



Volunteer Trends

Editorial

Welcome to the autumn issue of Volunteering Trends. I trust you all have a successful Volunteer Awareness Week. It is such a great opportunity to thank volunteers and promote volunteering to our local communities.

In this issue we look at the recent growth in team volunteering. We used to call it Corporate Volunteering but this did not recognise the wonderful contribution of teams from youth groups, churches and schools. We now call it Group and Team Volunteering (GTV). Making the most of this growing trend in one-day volunteering projects may be a challenge for some community groups.

As we all know, coordinating volunteers requires a unique set of skills. One way to support Volunteer Coordinators' professional development is by highlighting examples of innovative new approaches and best practice so we can learn from each other. In this issue you will meet Kelly Huntley, the new VC at Auckland Zoo.

To give you a view from the engine room here at VA, we interview Christine Eide, whose two years of service make her our longest serving office volunteer. She has interviewed hundreds of people that have been placed with community groups all over Auckland. We are so grateful to dedicated individuals like Christine, without whom we could not deliver services to members.

Yours in Volunteering
Cheryll Martin
 Regional Manager

Team Volunteering – challenge or opportunity?

“Increasingly, people want to volunteer with friends and work colleagues. Making a difference becomes a shared experience”.

One of the ways in which volunteering is changing is that increasingly, people want to volunteer with friends and work colleagues. Making a difference becomes a shared experience.

Right now, VA is in the unusual position of having more teams than team volunteering projects listed by members.

Perhaps this is because one-day projects may not be the best way to deliver ongoing, day to day services.

Also, there can be a lot of work involved in preparing for a one-day project. This may be most time consuming on the first few occasions until new systems evolve that reduce the investment in preparation time for each new project. From experience, we have found that one-day team projects usually fall into one of three categories.

1. HANDS projects

Physical infrastructure requires periodic repairs and maintenance of facilities such as painting buildings and the upkeep of gardens. It might take a series of one-day teams to complete an otherwise labour intensive project. Local suppliers of materials may be happy to help when they know that volunteers are donating their time for free.



Scott Thiemann (left), Volunteer Coordinator at Horizon Gardens discusses prospects for the Black Caps with Jeremy Hill from the National Bank.

2. HEART Projects:

Busy staff may not have time to take a group of wheelchair bound clients on a day trip to the Sky Tower or Kelly Tarlton's but what a joy for the clients! A qualified staff member might have to accompany the group for medical or other reasons, but much more is possible with a willing crew of helpers. Retirement home residents benefit from a day of friendly company and leisure activities with a team of caring people.

3. HEAD Projects:

A team of skilled professionals could donate a day to facilitate a strategic planning session. Facilitation skills can be applied in many situations and do not necessarily require an in-depth understanding of an organisation. A good facilitator draws out and structures the knowledge already present in the organisation.

Does your organisation face a difficult challenge that might benefit from the attention of fresh eyes and minds? Why not spend a morning briefing a team and ask them to brainstorm and present you with an appropriate plan by 4pm. In other words, find a way to down load as much out of their brains in as short a time as possible. The challenge is to know exactly what to focus on. The answers will be as good as the questions you ask.

GTV projects

At the time of writing the following VA members have booked teams on the following projects throughout Volunteer Awareness Week.

Hearing Dogs for the Deaf – Supervise & run game activities.

Selwyn Foundation Retirement Village – Various activities with elderly residents.

CCS Disability Action (Horizon Gardens) – Developing a community garden with wheel chair access.

Everill Orr Retirement Village – Assist residents with social activities.

Kaitiaki of Newton Reserve – Mulching, weeding & planting.

Habitat for Humanity – Helping with house building from whatever stage the house is at.

Ambury Park – Spruce-up grounds of disabled horse riding centre for upcoming Silver Jubilee celebrations.

Blind & Low Vision Network NZ – Senses Garden Weedathon to upkeep garden featuring distinctive textures and scents to be enjoyed by blind and low vision people.

Kaipatiki Trust – Environmental restoration work including tree planting.

Introducing

“We are currently working on some new developments that we feel will benefit both volunteers, and the zoo”.

Kelly Huntley

Auckland Zoo Volunteer Coordinator

Kelly, would you please stand up and introduce yourself.

In April this year, I was delighted to be appointed Volunteer Coordinator for Auckland Zoo.



Local resident, Mr Lee Muir (left) thanks innovative new Volunteer Coordinator Kelly Huntley (right) for a job well done. ;-)

My background is in human resources, and for the past three years I have been Volunteer Coordinator for Auckland Cat Rescue.

Auckland Zoo currently has a team of over 160 extremely dedicated and enthusiastic volunteers. They all play an enormously important role contributing to the smooth day-to-day running of the zoo. Our volunteer hours generally average over 2500 a month, which is equivalent to 17 full-time employees. This has increased by approximately 25 per cent on the previous year.

Volunteers engage in a range of activities and duties. These include taking guided tours, engaging the public about the zoo's conservation work, assisting with daily keeper encounters, collecting leaves and grass, general cleaning around the zoo, specific section work, making behavioural enrichment items, doing animal watches and helping with special events - to name just a few!

Our volunteer programme attracts people of all ages and backgrounds, and, like the zoo, is continuing to evolve. We are currently working on some new developments that we feel will benefit both volunteers, and the zoo. These include looking at our individual volunteers' skill sets and assessing how they can assist us in other areas of the zoo and allowing our volunteers to take on more responsibility by implementing day coordinators.

If we can better utilise the talent of our volunteer team, we will greatly enhance individual volunteers' experience here, make them feel even more valued, and be able to further grow the success of the volunteer programme we have here at Auckland Zoo.

Interview

We at VA are very grateful for Christine Eide's dedicated service and consistency. In the interview below, VA's longest serving office volunteer shares some thoughts about volunteering.

Christine started volunteering at VA in June 2006. This second anniversary coincides with Volunteer Awareness Week.

TRENDS: *What drives you?*

Christine: I don't think I'm driven on this. But I have discovered that I can help someone. Many who came here to volunteer or offer help, have a need themselves. When they are placed in a job and give of themselves, something seems to be given back to them. It's great to see.

TRENDS: *How did you get started at VA?*

Christine: It was a most inauspicious start - just ask Cheryll & Marja. Other than emailing at home, I was computer illiterate and scared of it. A lovely Korean man, a volunteer at VA named Jay, worked with me. He was so patient and gradually I gained confidence.

TRENDS: *What do you like most about your role at VA?*

Christine: I like being able to place someone in a role that is tailor-made for them. They fit perfectly and are happy and appreciative.



Christine Eide

Christine follows up the volunteers she has interviewed and referred, to see if they found a position with a VA member group.

TRENDS: *What stands out as a golden moment for you?*

Christine: I helped find a placement for someone who wanted to use both his experience as a sculptor and his medical knowledge. The job incorporated both factors. This was tremendously satisfying for me and I've had many such golden moments. I also get warm fuzzies to hear of their appreciation & their progress.

TRENDS: *What is the biggest challenge facing the volunteer sector?*

Christine: The NZ public's ignorance of the scope & worth of not-for-profit work and its accomplishments.

TRENDS: *How do you see the future of volunteering?*

Christine: It could be HUGE, if the message gets out about job satisfaction, giving to the community, giving on an individual level and making lots of friends and contacts.

Welcome !

Since the last newsletter the following community organisations have joined Volunteering Auckland:

Everil Orr Village	Health/ Older People
Devonport Historical Museum	Arts/Cultural/Heritage
Skip for Life Charitable Trust	Health/ Social Services
Documentary NZ Trust	Arts/Cultural/Heritage
Fred Hollows Foundation	Overseas Aid / Health
AFS Intercultural Programmes	Youth/Children Education
Breast Cancer Research Trust	Health
Kidpower Teenpower Fullpower	Youth/Children/Social
Girl Guiding North Shore District	Youth/Children
Avondale RSA Inc	Social Services
Playhouse Theatre Inc	Arts/Cultural/Heritage
EDEN (Eating Difficulties Education Network)	Social / Health
Totara Park Riding for Disabled	Disabilities Services/ Health
Walking School Bus – Nth Shore	Youth/Children/ Social
Rainbow Youth	Youth/Children/Education
Office of Ethnic Affairs	Migrant/Refugee Services
Island Child Charitable Trust	Social / Youth/ Children
Auckland Performing Arts Centre	Arts/Cultural/Heritage
ARC – Northern Regional Parks	Conservation/Environment
Ernest Clarke Memorial Museum	Arts/Cultural/Heritage
Seasons Growing Through Grief	Youth/Children
Moana Nui-A-Kiwa Leisure Centre	Sports/Recreation/ Youth Children

Worth a Look

www.ozvpm.com (Australia). Essential resources for volunteer programme managers. Includes monthly 'hot topics'.

www.morevolunteers.com (Australia) Volunteer management ideas, tools and techniques from a leading expert.

www.energizeinc.com (USA) Website of an international training, consulting and publishing firm specialising in volunteerism.

Tax Policy Submission - update

"...changes to clarify and simplify the tax rules surrounding the payment of reimbursement and honoraria paid to volunteers."

In late May the Hon Peter Dunne MP, Minister for Revenue, wrote to VA. He provided an update on the government's tax policy reform programme in response to VA's Dec 07 submission on *Tax Treatment of Honoraria and Reimbursement of Volunteer Expenses*.

Summary of Key Points in Mr Dunne's letter:

- "The government has given the go-ahead to tax changes designed to make charitable giving of money and volunteers' time easier for all concerned. This would see the introduction next year of a voluntary payroll giving scheme and changes to clarify and simplify the tax rules surrounding the payment of reimbursement and honoraria paid to volunteers."
- "Further work is also underway on a range of other mechanisms for delivering tax relief on charitable donations. They include investigating the idea of allowing deductions for non-monetary donations and the possibility of a gift-aid scheme where the tax benefit goes directly to the charity rather than the donor."

AUT MEDIA PROJECT - update

This trial project concluded on 13 June after which a full review will take place with input from staff and students at AUT. VA needs to hear your voice so feedback from members is appreciated.

On 11 April VA launched a media project in partnership with AUT University School of Communication studies.

This project has linked AUT journalism students with VA members so the students write stories about your community work. The aim is to draw out more people

who may be interested in volunteering but are unaware of the huge range of opportunities available.



AUT journalism students stuff an envelope to show there is more to volunteering than stuffing envelopes.

Some members will already have well-established relationships with their local media. This initiative is to support community groups who know how difficult it can be to attract media attention.

This trial project concluded on 13 June after which a full review will take place with input from staff and students at AUT. VA needs to hear your voice so feedback from members is appreciated.

We would like to hear from groups that were contacted by AUT journalism students between 11 April and mid June. *Do you know if a story was published?* It has been difficult to track all the media outlets in the Auckland region to look out for stories that may be linked to this project.

VA invested considerable time in this project and it is important to know if the commitment of resources and time was of benefit to members and the voluntary sector.

Help us - to serve You better

Two ways to help VA better serve the volunteering needs of volunteers and members.

- **Review and update** your listed volunteering opportunities and check the wording.
Would the role appeal to you?
- **Respond to contacts** made by potential volunteers in a timely manner. They may be happy to wait for the next intake date but a prompt response, within a day or 2 of their initial referral, can make a big difference.
They can always go elsewhere.

COVAK Meeting Dates

Co-ordinators of Volunteers Auckland (COVAK)

Meetings are monthly to enable co-ordinators and managers of volunteers to network with their colleagues in the not-for-profit sector, share experiences and discover valuable and innovative ways to effectively work with volunteers.

COVAK is open to any two representatives from your organisation / community group which is *currently* registered with Volunteering Auckland. If you are not a current member a charge of \$10 per person is required.

Ways to register as a member of VA:

- Online: Go to www.volunteeringauckland.org.nz .
- Email: admin@volunteeringauckland.org.nz
- Phone: (09) 377 7887

COVAK Meeting Dates for 2008:

20 July, 23 September, 18 November.

Note: COVAK meetings are generally the 4th Tuesday of each month unless otherwise stated.

Reminder

Please ensure we have your up to date

- *contact details*
- *volunteer vacancies*

Contact details: These often change after staff changes result in a name-based email address becoming inactive.

Volunteer vacancies: Contact Services Manager Marja van Straaten to get your new vacancies onto our database and to update your current listings.

Email: admin@volunteeringauckland.org.nz

Note: Volunteer Management Training dates will in future be advised by email only.

VA Address & Contacts

Postal Address: P O Box 8814, Symonds St, Auckland 1150

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Phone: (09) 377 7887, **Fax:** (09) 377 9915

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