



**Volunteering Auckland**  
Where Volunteering Begins

Promoting and Supporting Volunteering

# Volunteer Trends

Spring Edition

2010—Issue 4

## Let's Talk ...



Volunteering Auckland celebrated its 20<sup>th</sup> birthday in September....

Trying to put into words what has been accomplished over the last 20 years by dedicated, passionate individuals was an enormous challenge.

Over the last 20 years, we have encouraged in excess of 25,000 and more individuals to volunteer. We have had well in excess of 4,000 people volunteering in-house for us at Volunteering Auckland. We can say that we have trained over 5,000 people and more within the nonprofit sector in volunteer management practices over the last 20 years. We have supported 700 and more community organisations and still continue today to support over 400 community organisations across Auckland through our information, advice and training in volunteer management practices and referral of volunteers.

Yes we can also say that we ensured over 200 community projects were able to go ahead with voluntary support from our Team Volunteering Programme over the last three years and this continues to grow each year. However important or impressive numbers such as these are I also think that it is the stories Volunteering Auckland can tell that have the most impact!

Each year our Annual Report tries to tell some of those stories ... in small snippets ... a few graphs ... a selection of quotes ... a few pictures! But this is never all the stories we can tell of the impact that the work we have been doing for 20 years and continue to do everyday has on people's lives... there would not be room enough.

One volunteering story of the 25,000 plus people who have come through our doors is a story from Agnes Temoni ... I first met Agnes in 1997 when we used to run a Special Events Programme ... recruiting and coordinating volunteers to help at major one day events like the Teddy Bear's Picnic, The Opera in the Park, and The Dragon Boat Festival. Agnes would come along to each event with her four children.



Agnes Temoni

I met up with Agnes again recently and asked her to tell me why she did it ... why did she come every weekend with her family to volunteer for us? She said, "I enjoyed every valuable moment in giving to my community because it instilled in me a sense of pride that what we take out of our community we can also put back in and in many ways working as a volunteer helped me and my young family at that time to see and understand how important it was for us to stand up and be counted....the volunteer programme at Volunteering Auckland was a way we could do that!

Volunteering Auckland ... a place for stories for 20 years!

**Yours in Volunteering,**

**Cheryll Martin, General Manager**



Dianne Denny, Chairperson and Len Brown, soon to be elected Mayor of Auckland's Supercity at our 20th Anniversary Cocktail Function on September 15th, 2010

## Inside this issue:

Let's Talk ...

Are you a Communicator?

Board Message

Volunteers: Are They Taken for Granted?

Magic Moments

Member's Corner

Team Volunteering is on the Rise

International Volunteer Day

Back Page Trainer

Christmas Gift Wrapping at Sylvia Park is on!

Importance of the Manager of Volunteers

## What's On:

**Friday, 5 November 2010—**  
*International Volunteer Managers' Day—Celebration (see pg 3 for more details)*

**Tuesday, 30 November 2010—**  
*COVAK Annual Members Meeting*

**Sunday, 5 December 2010—**  
*UN International Volunteers Day*

**Saturday, 4 December—Friday, 24 December 2010—**  
*Annual Fundraising Event—Christmas Gift Wrapping at Sylvia Park*

***The VA office will be closed for the Christmas break from Friday, 24 December 2010 to Monday, 17 January 2011.***

## Volunteering Auckland

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[www.volunteeringauckland.org.nz](http://www.volunteeringauckland.org.nz)

## Are you a Communicator?

Calling all communications staff in your organisation or other communications people you know of in the community & voluntary sector.

Come join Comm2Comms! It's for communications staff across the sector in Auckland to get together, learn together, share ideas and common challenges, as well as support one another.

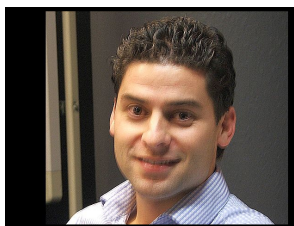
The forum is open to anyone with a communications role in the sector, at any level, including those who are not professionals but who perform communications functions by default and would dearly love the opportunity to learn more!

We meet every two months on the last Wednesday of the month. Our next meeting is on Wednesday, November 24th, 2010 (venue to be confirmed).

If you're interested, call Logan McMillan from the NZ Federation of Voluntary Welfare Organisations who works out of Auckland on 021 780 027 or email him on [funding@nzfvwo.org.nz](mailto:funding@nzfvwo.org.nz)

## Board Message

### Who are you?



I am Nick Scott. Married with a growing family - One boy on the way and one puppy growing up quickly. We live in Devonport and I work in Manukau.

I get the best of a village community life and the bustling trade and manufacturing in the city's industrial heart-land. In weekends, I spend time with my family and friends enjoying the many things NZ has to offer and whenever possible play golf. I also enjoy tennis and support sports where NZ is competitive and sometimes support the British when NZ is not featuring because of my links there, not just as my wife's birth place.

### What do you do?

Financing and supporting business as a banker is what I do. I gained experience first with a commercial and investment bank, working with corporates in Asia and later moved to the head office in London to work in the London and greater Europe financial markets. Now I look after large commercial and corporate clients in NZ. I am motivated by my relationships with business people and enjoy bringing experience of best prac-

tices, such as governance, to NZ businesses. I work with passionate and genuine colleagues who want to build business and support communities in NZ.

### Why do you volunteer?

Volunteering is an important value for me and provides enormous reward personally and to my relationships with family, friends and people I meet. The things that we do in volunteering improve quality of life for many and also build capacity in the community. Like many countries, governments in NZ have looked to the charitable sector for capacity where the private sector does not provide. So it's a vital contributor to Auckland as well as a great thing to do for yourself and others.

### Why do you volunteer for Volunteering Auckland?

The thing I like about it most is its sub-purpose of doing things better. Leaders in the charity space call it "building capacity". The idea I like most is a focus on matching skills to tasks, to get the most capacity out of what is used. For example, get a marketing executive painting the picture telling the charities particular story because that is what a marketing exec does best. That's better than getting a marketing exec to paint the back fence. Volunteering Auckland has been doing its thing for 20 years with a host of extraordinary people giving to it their time and energy. It's my privilege to be involved in a very small way.

## Volunteers: Are They Taken for Granted?

This was the topic for the Parliamentary breakfast held on 23 September in Wellington for members of Parliament and representatives of the Community Voluntary Sector. Martin Cowling, CEO of Australia's "People First - Total Solutions." was the guest speaker and Greens spokesperson, Catherine Delahunty, hosted the event. Martin asked 5 poignant questions, that had all attendees thinking seriously about this topic.

### 1. Is New Zealand doing enough to plan for the future of volunteering?

New Zealand has some very good statistical data on the impact, spread and nature of volunteering. How often is this data being used in planning decisions? How often is volunteering factored into national decisions? The impression I have is that this planning is ad hoc and the good volunteerism research data seldom consulted in budgetary and planning decisions.

### 2. Is New Zealand doing enough to resource volunteering?

After the bush-fires in Australia last year, many of us were horrified to find that some of our volunteer fire brigades were under equipped. How is New Zealand ensuring that volunteers in New Zealand are equipped, resourced and trained?

### 3. Is New Zealand doing enough to protect volunteers?

How is New Zealand supporting and protecting volunteers? There has been recently publicity regarding some of the volunteers who volunteered in New York on September 11, 2001. Apparently, some volunteers inhaled such quantities of asbestos and dust that their health has suffered significantly. Those volunteers had no insurance coverage for the brave work they did and are having to pay their own costs in the American health system.

### 4. Is New Zealand doing enough to build good volunteer management Practice?

New Zealand is building an impressive record globally in the way you are thinking about how you equip people to manage volunteers. But many don't take the need for volunteer management seriously. Two years ago, I travelled to the USA for a conference. A US Customs agent took me aside for a special interview: "Why are you, an Australian, coming all the way to the USA to speak at a conference on volunteering?". My response: I guess people believe I have something to say. He said, "what's there to say about volunteering? You tell people to turn up and they just turn up!" As we know, volunteer management is not that simple. To get people to turn up requires a particular skill.

If people turn up, someone needs to direct them, support them and protect them. Unfortunately many not-for-profits skimp on effective volunteer management systems.

### 5. Is New Zealand doing enough to acknowledge volunteer efforts?

One of the major shifts that is occurring in volunteering is the way people want to be acknowledged for their contribution to volunteering. How is New Zealand noting that? I have been volunteering for the same project for 12 years. In that time, no one from that agency has ever said "thank you". Now I don't volunteer for the thanks. I volunteer because I believe in the project and I love the work - but it did make me wonder. That I could volunteer for almost a quarter of my life and no one at that agency has noticed.

Volunteering is an invisible seam that runs through New Zealand society. In a recent study The World Giving Index 2010, out of 153 countries worldwide, New Zealand (and Australia) were ranked as the number one giving nations in the world. The essence of New Zealand is not its spectacular landscape, its amazing coastline, its incredible food. It is People, People, People. The spirit of volunteering is now an integral part of our approach to the world. Will New Zealand remain at the top of the league for giving and volunteering or will it slip? For more on Martin J. Cowling, visit [www.pfts.com.au](http://www.pfts.com.au)

## Magic Moments

The Magic Moment for this Spring would have to be our recent 20th Birthday Celebration. It was an opportunity to make new connections, meet with our funders, loyal supporters and members, and also a chance to catch up with some of the team that started it all 20 years ago, such as Yvonne Dufaur and Alette Mead. It was good to look back and reflect on the activities of the past 20 years and to remember all those who have volunteered for us either on our board, our interviewers, media team, special projects or admin support - the people who made it all happen and the many who went well beyond the call of duty. A huge **THANK YOU** to all!!

## Member`s Corner

Join Volunteering Auckland to celebrate **International Manager of Volunteers Day** on Friday, **November 5<sup>th</sup>**, 2010 at **Squid Row**, 224 Symonds St from 5:30 pm until whenever...just drinks and nibbles...or move on to dinner. For more information and RSVP please contact **Marja** at [admin@volunteeringauckland.org.nz](mailto:admin@volunteeringauckland.org.nz)

A note to Managers/Coordinators of Volunteers —we have had feedback recently from volunteers who have had to wait for several weeks before they are contacted after their initial referral was made by us. Even one where a volunteer was kept waiting for an hour. When the coordinator showed up, no reason was given, or apology made, and a feeling they are being ‘mucked about’ as one volunteer put it. When we make a referral and forward information of the potential volunteer we also ask the potential volunteer to make direct contact with the organisation. If calls aren’t returned the volunteer loses interest and moves on as they feel their services aren’t needed and their effort not appreciated. We aim to respond to volunteer enquiries within 24-48 hrs. You may not be able to meet with people straight away but if you respond you can give them a realistic time-frame of when they can expect to meet with you. Remember **“First Impressions Last!”**.

### Welcome to our newest NFP members:

Auckland Stock & Saloon Car Club  
Child Fund New Zealand  
Edmund Rice Justice Aotearoa  
Newmarket School - Parent Group  
Panmure Library  
United North Piha Lifeguard Service

## Team Volunteering is on the Rise

Corporate volunteering is on the rise...call it what you will...Employee volunteering, Team volunteering, Corporate volunteering. Companies are encouraging their staff to take one or two paid volunteer days to volunteer in the community. Some companies have gone national and even global with a specific day set aside for all staff to volunteer or “make a difference.” For example, BNZ held a “Closed for Good” day in 2009; the Mormon Church has a Helping Hands day once a year...and we need your projects! Volunteer teams usually range from 5 up to about 50, however, recently we’ve been approached to place up to 400 on the same day and even up to 700!

This is where you, our member organisations, come in. If you have any projects, large or small, we need to know about them. Feel free to contact us and we’ll send you our volunteer projects form. The information you supply on the form is placed on our blog and our database. Teams view our blog for projects and if yours is catchy, interesting and offers a great day out...you should get a good, enthusiastic team!

Think of projects under the following headings –

### Head, Heart, Hands

Examples of the types of projects that would fall under the **Head** category would be setting up basic HR or IT systems, providing accounting support or perhaps putting together a marketing presentation for your organisation.

Under the **Heart** category you would have projects like helping older people in a rest home with crafts and morning teas, helping at a disabled persons sports day or helping at a fundraising drive for an organisation that helps people that have cancer.

In the **Hands** category you would find projects like painting jobs, moving furniture, planting a garden and so on.

We have the volunteers! Just notify us in good time of your upcoming community projects.

### Canteen Bandanna Challenge

NZ Lotteries Commission’s People and Support team gave their time recently to volunteer at the CanTeen packaging and distribution warehouse based in Onehunga. We are all familiar with the brilliant work, time and effort CanTeen do in their quest to support young people living with cancer.



CanTeen relies almost entirely on volunteer workers (like us), to get all the fundraising items sorted and packed ready for distribution. We went along initially to help out with packing bandannas but when we arrived they were still waiting for them to be delivered, so we joined a team of approximately 6 from ASB bank flattening out and boxing up their donation boxes.

With Jo’s humour and ideas on how the boxes could be folded (Origami anyone?) combined with Sheree’s input and Talei’s fabulous photography skills (no heads cut off this time), there were a few laughs shared.

The warehouse is huge and the amount of work that goes on in there, whether it be goods coming in or going out, makes you realise CanTeen need as much support as they can get to keep this worthy cause going.

### New Business Friend

We welcome new Business Friend BNZ. We’re looking forward to working with BNZ staff matching teams to community projects.

#### Friends of Volunteering Auckland

ANZ/National Bank [including UDC Finance and Eftpos]  
BNZ  
IAG/State Insurance  
IBM New Zealand Ltd  
Invacare NZ  
Microsoft New Zealand Ltd  
Pricewaterhouse Coopers



## International Volunteer Day

The International Volunteer Day (IVD) was adopted by the United Nations General Assembly on 17 December 1985. Since then, governments, the UN system and civil society organisations have successfully joined volunteers around the world to celebrate the Day on **5 December**. In 2001 the United Nations General Assembly called on "governments, with the active support of the media, civil society and the private sector, to observe 5 December, IVD, and to include activities focused on following-up on the achievements of IYV".

Over the years, rallies, parades, community volunteering projects, environmental awareness, free medical care and advocacy campaigns have all featured prominently on IVD.

Encouraging more people to volunteer is a 365-days-a-year task. If you consider the committed work of volunteers of all ages around the globe, carrying out every imaginable kind of activity, IVD should be a day that never ends. For more information see

[www.worldvolunteerweb.org/int-l-volunteer-day.html](http://www.worldvolunteerweb.org/int-l-volunteer-day.html)

## Back Page Trainer

### Upcoming Forums:

#### Tuesday, 2 November 2010

##### COVAK Forum on Succession Planning

"If you were 'hit by a bus', were unexpectedly taken 'ill' or suddenly terminated from your position ... what would the effect be on your organisation, your current volunteers? What would happen to your programme?" This 2 hour session will discuss successful succession planning techniques for your volunteer programme and for key voluntary roles within your organisation.

**Venue:** VA Premises, 70 Khyber Pass Rd, Grafton

#### Tuesday, 30 November 2010

##### COVAK Annual Members Meeting

Come and celebrate Christmas with Volunteering Auckland and other member organisations! This is the last opportunity of the year to catch up, have a chat and make new friends. You will have the chance to meet people from BNZ, hear more about Team Volunteering experiences and the Heart, Hand types of projects. See you all there!

**Venue:** VA Premises, 70 Khyber Pass Rd, Grafton

For more information please contact **Angela** at [vasupport@volunteeringauckland.org.nz](mailto:vasupport@volunteeringauckland.org.nz)

## Christmas Gift Wrapping at Sylvia Park

It's time again to get together and have fun with wrapping Christmas Gifts at Sylvia Park. We would appreciate your assistance in our annual fundraising event. This year we are starting on Saturday **December 4<sup>th</sup> until December 24<sup>th</sup>, 2010**.

Get a team of your family, friends, school mates, work colleagues together...or come by yourself...it's a lot of fun!!! You will get to wear our awesome lime green T-Shirt [unless you want to wear your company / charity colours]...just let us know today.

Be part of the early Christmas buzz and give a hand!

Contact **Angela** today at

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

and we will forward you the roster to choose your shift(s).

Carol Van Deursen, BLENNZ said in 2009:

*"Count Chris and me in for the Christmas wrapping, rapping, dancing, laughing, yakking, and yahooing, all of them actually, we'll be there with bells on!!!"*

## Importance of the Manager of Volunteers

On November 5 Volunteer Centres around New Zealand and all over the world are set to celebrate International Volunteer Management Appreciation Day (IVMAD). Why should Managers/Coordinators of Volunteers deserve a special day?

Here are ten good reasons:

1. Because you would not have volunteers without a manager to get them on board
2. Because your organisation just would not function without volunteers
3. Because the manager of volunteers works wonders to make your volunteer programme work
4. Because the manager ensures the whole organisation knows what is happening
5. Because the manager makes us think about why we involve volunteers and why volunteers are important
6. Because there is a training programme, and ongoing support for volunteers so they are never left floundering
7. Because the manager is endlessly creative and innovative in finding new ways to involve volunteers
8. Because the manager knows our community and how to tap into resources to benefit our organisation
9. Because we love our manager of volunteers, and so do the volunteers
10. Just because managers of volunteers are worth it!!

*Written by Sue Hine, Co-Leader, VNZ Development Project for Management of Volunteers*

## Volunteering Auckland Library

Do you use the library?

We have a small collection of books and articles that focus on volunteer management and programme development. As a member of Volunteering Auckland you are entitled to use the Library free of charge.

**Come in and browse the shelves!**

## Contact Details

### Chairperson

Dianne Denny

### Vice Chair

Catherine Mitchell

### Treasurer

Matt Parkinson

### Trustees

Kate Ashcroft, , Denis Orme, Nick Scott, Robert Limb, Pete Yates

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### Internal Services Coordinator

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### External Services Coordinator

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### Logistics & Communication Support

Angela Radosits

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### Quote

*"Volunteers do not necessarily have the time; they just have the heart."*

Elizabeth Andrew