteering in the social, cultural, economic, political and environmental capital of community organisations. A survey, undertaken by Victoria University on the topic, "Management Matters," suggested high levels of satisfaction among Managers/Coordinators of Volunteers, but a lack of time and money are continuing challenges for those responsible for engaging volunteers within our sector. "Working Smarter" also made possible forums to look at and discuss "Professional Development for Managers of Volunteers"

which recognised the importance of this role as well as volunteer-involving programmes. Volunteering Auckland is now involved at a national level, with Volunteering NZ, in looking at developing this further.

Volunteering Auckland is continuing to take the lead in developing Volunteer Management practices through training, coaching and opportunities for collaboration and networking around good practices for engaging and mobilising volunteers.

Developing new profiles of Volunteers based on diversity is also a priority. "Volunteering Across the Generations," this year's theme for Volunteer Awareness Week, accented how diverse groups of youth and seniors can create Volunteer successes.

New ways of working are being generated from the research conducted by "Working Smarter" towards the end of increasing Volunteer satisfaction and the status of Managers/Coordinators of Volunteers. Through "Working Smarter" we are looking at creating a measure and worth for volunteering which does justice to its monetary, quality and social value. Most of all, we continue to work towards ensuring that the environment for Volunteers and Volunteer Management is efficient, effective, well run, and pleasurable for all concerned.

In this, my 15<sup>th</sup> year at Volunteering Auckland, I have seen many changes but what still continues to impress me is the generosity of the people I meet in giving of themselves to make a difference through volunteering and in particular from those who engage volunteers in our communities.

Kia ora koutou ngā tīpuna, kia ora koutou ngā tāngata ki kōnei, kia ora koutou a muri ake nei i ngā tāngata. He whakapono i roto tenei tūao me tuku noa te tāima ki a rātau me tuku noa te mātauranga ki a rātau.

Koia tāku kupu i tēnei wā ki a koutou – "Ma ngā huruhuru te manu ka rere." Nō reira tenā tatou katoa.

Yours in volunteering

**Cheryll Martin**  
General Manager



Thanks to attending Volunteering Auckland's training sessions, I am now aware of the different types of people who volunteer, the need for a policy for the protection of both the volunteers and our organisation, how to look after volunteers and many other essential pieces of knowledge that would not have been learned had it not been for the training given. **Refugee Health & Wellbeing**

I would like to thank Volunteering Auckland for the training that you have provided to North Shore's Walking School Buses, which is a volunteer run programme...Your efforts to specifically target information to WSB volunteers are very much appreciated. I have no doubt that the knowledge and information that they take away has helped to build confidence for many of them... **North Shore City Council**



## Centre Operations & Development

### Overview of the Year

The 2009-2010 year marks Volunteering Auckland's 20<sup>th</sup> Anniversary! We are ushering it in with a curvy new look and plenty of enthusiasm. Individual registrations exceeded our 20% target and group registrations jumped over 50%! Internet registrations have increased as a result of our increased web presence: our web site at [www.volunteeringauckland.org.nz](http://www.volunteeringauckland.org.nz) and our blog at [volunteeringauckland.blogspot.com](http://volunteeringauckland.blogspot.com). Training workshops in volunteer management brought together 311 participants in a total of 18 workshops.

"Working Smarter" was this year's major initiative on the impacts of the recession and charting the future for volunteering and volunteer management. It resulted in a series of forums, surveys, and focus groups on topics related to management, recruitment, and changes in volunteering.

"Volunteering Across the Generations" was the theme for this year's Volunteer Awareness Week which accented cross-generational volunteering that included a rise of 105% in volunteers over the age of 60 and a continuing increase in young people volunteering. Free radio advertising from ZM & Classic Hits, pro bono design work from DDB, and volunteer stories written and submitted to local media by AUT journalism students contributed to making Volunteer Awareness Week a great success.

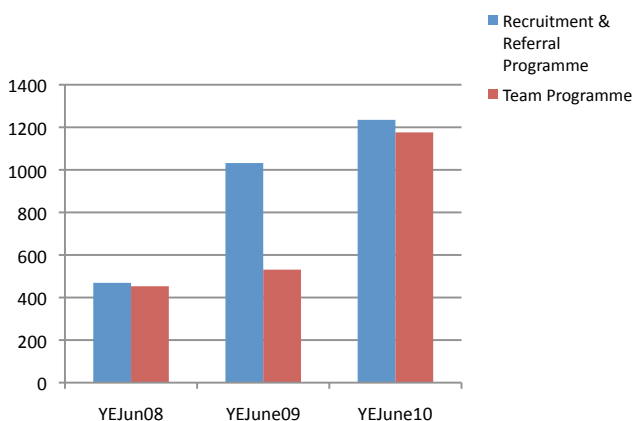
As the Auckland "Super City" moves towards becoming a reality, Volunteering Auckland is continuing discussions and making submissions to ensure recognition of volunteers within the structures of the new Auckland Council and local government.

All in all a successful year filled with fulfilling projects, challenging initiatives, and increased volunteer participation.

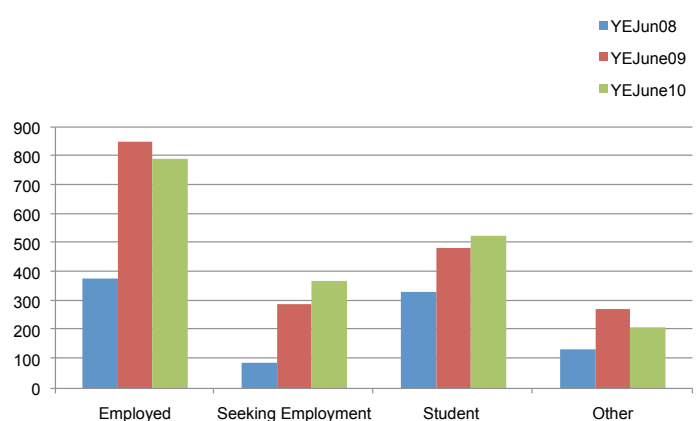


*Dianne Denny, Chairperson, and Cheryl Martin, General Manager, at the National Network of Volunteer Centres Forum, Christchurch, May 2010*

### Year End Volunteer Figures 2008 - 2010



### Labour Status of Volunteers 2008-2010



The time and dedication put into fulfilling the exact need of our organisation is carefully planned and orchestrated through the professionalism of Volunteering Auckland. The staff at VA has consistently made extra efforts to assist us in completing our projects on time through careful selection, screening and placing of volunteers... Masada confidently steps forward with the knowledge that we can depend on the vital service and most satisfactory relationship built up over the years. **Masada Community Trust**

Volunteering Auckland has always been very helpful, very professional and has made a valuable contribution to the daily lives of our clients and our organisation by finding volunteers to work with our clients. There must be countless other organisations that benefit daily from the services of Volunteering Auckland. I don't know what we'd do without them. **Refugees as Survivors NZ**

## Centre Operations & Development

### Training, Information and Consultation Services

Managers/Coordinators of Volunteers had the opportunity to attend our training workshops tailored to their specific roles and based on current and future needs regarding volunteering. Additional forums enabled those responsible for the volunteers within our member organisations to network with their colleagues in the non-profit sector and share experiences for further development of their volunteer-involving programmes and interactions with volunteers. Our quarterly newsletter, "Volunteer Trends" provided further information on volunteering and issues affecting volunteers, the community/voluntary sector, member organisations, and ongoing and upcoming events.

There is continuing strong interest in our training workshops and forums. Volunteering Auckland delivered 18 workshops with 311 participants across Auckland. We also received requests from member organisations (Arthritis NZ, Lifeline NZ, Walking School Bus, SPCA) to deliver workshops or series of workshops on a variety of topics in relation to running a successful volunteer-involving programme. The feedback from all workshops and forums was very positive with over 85% of the participants responding with "very good" and/or "excellent."

The workshops / forums covered a range of topics including "Best Practice in Volunteer Management," "Governance Management," "Motivation & Recognition for Retention," "Recruitment, Selection & Placement of Volunteers," "Risk Management/Change Management," "Roles for Volunteers and How They Have Changed," "Strategic Role of the Manager of Volunteers," "Succession Planning," "The Changing Nature of Volunteers: What do Volunteers Really Want Today?" "Volunteers Unleashed:

Generations X/Y," "Volunteering Across the Generations" and "Working for Effective Employment Relationships" (co-organised with Workplace Wellbeing).

Volunteering Auckland has also increased the number of books, manuals and texts on good practice in managing volunteer-involving programmes in its library. Our members are increasingly utilising this service to up-skill in various areas of developing and reviewing their programmes.

Volunteering Auckland has been working with a number of organisations to enhance and develop their volunteer-involving programmes. This is a very exciting development in that organisations are realising that a well-managed, well-planned volunteer-involving programme is vital to the strategic direction and ongoing development of their services.

Volunteering Auckland's future plans are to continue providing further opportunities for growth and development to up-skill Managers/Coordinators of Volunteers by giving them the chance to discover valuable and innovative ways to effectively engage, recruit, retain, mobilise and recognise their volunteers. One of our upcoming initiatives is to create a peer support group for Managers/Coordinators of Volunteers i.e. for those who are responsible for engaging volunteers across the sector in greater Auckland. We will also be looking at re-branding our COVAK forums to something with more depth with initiatives for the professional development for those responsible for engaging and mobilising volunteers.

### Recruitment and Referral Service

This has been another busy year with a healthy 20% increase on last year in the overall numbers of Volunteer Registrations, adding to the dramatic 120% increase of the previous year. The slowing in numbers of registrations since last year is in part a result of increased employment opportunities and the economy making a slow but steady recovery after the recession. Through the years there has always been a noticeable increase in the numbers of people we see when unemployment is high.

We have also had an increase in our in-house staffing levels to cope with the increased demand for our services. The increased staff has not only increased our capacity for face to face interviews but also for phone interviews and referrals which are popular with potential volunteers who work or study fulltime and those living outside the central city area.

There has also been an increase in referrals from ACC, Work & Income NZ and other support organisations who have recognised the benefits of volunteering towards reintegrating their clients into the paid workforce and the community.

The Requests for Volunteers continue to come in from our member organisations with the vacancies remaining steady at approximately 360 voluntary opportunities available at any one time. Some roles such as befriending and driving are often ongoing but other roles in IT and administration seem to be snapped up as soon as they are listed.

It is good to see volunteering is as popular as ever with a steady stream of people coming to see us at Volunteering Auckland – not all end up volunteering immediately but the seed is planted and we often find they come back to check out another role at a later date.



## Centre Operations & Development

### Team Volunteering

Many businesses today are going beyond team building exercises and wanting to “give back” to the communities within which they operate. Participating in community projects not only gives business the opportunity to make a difference in their communities, but the spin-offs include team building, morale boosting and a lot of fun for staff members.

Volunteering Auckland assisted our member business partners by sourcing appropriate community projects for their volunteering activities, fostering relationships and connecting with our member organisations. We also promoted their activities in our newsletter, on our blog and in local media.

This year we placed 1,179 volunteers across 77 one-day community projects. We had several larger teams come through this year...always a challenge to find a project that can host upwards of 30 volunteers! Our smallest team numbered 4 volunteers and our largest team numbered 316! Apart from the usual projects such as conservation work, beach clean-ups, gardening, rest home help and so on, several projects stood out:

- We assisted CanTeen’s Bandanna Packing project by supplying a total of 82 volunteers in 9 teams across a two week period.
- The Mormon “Helping Hands” Day was a big success with 413 volunteers undertaking 3 community projects – Birkdale North Primary School’s spruce up day, Project Twin Streams’ conservation effort, and Ranui Community Gardens’ clean up day.
- KPMG had a great volunteer day at Masada Community Trust where they participated in Zumba dancing, face

painting and other activities and also supplied a lovely morning tea with baked goodies for the teenagers.

### Birkdale North Primary School & Mormon “Helping Hands”

“It was great to see the Mormon Church back again this year to help us with maintaining our school building. All but one building [the Hall] is now looking fresh with a new paint job. It was great to get a job done quickly by the many helping hands [316 volunteers]. Because of this we were able to use the money saved on other vital resources within the school - this year it was to upgrade the library (\$12,000). The Mormon Church is coming back next year to complete the painting of the Hall. Then all our buildings will be looking fresh!”

**Helen Varney, Principal  
Birkdale North  
Primary School**



### KPMG & Masada Community Trust

**Masada’s story:** “Our kids just loved having KPMG here. After the Zumba dancing, during which our kids were more physically coordinated than the Accountants, they organised an activity to do with them - rock painting. KPMG even brought in the rocks for everyone. We buddied each adult with a child/teenager and the conversations that ensued were awesome to behold. One lot was even painting the head of a KPMG team member - a bald head offered up as a “rock”! Although both sides started out “nervous,” they ended with real conversations!”

**Norma-Jean van de Rheede, Masada Community Trust**

**KPMG’s story:** “On a cold, blustery Friday morning, Risk Advisory Services (RAS) from KPMG arose bright and early to go to Masada Community Trust. When we arrived, we were welcomed by a group of young, vibrant students. We worked up a healthy appetite by performing the latest dance craze to hit the gyms, Zumba! By the time the Zumba session had elapsed, the children and members of the RAS team all collapsed into a heap and shared some

muffins and eats either baked or bought by the KPMG members. This little rest period gave us a chance to work up some energy to close the morning’s activities with face and rock painting. All in all it was a very fun and exciting morning.” **Walter Manyati, KPMG**



## Centre Operations & Development

### Marketing in 2009/10: Getting Back to Basics

The role of marketing in any community sector organisation is always secondary to the business of doing the things that matter most. In our case that is volunteer referral, supporting and working with member organisations and advocating for volunteering.

#### But that can be at a cost.

We began this financial year all too aware that at Volunteering Auckland that cost was the state of our website. Our members continued to rate our services highly but wanted more useful information and interactivity from our site, and for would-be volunteers, our site was becoming a first point of call for making enquiries.

The site we had in place was by our own admission clumsy, wordy and simply did not enable potential volunteers and members to do what they wanted.

With a well structured written brief that spelled out what we needed, and some timely funding from our Sylvia Park Gift Wrapping project [Kiwi Income Property Trust] and the Auckland City CGAF fund, we developed our site to a stage where it is really beginning to fulfill the promise of what a website can do.

Our new and improved site will be able to register interested individuals for voluntary opportunities, register people through our Team Volunteer Programme as well as register as members community organisations and programmes which are interested in developing their volunteer-involving programmes and whom require the support and assistance of our services. Phase 3 of the development will include our members being able to upload and keep current any voluntary positions they have available. It will also allow people interested in any opportunities on our on-line database to self-refer.

### Our New Look

Marketing is also about consistency of look and feel and the availability of materials that tell a story. We started this Financial Year with a legacy of a brochure that has been used and re-used. Rather like our website this was holding us back from telling our story consistently to people that we meet at forums, during workshops and at our annual Sylvia Park gift wrapping fundraiser.

This year we have corrected that and now have consistently designed information packs about membership and about becoming a volunteer. As well as directing enquires to our Auckland Central office, these materials all refer confidently back to our website.

With the basics in place and phase one of the website completed, we go into next year with more ambitious plans for marketing.

### Future Plans

Consistently contacting, in person, stakeholders (be they partners in the sector, members, local government representatives or funders) so that our name and our work is top of mind.

Running an ongoing member recruitment programme (a mix of direct mail to potential members and follow-up calling).

Consistently promoting and expanding our Team Volunteering Programme, to our members, corporate business and other community organisations. To this end plans are in place to produce a Team Volunteering promotional flyer, a quarterly newsletter and to start up a Business Friends network.

### Research

Volunteering Auckland has had ongoing discussions with member and non-member community organisations on the issues and impacts on volunteer engagement within the sector in particular in light of the economic recession. One major point that was identified was a seemed or perceived lack of understanding within organisations about the role of the Manager of Volunteers [VM], both in its functions and in its strategic value.

Volunteering New Zealand's "Volunteering Unleashed" conference held in November of 2009 also contributed three key areas for further inquiry:

- Developing and researching availability of professional development for Managers of Volunteers,
- The necessity for greater collaboration and networking for and between VMs, and
- Rethinking of the concept of volunteering for inclusiveness of cultural and generational differences.

A survey conducted by Victoria University, in partnership with Volunteering NZ, assisted in our efforts to understand the role of the person responsible for the volunteers within organisations and programmes. The survey suggested high levels of satisfaction with the volunteer management role. Conversely, however, lack of time and resources to achieve goals were challenges as were concerns related to inadequacy of compensation for this particular role.

Further research, specifically with Managers of Volunteers, will be valuable in the future to tease out the factors contributing to the reported levels of satisfaction and the apparent contradiction regarding the low level of support received from the organisations.

Volunteering Auckland will continue to contribute to this discussion within our sector to facilitate and promote the recognition and acknowledgement of the importance of management in the delivery of quality volunteer services.

## Volunteering Auckland Team 2009 to 2010

### Admin Support and Reception

Fatima Patel  
Jasmine Rajgor  
Luciana Silva Zacartas  
Marleni Albuquerque  
Mary Yandell  
Michelle Young  
Monisha Tharani  
Odile Zahra  
Rebecca Resurreccion  
Robyn Bond  
Rose Pigg  
Ruby Chiu  
Thomas Park  
Varshita Dave  
Vidisha Sanghani  
Yonas Gebreegziabher  
Yuen May Fung

### Agency Liason Assistant

Penelope Sefuiva

### Event Support

Melissa Church

### I.T. Support

Jan Barnard  
Peter Yates

### Librarian

Minsoo Cha

### Media Team

Chelsea Burke  
Flora Lloyd  
Gil Rubin  
Ian Baker  
Jessie Casson  
Katrina Elia  
Lisa van den Burg  
Patrice Buescher  
Sandra Qi Yan  
Vanessa Huang

### Student Placements/ Internships

MJ / Marjolein Grootendorst

### Support to General Manager

Angela Radosits [Training Logistics]  
Diane Howie-King [Marketing]  
Ken Burns [Funding]  
Lisa Lewis

### Recruitment & Referral Programme

Adrienne Miller  
Angela O'Shea  
Camelia Petrus  
Chad Lim  
Christine Eide  
Christine Houlahan  
Daniel Chu  
Emma Lisa Moore  
Fatima Patel  
Honor Houldsworth  
Jade Yu  
Ken Meng Chan  
Lynne Titter  
Madel Mamaril  
Michael Florincescu  
Rebecca James  
Ritu Munjal  
Robin Large  
Vafa Abbasova  
Valerie Tuang  
Xylena Chung

### Team Volunteering Programme

Sue Archibald  
Vidisha Sanghani

TOTAL NUMBER OF  
VOLUNTARY HOURS  
CONTRIBUTED THIS YEAR

From 1 July 2009 to 30 June 2010

**2894 hrs**

(worth \$43,410 @ \$15/hr)

The hours recorded do not include the countless voluntary hours contributed by the Board of Trustees, IT Support, the Media Team, all those who helped with the Gift Wrapping fundraiser for VA at Sylvia Park last Christmas, or the unpaid hours contributed by paid staff to the running of the Centre and delivery of our services.

Our gratitude goes out to all those who have helped make a difference with the work that we do. A special thank you to the Media Team for production of the 2010 calendar and congratulations to Patrice Buescher whose next production was a set of twins!! Several of our volunteers have moved on to further study, paid work or travel, or like MJ, Luciana and Odile, have returned to their home country after their time in New Zealand – it was great having you here!! Travel safe and may good fortune go with you!

**We thank each and every one for the time you have given so freely – Thank You!**

## Audit Report

TO READERS OF THE FINANCIAL STATEMENTS OF THE VOLUNTEERING AUCKLAND TRUST

I have audited the attached financial report of the Volunteering Auckland Trust  
The report provides information about the past financial performance of the Trust and its financial position as at 30 June 2010.

### Trust's Responsibilities

The Trust and its officers are responsible for the preparation of the financial statements and for ensuring that they fairly reflect the financial position of the Volunteering Auckland Trust as at 30 June 2010 and the results of its operations and cash flows for the year ended on that date.

### Auditor's Responsibilities

It is my responsibility to express an independent opinion on the financial statements presented and to report my opinion to you.

### Basis of Opinion.

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial report. It also includes:

- the significant estimates and judgements made by the Trust in the preparation of the financial report
- whether the accounting policies of the Volunteering Auckland Trust are appropriate to the circumstances, consistently applied and adequately disclosed.

I conducted my audit in accordance with generally accepted auditing standards in New Zealand. I planned and performed my audit so as to obtain all the information and explanations which I considered necessary to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from misstatements, whether caused by error or fraud. In forming my opinion I also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in my capacity as auditor I have no relationship with or interests in the Volunteering Auckland Trust

### Uncertainty

In common with other organisations of a similar nature, control over income prior to its being recorded is limited and there are no practical audit procedures to determine the effect of the limited control.

### Unqualified Opinion

I have obtained all the information that I have required.

In my opinion:

Proper accounting records have been kept as far as appears from my examination of those records; and the Financial Statements on pages 3 to 8 fairly reflect the transactions of the Volunteering Auckland Trust for the year ended 30 June 2010 and its operations for the year ended on that date.

My audit was completed on 26 August 2010 and my unqualified opinion is expressed as at that date.



Noel Ashby  
Chartered Accountant

## Directory

<b>Nature:</b>	Support and assistance for people in need, community welfare agencies and other charitable organisations.
<b>Trustees:</b>	Dianne Denny (Chair) Robert Limb (Vice Chair) Peter Yates (Treasurer) Kate Ashcroft Kit Howden Paul Hutchinson Catherine Mitchell Denis Orme Nick Scott
<b>Date of Incorporation:</b>	24 August 1992
<b>Patron:</b>	Dm. Barbara Goodman
<b>Charities Commission Registration Number:</b>	CC23758
<b>Power of Appointment:</b>	Board of Trustees
<b>Minimum Number of Trustees:</b>	Not less than 6 and no more than 12
<b>Decision Making:</b>	Majority of Trustees

# Statement Of Financial Performance

For The Year Ended 30th June 2010

	NOTES	2010	2009
<b>Income</b>			
Conference Fees Reimbursed		707	867
Donations - Friends of VA		2654	8,333
Funding Events		19578	25,244
Interest Received		657	2,503
Other Income	1.5	711	1,322
Training Fees		5,551	3,640
		<u>29,858</u>	<u>41,909</u>
Grants and Donations	1.4	172,080	182,071
<b>TOTAL INCOME</b>		<u>201,938</u>	<u>223,980</u>
<b>LESS EXPENSES</b>			
Accident Compensation Levy		393	625
Accountancy & Audit Fees		6,215	4,090
Advertising & Promotion		5,037	503
AGM Costs		2,158	2,763
Anniversary Activities		5,423	-
Bank Charges		474	106
Board Meeting Expenses		633	-
Cleaning Expenses		1,816	1,316
Conference fees		3,105	1,782
Contract Services		-	105
Depreciation		5,152	2,525
Equipment Service & Support		5,617	4,714
Fines & Penalties - Inland Revenue		268	314
General Expenses		1,459	1,739
Insurance		1,405	860
Kitchen Supplies		960	976
Kiwi Saver Contributions		3,452	1,351
Loss on Disposal of Assets		378	-
Office Supplies & Stationery		5,159	2,691
Rent		21,135	21,135
Salaries		150,654	90,538
Telephone & Internet Expenses		6,840	4,980
Training/Course fees/Manuals		1,357	-
Travel Expenses		4,110	2,218
Subscriptions & Resource Materials		200	-
Sylvia Park Event Costs		1,079	1,178
Volunteer Badges		-	782
Volunteer Recognition		-	182
Volunteer Reimbursement		420	399
Workshop Costs		618	1,717
<b>TOTAL EXPENSES</b>		<u>235,516</u>	<u>149,589</u>
<b>EXCESS EXPENDITURE OVER INCOME</b>		<u>(33,578)</u>	<u>74,391</u>

## Statement Of Movements In Equity

For The Year Ended 30th June 2010

	NOTES	2010	2009
Equity at Start of Period		107,746	33,355
Net Surplus/(deficit) for Period		(33,578)	74,391
		<u>74,168</u>	<u>107,746</u>

## VOLUNTEERING AUCKLAND TRUST

### STATEMENT OF FINANCIAL POSITION

As At 30th June 2010

	NOTES	2010	2009
<b>CURRENT ASSETS</b>			
ASB Call Account - 51		30,388	66,022
ASB Reserves Account - 53		50,092	43,811
Petty Cash		100	100
Accounts Receivable		5,424	25,230
Prepayments		9,285	-
GST Refund Due		4,425	(3,997)
		<b>99,714</b>	<b>131,166</b>
<b>NON CURRENT ASSETS</b>			
<b>Fixed Assets</b>			
As Per Schedule ( at Book Value)	2	11,610	8,400
		<b>111,324</b>	<b>139,566</b>
<b>CURRENT LIABILITIES</b>			
ASB Cheque Account - 00		3,283	(16,805)
Accounts Payable		33,872	13,126
Income Received in Advance	1.6	-	35,499
		<b>37,155</b>	<b>31,820</b>
<b>NET ASSETS</b>			
		<b>74,168</b>	<b>107,746</b>
<b>REPRESENTED BY:</b>			
<b>TRUST EQUITY</b>			
Opening Balance		107,746	33,355
Less Excess Expenditure Over Income		(33,578)	74,391
		<b>74,168</b>	<b>107,746</b>

Trustee

  
(Chairperson)

Trustee



Date 31 August 2010

These Financial Statements must be read in conjunction with the Audit Report on page 2.



# Notes To Financial Statements

## 1) STATEMENT OF ACCOUNTING POLICIES

These are the financial statements of the Volunteering Auckland Trust incorporated on the 24th August 1992. The financial statements have been prepared in accordance with generally accepted accounting principles.

### 1.1 Measurement System

The measurement system adopted is that of historical cost.

### 1.2 Particular Accounting Policies

The following is a summary of the significant accounting policies adopted by the trust in the preparation of these financial statements.

#### Accounts Receivable

Accounts receivable are stated at their estimated net realisable value.

#### Fixed Assets & Depreciation

Fixed Assets are included at cost less aggregate depreciation. Depreciation of fixed assets, other than Freehold Land, is calculated on a diminishing value basis so as to allocate the cost of the assets over their useful lives. The rates of depreciation are shown in the Fixed Asset Schedule forming part of these financial statements.

#### Goods and Service Tax

Financial information in these accounts is recorded exclusive of G.S.T. costs. G.S.T. payable or receivable at balance date is included in the appropriate category in the Statement of Financial Position.

#### Differential Reporting

The trust qualifies for differential reporting as it is not publicly accountable and it meets the size criteria. The trust has taken advantage of all available differential reporting exemptions.

### 1.3 Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on bases consistent with those used in previous years except for Income in Advance which has previously not been recognised.

### 1.4.Grants and Donations - details

	2010	2009
Auckland City CGAF	12,500	-
Auckland City Accomodation	-	2,320
Auckland City Diversity Fund	-	20,000
ASB Charitable Trust	42,533	66,667
Caring Catholic Fund	2,333	1,667
COGS Auckland	5,381	5,000
COGS Manukau	6,500	1,500
COGS North Shore, Rodney	-	2,500
COGS Waitakere	4,500	3,500
Dept of Internal Affairs Volunteer Support Fund	35,000	21,000
JR McKenzie Trust	-	-
Lion Foundation	5,000	2,500
Lottery Welfare	42,000	33,750
Ministry of Social Development - C2	(1,667)	21,667
Mnorth Shore City	18,000	-
	172,080	182,071

### 1.5 Income and expenses

Other income includes sundry, COVAK.

Other expenses include cleaning, kitchen supplies, workshop catering, manuals bought, memberships and subscriptions, staff recruitment costs

## Notes to Financial Statements

### 1.6 Income in Advance

Income received in advance liability details at 30th June 2010

	2010	2009
Dept of Internal Affairs - Lottery Grant	-	-
Lion Foundation Grant	-	-
ASB Community Trust	-	13,333
Caring Catholic Foundation	-	2,333
COGS Manukau	-	1,500
Ministry of Social Development C2	-	18,333
	<hr/>	<hr/>
	-	35,499

### 1.7 Comparative Figures

The comparative figures are for the 12 months ending 30th June 2009.

### 1.8 Income Tax

The Trust is a Charitable Trust for taxation purposes.

### 1.9 Capital Commitments

Stage two of the new web site was under construction at year end. A deposit of 50% of the cost had been prepaid and the balance of \$7115.62 including GST is due for payment upon completion which is expected to be September 2010.

### 1.10 Contingent Liabilities

There were no contingent liabilities outstanding as at 30th June 2010.

# Depreciation Schedule

For the Year Ended 30th June 2010

	Purchase Date	Original Cost	Opening Book Value	Deprn Rate	Depn Method	No Months Used	Additions/ (disposals)	YTD deprn	Accum Depn	Closing Book Value
<b>Office Furniture &amp; Equipment</b>										
Overhead Projector		1,254	33	20.0%	DV	12	-33	0	1,221	0
Chairs		540	34	20.0%	DV	12	-34	0	506	0
Fridge		244	30	15.0%	DV	12	-30	0	214	0
Tables		621	94	15.0%	DV	12	-94	0	527	0
Europlan 4 Dr File Cabinet	Jan-03	301	233	14.4%	DV	12		34	102	199
Sony Projector Viewsonic PJ512D	Jun-08	749	676	30.0%	DV	12		203	276	473
Chairs Knight Capri Blue x 4	Jun-08	732	686	19.2%	DV	12		132	178	554
Euoroplan Metal Cupbd 1800H x 2	Jun-08	801	769	12.0%	DV	12		92	124	677
Samsung Phone System, 7 phones	Jun-08	4,800	4,329	30.0%	DV	12		1,299	1,770	3,030
		<u>10,042</u>	<u>6,884</u>				<u>-191</u>	<u>1,759</u>	<u>4,917</u>	<u>4,933</u>
<b>Computer Software &amp; Equipment</b>										
Toshiba Satellite 1130 Laptop	Aug-03	2,205	47	48.0%	DV	12	-47	0	2,158	0
Dell Opitplex PC - used	Sep-03	1,100	57	40.0%	DV	12	-57	0	1,043	0
IBM X205 SCSI Server, installation	Mar-04	2,020	64	48.0%	DV	12		31	1,987	33
Internal DAT 4 Tape Drive	Mar-04	1,399	45	48.0%	DV	12	-45	0	1,354	0
Monitor	Mar-04	235	9	48.0%	DV	12	-9	0	226	0
Install/Configure Linux Server	Apr-04	900	29	48.0%	DV	12	-29	0	871	0
Brother MFC215c Printer	Feb-07	216	47	48.0%	DV	12		23	192	24
Dell Pentium IV, 1gb Ram, 17" monitor	Aug-07	533	144	50.0%	DV	12		72	461	72
4 x PB1130 PCs incl MSXP Pro	Jan-08	3,836	1,074	60.0%	DV	12		644	3,406	430
Web Site - Stage 1	Dec-09			60.0%	DV	6	8,740	2,622	2,622	6,118
		<u>12,444</u>	<u>1,516</u>				<u>8,553</u>	<u>3,392</u>	<u>14,320</u>	<u>6,677</u>
<b>TOTAL</b>		<b><u>22,486</u></b>	<b><u>8,400</u></b>				<b><u>8,362</u></b>	<b><u>5,151</u></b>	<b><u>19,237</u></b>	<b><u>11,610</u></b>

# List of Members

## Animals

Animal Welfare Institute of NZ  
Auckland Zoological Park  
Franklin Zoo  
Lonely Miaow Assn Inc (The)  
Outreach Therapy Pets  
Save Animals From Exploitation  
SPCA - Bird Rescue  
SPCA - Volunteer Auxiliary

## Arts/Cultural/Heritage

Auckland Art Gallery  
Auckland Festival of Photography  
Auckland Performing Arts Centre (The)  
Auckland Philharmonia Orchestra  
Auckland War Memorial Museum  
Devonport Historical & Museum Society  
Documentary New Zealand Trust (The)  
Eilerslie Community Arts Trust  
Ernest Clarke Memorial Museum (Papakura & District Historical Soc Inc)  
Ethnic Culture Arts and Heritage Trust  
Glen Eden Community Protection Society  
Highwic - NZ Historic Places Trust  
Interacting Theatre  
Mairangi Arts Centre  
NZ National Maritime Museum  
Playhouse Theatre Inc  
Pumphouse Theatre & Gallery  
Splore Dynamics  
Titirangi Community Arts Council - Upstairs Gallery  
Unforgettable Music Society Inc

## Church/Faith

Avondale Union Parish ESF  
Cathedral of the Holy Trinity (Auckland)  
De Paul House  
Iosis Family Solutions  
Methodist Mission Northern  
NZ Christian Prayerline  
Scripture Union  
St. Davids Presbyterian Church

## Conservation/Environment

Auckland Regional Council  
Auckland Regional Parks - North  
Auckland Regional Parks - South  
Auckland Regional Parks (Arataki) - West  
Auckland Regional Parks Service- Central  
CCS Disability Action  
Community Conservation Corps Trust  
Conservation Volunteers New Zealand  
Department of Conservation - Auckland Consevancy  
Eden Garden Society Inc.  
Forest and Bird - Ark in the Park  
Friends of Maungawhau Inc (formerly Park

Care)  
Friends of Te Atawhai Whenua  
Friends of the Whau  
Great Barrier Island Charitable Trust  
Greenpeace NZ Inc  
Guardians of Newton Reserve  
Kaipatiki Project  
Manukau Heads Lighthouse Trust  
Matakana Information Centre  
Motuihe Island Restoration Project  
Motutapu Island Restoration Trust  
North Shore City Council Parks  
Ranui Community Garden (Ranui Action Project)  
South Kaipara Landcare  
Stardome Observatory  
Te Ukaipo Mercy Initiatives for Rangatahi

## Disabilities Services

Ambury Park Centre for Riding Therapy  
APET Enterprises  
Auckland Christian Fellowship for Disabled  
CCS Auckland  
Christian Ministries with Disabled Trust  
Citizen Advocacy Auckland Inc  
Creative Abilities Association  
Disability Resource Centre Inc.  
Hearing Dogs for Deaf People NZ  
IHC North Shore  
IHC Counties  
IHC South / East Auckland  
IHC West /Central Auckland  
Justice Action Group Inc  
Masada Special Needs Centre  
Motor Neurone Disease  
Paralympics New Zealand  
People First NZ - Northern Region  
Personal Advocacy Trust  
Raukauri Music Therapy Centre  
Recreate Auckland Trust  
Riding for Disabled - Greenhithe  
Riding for Disabled - Henderson  
Riding for Disabled - Totara Park  
Wings Trust Franklin

## Education

2020 Communications Trust  
AFS Intercultural Programmes (Auckland Region)  
Auckland Adult Literacy Scheme  
Birkdale North Primary School  
Blind and Low Vision Education Network NZ  
Culture Company Reading 4 U (CCR4U) Inc  
English Language Partners - South Auckland  
Green Bay High School  
Green Bay Primary School  
Greenhithe Primary School

He Waka Matauranga  
Life Education Trust  
Literacy North Shore Inc  
Massey High School  
NZ Parent Teacher Assn Inc  
Onehunga Primary School  
Richmond Rd Primary School  
St Mary's School  
SPELD NZ  
Sunnydene Special School  
Walk Auckland

## Emergency Services

Coast Guard Northern Region  
Counties Manukau Victim Support Group  
Manukau City Council Civil Defence  
Neighbourhood Support - Auckland City  
Neighbourhood Support - Panmure  
Neighbourhood Support - Waitakere  
NZ Fire Service  
NZ Red Cross Inc - Ak Central Service Ctr - Northern Region  
Order of St John Caring Caller Service  
Order of St John Community Services

## Health

10 FNZ / KIDS Foundation  
ADHB Site Ambassadors  
ADHD Association Inc  
Allergy New Zealand Inc  
Alzheimers Counties Manukau  
Amitabha Hospice  
Antara Natural Health Clinic  
Arthritis New Zealand  
Arthritis New Zealand - Northern Regional Office  
Arthritis New Zealand (Far North Service Centre)  
Arthritis New Zealand (North Shore Service Centre)  
ASH (Action on Smoking Health)  
Asthma Auckland (Asthma NZ)  
Auckland Urban Mission Inc (Drug Arm Auckland)  
Autism NZ Inc Auckland  
Brain Injury Association (Inc)  
Breast Cancer Research Trust  
Buchanan Rehabilitation Centre (ADHB)  
Burns Support Group Charitable Trust Inc.  
Cancer Society Auckland  
CanTeen  
Child Cancer Foundation  
Cleft Lip and Palate Support Group  
Deaf Association of NZ - Auckland Office  
Diabetes Auckland  
Eastern Bays Hospice  
Epilepsy Association of NZ  
Epilepsy North Shore/Rodney

## List of Members

Everill Orr Village  
Franklin Hospice  
Glaucoma New Zealand. c/- Dept of Ophthalmology  
Harbour Primary Health Organisation  
Hibiscus Coast Hospice  
Higher Ground Drug Rehabilitation Trust  
Huntingtons Disease Assn Inc (Auckland)  
Kenzie's Gift  
Leukaemia and Blood Foundation  
Manukau Super Clinic  
Miscarriage Support Auckland Inc.  
Multiple Sclerosis Soc. of NZ (Auckland Regional Society)  
Muscular Dystrophy Assn.  
National Foundation for the Deaf  
National Heart Foundation NZ  
New Zealand Breast Cancer Foundation  
North Shore Hospice Trust  
NZ Aids Foundation - Burnett Centre  
Royal New Zealand Foundation for the Blind  
Skip for Life Charitable Trust  
South Auckland Health Foundation  
South Auckland Hospice Charitable Trust  
St Josephs Mercy Hospice  
Starship Foundation  
Stroke Foundation Northern Region Inc  
Volunteer Stroke Scheme for Communication Impaired  
Watersafe Auckland  
Wellpark College of Natural Therapies  
Whangarei Hospital  
WONS [Nursing Education & Health Promotion Services]

### Information/Advising

Auckland City Council Community Development  
Auckland City Council Community Services  
Auckland District Council of Social Services  
Business in the Community (Business Mentors NZ)  
CAB Auckland City  
CAB International Student Services  
CAB North Shore  
Central Districts Budgeting Services  
Citizens Advice Bureau - Avondale  
Citizens Advice Bureau - Eden / Albert  
Citizens Advice Bureau - Glen Eden  
Citizens Advice Bureau - Glen Innes  
Citizens Advice Bureau - Henderson  
Citizens Advice Bureau - Mangere  
Citizens Advice Bureau - Mt Roskill  
Citizens Advice Bureau - New Lynn  
Citizens Advice Bureau - Panmure / Ellerslie  
Citizens Advice Bureau - Ponsonby / Grey Lynn  
Citizens Advice Bureau - Queen Street  
Combined Churches Budgeting Service

Devonport Community Co-ordinator  
DIA Community Development Group  
Donate Charitable Trust  
Enterprising Manukau  
Henderson Budget Service Inc  
Manukau City Community Development  
Massey Matters  
Newmarket Business Association  
North Shore Community & Social Services Inc  
North Shore Visitors Centre  
Papakura Christian Care Budget Service  
Robin Hood Foundation  
Sustainable Business Network  
The Big Idea Charitable Trust  
United Way NZ  
Waitakere City Council  
Western Districts Budgeting Service

### Iwi / Maori Services

Counties Eastern Outrigger Canoe Club  
Orakei Marae  
Te Kakano Bilingual Playgroup

### Migrant/Refugee Services

Auckland Refugee Council  
Auckland Regional Ethnic Council (Inc)  
Auckland Regional Migrant Services Charitable Trust  
Bhartiya Samaj Charitable Trust  
Chinese New Settlers Services Trust  
Diversity Trust  
[The] Dutch Connection  
English Language Partners - North Shore Inc  
English Language Partners - West Auckland  
English Language Partners (Auck Central) Inc  
Ethnic Voice NZ Inc.  
Migrant Action Trust  
Migrant Support Services  
New Zealand Nepal Society  
NZ Somali Women Incorporated Society  
Office of Ethnic Affairs  
Refugee and Migrant Service - Mangere  
Refugee Services Aotearoa New Zealand  
Refugees as Survivors NZ  
Shakti Community Council Inc  
Shanti Niwas Charitable Trust Inc.  
Volunteer Tutor Scheme (Centre for Refugee Education)

### Older People Services

Age Concern Auckland  
Age Concern Counties/Manukau Inc  
Age Concern North Shore  
Alzheimers Foundation  
Care & Craft Centres of NZ Trust  
Christian Healthcare Trust (St Margaret's Hosp & Resthome)

Communicare Central Auckland  
Elizabeth Knox Home & Hospital  
Jervois Hospital & Rest Home  
Lady Allum Village  
Meals On Wheels - Auckland Central & West  
Meals on Wheels - Auckland North  
Meals on Wheels - Auckland South  
North Shore CMA  
Papatotoe Residential Care  
Selwyn Foundation  
St Andrew's Village  
Warrengeat Residential Care  
West Harbour Gardens Private Hospital

### Overseas Aid

Fred Hollows Foundation NZ (The)  
Oxfam NZ  
Tear Fund  
The Leprosy Mission  
Trade Aid Importers Auckland Central  
World Vision NZ

### Social Justice

Amnesty International Aotearoa NZ  
Auckland Central Victim Support Group  
Citizens Commission on Human Rights Inc  
Counties Manukau Victim Support  
Prisoners Aid & Rehabilitation Society - Auckland District  
Rape Prevention Education Auckland Inc  
Shine (Safer Homes in NZ Everyday)  
Tenants Protection Assoc.

### Social Services

Agape Homes Trust  
Anglican Trust for Women and Children  
Arahura Charitable Trust  
Auckland City Mission  
Auckland Women's Centre  
Auckland Women's Refuge  
Avondale RSA Inc  
Care Waitakere Trust  
Crosspower Ministries Trust  
Crossroads Clubhouse  
Devonport Community House  
Dress for Success Auckland  
EDEN - Eating Difficulties Education Network  
Glen Eden Community House  
Glen Innes Family Centre  
GROW New Zealand Inc  
Habitat for Humanity Greater Auckland  
Habitat for Humanity NZ - National Office  
Heart Felt Help Volunteer Programme - Salvation Army  
Hibiscus Coast Community House  
Home and Family Society  
Island Child Charitable Trust NZ

## List of Members

Lifeline Auckland  
Make A Wish NZ  
Maranga House Trust  
McLaren Park & Henderson South Trust  
Mt Eden Men's Prison  
Mt Roskill Community House  
New Creation Mission Trust  
Onehunga Community House  
Parent & Family Resource Centre  
Parent Trust Auckland Inc  
Parents Inc  
Phobic Trust of NZ Inc (1983)  
PILLARS (Auck) Inc.  
Positive Women Inc.  
Presbyterian Support (Northern)  
Pt Chevalier Community Centre  
Raeburn House (North Shore Com Health Network)  
Ranui Community House Inc  
Rawene Community Centre  
Richmond Fellowship New Zealand  
SF Auckland Inc.  
Stepping Ahead Recovery Centre (Te Whetu Tiaho)  
Te Whare Awhina o Tamworth Inc  
The Old Homestead Community House Incorporated  
Toi Ora Live Arts  
Waiuku Family Support Network (Central)

### Sports/Recreation

Arrival New Zealand  
Auckland Ice Hockey Association Inc.  
Auckland International Airport Ltd Blue Coats  
Auckland Stock and Saloon Car Club (Waikaraka Park Speedway)  
Badminton North Harbour  
Bay Olympic Soccer and Sports  
Bicycle Studio (Adventure Cycles)

Eastern Suburbs Gym Club  
Gymsports New Zealand Inc  
Karekare Surf Club  
Moana Nui-A-Kiwa Leisure Centre  
Netball North Harbour  
New Zealand Deaf Squash Host  
NZ Gymnastics  
NZ Olympic Committee  
North Harbour Softball Association  
Sailability Auckland  
Sharks Sports Trust  
Special Olympics Howick/Pakuranga  
Special Olympics New Zealand  
Special Olympics North Harbour  
Sport Waitakere  
Squash Auckland Inc  
YMCA Mt Albert - Holiday Programme

### Youth/Children

Barnados Parents Helpline  
Big Buddy Programme  
Child Connection  
Children's Autism Foundation  
Discovery Foundation Inc (formerly Global Youth Foundation)  
ECPAT New Zealand Inc  
Eden/Albert Scout District  
Foundation for Youth Development Auckland  
Foundation for Youth Development Waitakere  
Girl Guiding North Shore District  
Grandparents Raising Grandchildren Trust  
Heart Children NZ Inc  
Highbury Community House and Creche  
Kidney Kids of NZ Inc  
Kidpower Teenpower Fullpower Trust  
Kids Foundation (IDFNZ)  
Maungarei Youth and Community Trust  
Media Matters in NZ  
North Shore Multiple Birth Club

Oscar Foundation  
Oscar Programme [Ponsonby Community Centre]  
Project K - North Shore  
Radio Lollipop - Starship  
Radio Lollipop Middlemore Branch  
Rainbow Youth  
Royal NZ Plunket Soc Inc (Auckland City Area)  
Royal NZ Plunket Society - Waitemata  
Save The Children NZ  
Seasons Growing Trough Grief  
Starship Children's Hospital Volunteer Programme  
Step-UP Foundation  
Tamaki Pathways Trust  
Te Matariki Clendon Youth Services  
Walking School Bus Programme Auckland  
Walking School Bus Programme Nth Shore City Council  
Wilson Home Trust  
YMCA Auckland  
Youth WorX  
Youthline Inc.  
Youthtown



The Sailing Programmes we provide to people with disabilities would not be the success they are today without the volunteers that Volunteering Auckland send us on a weekly basis. Many volunteers who have come to us from VA have returned to help us season after season. **Sailability Auckland**

We would like to thank you for your gift to us [of] the great looking calendar. We think the idea of showcasing contributions made daily by volunteers was well thought out. **Western Districts Budgeting Service**



## He Said, She Said in the Volunteer world

"How can I be of help?" she asked,  
"I have a good idea," he said,  
"Here, hold my hand," she suggested,  
"We'll do it together," they offered.  
"We'll be right here until it's done."  
"Let's do it this way, its more fun!"  
"It's what we're here for it's no fuss."  
"Call us back if you should need us."  
"She needs our help, God bless her heart."  
"Oh, I'm just glad to do my part."  
"Walk with me, I'll show the way."  
"Goodness no, I don't want pay."  
"You can do it, I'll show you how."  
"You need it when? I'll do it now."  
"If you need anything I'm right here."  
"Who am I? A volunteer."

- Joan Perry



“ I was just walking down the streets and Volunteering Auckland, caught my eyes. I went inside to find out more about volunteering and was amazed to see the friendly gesture and information given by Volunteers working in the office. Then and there I made up mind and started working as Volunteer.”  
**Varshita Dave, Admin Support**



After having talked to Marja on the phone, I felt really confident [Volunteering Auckland] would be a good place for me to work and experience what the voluntary sector has to offer... I'm glad this is the organisation I ended up with. It's such an open and relaxed organisation and the volunteers/staff made me feel so welcome, so thank you all for that! **MJ Grootendorst, Interviewer**



I was born and raised in the beautiful Fiji Islands, married in June 2009 and moved... while getting to know my new environment, I decided to give volunteering a go and after my interview at the office for volunteering opportunities around Auckland, I was told there's an administration role in the office that I can volunteer my time to. Well, what better place to start than at the heart of it all, the Volunteering Auckland Office! And ever since that day, I have achieved fulfillment in helping others feel welcomed through our office doors, on the phone and moving them towards volunteering opportunities that they are interested in.  
**Fatima Patel, Admin Support & Interviewer** ”



# Volunteering Auckland

Where Volunteering Begins



## Contacts:

### General Manager

[gm@volunteeringauckland.org.nz](mailto:gm@volunteeringauckland.org.nz)

### Services Coordinator (Recruitment & Referral Programme)

[admin@volunteeringauckland.org.nz](mailto:admin@volunteeringauckland.org.nz)

### Services Coordinator (Team Volunteering Programme)

[vaservices@volunteeringauckland.org.nz](mailto:vaservices@volunteeringauckland.org.nz)

### Logistics & Communication Support (Training & Membership)

[vasupport@volunteeringauckland.org.nz](mailto:vasupport@volunteeringauckland.org.nz)

### Reception

[volunteer@volunteeringauckland.org.nz](mailto:volunteer@volunteeringauckland.org.nz)