



Volunteering Auckland
Where Volunteering Begins

Promoting and Supporting Volunteering

Volunteer Trends

Volume 1, Issue 2

Autumn Edition

CEO Catch-Up



Trends within volunteering often become apparent at Volunteer Centres first. While charity funds are declining, there is a marked increase in volunteering time available and a growing demand for VA services. We have had more than 100% increases in calls, registrations, use of the website, and the number of workshops provided has more than doubled as a result of need. There have been huge increases in full time employed people as well as students coming to VA, also those seeking employment and who are registered with WINZ. 44% of volunteers are now in the 20 -29 age group, requiring new ways of thinking about working with volunteers. There is an increasing number of specific "asks" and stress "incidents". Our organisation membership is growing, as more organisations require increased support and input. Accountability measures being asked of NPOs are increasing and include Rationalisation (clearly identifying what you do and why you do it, as well as whom you do it with and for), Measuring Effectiveness and Efficiency, and Demonstrating Performance. Our ability to help organisations find the people they need for specific projects is proving to be very well received, as are our workshops, and we will continue to develop our services to ensure you have the support and information you need.

More people have become aware of our reference library here at VA, and the fact that someone is always here to talk with you about your volunteering and volunteer management issues. Our COVAK Forums are really useful for these reasons also.

The workshops offered have been well received, and we have had requests for more, including fundraising opportunities, techniques and other methods of raising awareness, developing and coordinating ways of improving volunteer retention, event management, working with volunteers, and how to interview volunteers. New workshops are always being planned, so make the most of these opportunities when they come up.

We are constantly on the search for volunteers, and we continue to lobby strongly with local as well as central government, receiving increasing support as a result. We have put in place interview follow-up procedures, to ensure that contact has been made between organisations and recommended volunteers, and we strive to keep organisations informed of progress.

We are also working on our website to improve user friendly information and access, as well as recruitment and referral opportunities.

This is a time of opportunity for volunteering ... Are you ready for it!?!

Yours in Volunteering
Cheryll Martin
General Manager

Member Service Needs Survey 2008/09—Report on Results

Thank you very much, all the member organisations who responded to our Service Needs Survey 2008/2009. Your feedback was fulsome, informative, and very helpful in developing our work plan for 2009/2010.

Responses like these enable VA to fine tune and improve services, and we have put into action a number of initiatives that are already making a difference.

Comments affirmed that communication is improving, and we are striving to make these simple, straight forward, and to the point..

Organisations are increasingly taking advantage of our training opportunities, which is helping them address their needs regarding volunteer management in particular recruitment and retention issues.



Volunteering Auckland Staff at end of year get together 2008

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What's On:

- **Volunteer Awareness Week 14—20 June Nationwide—Theme: Engaging Youth!**
- **Next COKAK Forums: 17 June, 25 August, 10 Nov.**
- **VA OPEN DAY is 17th June. Notification of what's on will follow.**
- See back page for upcoming Training Work-

Volunteering Auckland

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New resources for member organisations

We have copies of **Mana Mahi** in our library at VA.. This resource is also available at www.communitycentral.org.nz

TechSoup is IT software at discounted prices available from www.nzfywo.org.nz

Useful web links include www.ocvs.govt.nz
– resources for managing the current economic downturn together.

Also www.angoa.org.nz provides a raft of valuable information and support services for NPOs.

ANGOA is the Association of Non Governmental Organisations of NZ (NGOs), and it is all about working together to strengthen organisations that are not commercial businesses. They provide information, articles, and networking for any not for profit (NPO) organisation.

Impacts and Trends on Volunteering 2009—Report on Survey

Feedback from VA member organisations indicate mixed results regarding the need for volunteers, with some organisations experiencing little change. Alternatively many have reported that recruitment is becoming more difficult, with mixed responses to recruitment drives. Quite a few member organisations have identified that more promotion of their own organisation is needed, and that youth are always hard to find. Some are having to rely on increasing numbers of volunteers, even when this has not traditionally been usual practice.

NPOs from many sectors, especially those providing social services and support, are reporting increased stress levels. More people are turning to various community groups for help, increasing the demand for their services significantly, and the search for new funding sources as well as competing for a 'shrinking pool' of known funds isn't helping. Membership has in-

creased in some community organisations by up to 40% in just the first three months of this year. There is an increasing reliance on charitable organisations for support and assistance, and it appears that some people are turning to community organisations looking for a 'quick fix'.

We too are seeing greater stress experienced by volunteers coming through our doors, with a huge increase in numbers of people registering with us. This includes fulltime and part time employed people, those seeking employment, students, migrants, and those registered with WINZ. There are more people looking for voluntary roles to gain work experience, or to find new opportunities.

Extra support to find additional volunteers, and resources to train and support volunteers would be of benefit. Volunteering Auckland is working hard to help identify and meet these needs.

"Request for Volunteers" Form

Some member organisations [NPOs] have indicated that they find the amount of information required on our "Request for Volunteers" form somewhat daunting.

We have tried to limit the information required, but without it, we cannot effectively identify the best volunteers available to match your needs. Without a job/role description, potential volunteers cant make a decision about how to contribute.

NPOs need to be clear about what they need, and the volunteers they are looking for, skills required etc. In addition, NPOs need to provide enough information for potential volunteers to want to respond.

Better to try and find someone that will work for you the first time, than have return requests because we

haven't been able to meet your needs yet.

Every time any community group needs volunteers for any purpose, it is a really good opportunity to promote your own organisation, so a little about who you are and what you do will encourage volunteers to respond.



AUT Volunteering Project 2008

Welcome to our newest NPO members:

NZ National Maritime Museum, St Mary's School [Northcote], Raeburn House (North Shore Com Health Network), Massey Matters, Neighbourhood Support - Auck City, ESOL Home Tutors, South Auckland, Waikaraka Family Speedway, Birkdale North School, Maungarei Youth and Community Trust, Rawene Community Centre, Donate Charitable Trust,

We currently have 342 active member organisations [NPOs].

We have had **481** people through our Recruitment and Referral programme since 1 Jan 2009 and **596** through our Group Team Volunteering programme, so things are really happening out there!

For your information, once a volunteer has been interviewed, referred, and has begun volunteering with a member organisation, they are no longer ours, but they ARE yours!

ASB Community Trust

This is just a reminder that while funds are down due to the current economic climate, ASB Trust remains confident that work with not-for-profit organisations across the spectrum will continue.

Grant applications are still being accepted, although a decision on grants will not be made until the second half of the year.

You can check for updated information and press releases on the Trust's website, www.asbcommunitytrust.org.nz and a public meeting is scheduled for August 3rd at Orakei Marae, 59B Kitemoana St Orakei.

More details about this closer to the date.

Photo Gallery



AUT Student Project
DVD: Volunteering for Migrants



What a dynamic way to promote Volunteering! Cheryl at SmashFest

High calibre volunteers available

In recent weeks, some new volunteers have come into VA with very high qualifications, experience and skills in management at a strategic level. If you need help with policy analysis, management procedures, handling investment policies, doing cost benefit analysis, or if you need someone with Board experience, now might be a good time to think about putting in job requests in these areas, as this may be of benefit to you right now.

Process from Request to Volunteer

Volunteering Auckland [VA] is sometimes asked about how our processes from initial Request for a volunteer to a volunteer Referral works.

First of all, when a VA member organisation [NPO] contacts us to say "help, help, we need a volunteer (s)", we send out a Request for Volunteers form to the NPO along with a 'tips sheet' which has ideas and guidelines to help make form completion easier. We generally request that this happens a minimum of 6-8 weeks prior to the starting date.

The Volunteer Coordinator from the NPO will then complete the Request for Volunteers form, and fax/post it back to VA.

Once the Request form has been received and checked to make sure all relevant details have been answered, this gets entered into the VA database

which is then at the end of each week, uploaded onto the Volunteer Now website.

Anyone looking for a voluntary role on the website at that time can access this information as soon as it appears, and contact VA about it.

If the volunteer role advertised is responded to via the website, the interested person then makes an appointment to come into VA for an interview. This helps ensure that the match is right between the potential volunteer and the role. If it is, we then arrange contact between the volunteer and the organisation, according to the instructions given by the member NPO.

We have a reasonable success rate, however, unless we know what your needs are we cannot help! Let us know by completing our Request for Volunteers form ... NOW!

SOGI— Statement of Government Intent

ANGOA has recently published on their website the first draft of the NZ Statement of Government Intent [SOGI] for an improved Community / Government relationship, to better understand the needs of communities in NZ.

Despite our recent change of Government, this intent is still on the agenda, and ANGOA will strive to ensure that it remains there.

The Government remains aware that the Not For Profit sector of the economy is significant, and the need for further consultation with voluntary and community groups from all NFP sectors is essential.

ANGOA organises monthly roundtable meetings, hui and events wherever possible, so do check out the website www.angoa.org.nz

Board Message

An introduction to Volunteering Auckland's newest Board member.

Kate Ashcroft became a member of Volunteering Auckland's governing Trust Board in November 2008. She is a solicitor specialising in employment law with Kiely Thompson Caisley, a boutique employment law firm.

Kate has a passion for community work and understands the value of volunteering and the importance of volunteers in the community. She has volunteered with the Cancer Society and the AIDS Foundation in the past, is a Trustee on the Board of the Hamilton Abuse Intervention Project and has been a Duty Solicitor for the Hamilton Community Law Centre for several years.

She elected to join the Board of Volunteering Auckland as an established but growing organisation, which is instrumental in facilitating volunteering throughout the region.

Back Page Trainer

44% of people registering with VA are 20-29. What does this mean for Volunteering?

Understanding the way Generation X and Y volunteers think and operate helps. These young volunteers like dynamic leadership, but they are also the dynamic leaders of the future, so as volunteer managers we need to take a look at our processes to ensure suitable methods for recruiting and retaining these volunteers.

Are your opportunities stimulating, fun roles that are flexible, job sharing, tech-minded opportunities, and team-based work that is empowering and creative with involvement in decision making processes?

Watch for future workshops that will help you recruit, train, co-ordinate, work with and engage younger volunteers.

Upcoming Training Workshops:

Workshops are 9.30am—12.30pm unless stated otherwise; venues / costs to be advised via email at a later date.

Motivation & Recognition for Retention of Volunteers - 9 June (day) [Te Atatu Sth Community Centre] & 11 June (evening) [Sport Waitakere] Waitakere; 9 September Manukau.

Engaging Youth as Volunteers in your Organisation - 16 June (Volunteer Awareness Week) Fairway Lodge, North Shore.

Recruitment, Selection & Placement of Volunteers - 19 August, Manukau.

Governance & Management: Sorting out the Roles - 22 October, Manukau.

COVAK Forums — June 17th, August 25th, November 10th—Mark your Calendar!

Any enquiries about training workshops are always welcome!

Contact: Cheryll Martin

ceo@volunteeringauckland.org.nz

Volunteering Auckland's 20th Anniversary 2010

Next year is VA's 20th Anniversary, and there are a number of initiatives underway already, in preparation for our birthday celebrations.

As you may be aware, we are publishing a book of VA Volunteer Stories, to go out to every waiting room table we can find around the Auckland Region. This book will promote volunteering generally, give insight into the sorts of volunteering that goes on in our region, inspire others, and raise awareness about volunteering, as well as Volunteering Auckland.

We are still looking for volunteer's stories, because we are trying to establish a database covering every sector of the community, and as wide a variety of people as we can find!

We are also planning a 2010 Calendar showcasing a few inspirational volun-

teers, to celebrate our anniversary, which will be available to all our members.

Our actual birthday, is September 18th 2010 and we are looking at hosting a black tie dinner to celebrate the occasion, at which will be presented a history of VA.



Our sign at the door, 70 Khyber Pass Rd

Contact Details

Chairperson

Dianne Denny

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Robert Limb

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Quote:

The question is not what you look at, but what you see.

Henry David Thoreau.