



Volunteering Auckland
Where Volunteering Begins

Promoting and Supporting Volunteering

Volunteer Trends

Winter Edition

2012—Issue 3

Let's Talk ...



Volunteering Auckland attended the *Future Wellbeing* conference last month. There were very clear messages from Deputy Prime Minister and Minister of Finance Bill English, and from Minister Paula Bennett.

The issues and plans of this government have never been hidden from us. Add to that the ongoing financial stresses on a global scale and everything this country spends is coming under review. Duplication of services and/or inability to provide results, will not be acceptable and in many cases, funding will be removed. This means we all need to look around our communities and decide if our organisation is still relevant. We need to consider if there are several services or organisations that provide similar work. We need to consider if joining up our back room services is something that will work for us, and we also need to consider where we can access resources other than from government.

We need to be smarter, professional and well-governed, with adequate checks and balances to ensure our services are beyond reproach.

Where does volunteering fit in with this? Volunteers are a valuable resource in our sector. At Volunteering Auckland we are seeing a continued increase in the number of people looking for opportunities to contribute to their communities. They are looking for a variety of ways to contribute ... flexible options being one. Ensuring that we have a variety of relevant, engaging tasks for the people who are gifting us their time today is becoming more of an issue for some of our NGOs.

We can help you identify opportunities for people to get involved in many varied ways that will assist your organisation deliver on services and your mission. Contact us to discuss your volunteer resourcing needs.

Yours in Volunteering,
Cheryll Martin, General Manager

Volunteer Awareness Week

Volunteer Awareness Week runs from Sunday 17 June to Saturday 23 June.

Volunteer Awareness Week 2012 marks New Zealand's largest celebration of volunteers, volunteerism, and civic participation.

Volunteerism contributes to the world in so many ways, and shapes much in our lives.

Volunteers are creating positive change on many fronts – community health care, sports and recreation, heritage and arts, environmental protection and advocacy, disaster relief, international development, and volunteer fire fighting – the list is endless. The work of volunteers is essential to building resilient communities at home, and around the world. The need to support and get involved in volunteering is important for basic civil society to function – from 'grass-roots' volunteering to online volunteering. As a nation we can build community connections through helping out in our communities – we've seen it happen across the country in recent months; from the Rena oil spill, to the Rugby World Cup, to supporting our friends in Christchurch.

Think of communities as widely as possible – local regions, interest groups, online networks, people with similar or shared values. It's about putting your communities and energy into action, and getting the impact we need to ensure all the communities of Aotearoa/NZ thrive.

Volunteers are the backbone of our society. Supporting volunteerism and getting involved means we need everyone to be an active citizen and support their communities for greater outcomes and better lifestyles

VOLUNTEER AWARENESS WEEK 17-23 JUNE 2012

**Building communities
through volunteering**



Inside this issue:

Let's Talk ...

**Volunteer Awareness Week
What's On**

Rugby World Cup 2011

Board News

Gas to Go — *Martin J Cowling*

Whose Side are you on? —
Sue Hines

Magic Moments

Member's Corner

Employee Team Volunteering

Back Page Trainer

Strategy for Professional Development

Contact Details

What's On:

Volunteer Awareness Week:

17-23 June: Building Community through Volunteering

2 August 2012—'**An Inside Job—Promoting Volunteers** within your Organisation'. Understanding the value and contribution of volunteers—Jenny Magee

Volunteering Auckland

PO Box 8814
Symonds St
Auckland 1150

Phone: 09-377-7887
Fax: 09-377-9915

www.volunteeringauckland.org.nz

Rugby World Cup 2011

The 2011 Rugby World Cup proved to be NZ's largest organized volunteer programme

An independent study, funded by a Sport New Zealand research grant, surveyed volunteers before and immediately after Rugby World Cup 2011, and is following up with them 6 and 12 months later.

Most research on event volunteering only asks volunteers what they think at the time of the event. The team at VU are interested in how reasons for volunteering, expectations and experiences may change over time. They also want to understand more about the legacy of events and the impact on volunteering and sport participation. The research has found there could be growth in volunteering with rugby clubs and major events.

The results will help major event organisers to plan the best possible experience for volunteers, as well as maximising the legacy of event volunteering. Check it here ...

<http://www.victoria.ac.nz/vms/researchprojects/research-projects/rugby->

'GAS to Go' Martin J. Cowling

Walking through a local park, I passed a group of guys engaged in football training. Calling out instructions, encouragements and ribbings, they were focused on improving their skills, coordination and success.

I think its universally agreed and understood that to be top of any sporting field, we need to practice and train. When it comes to volunteering there seems to be two sets of extremes when it comes to training of volunteers for a task.

First scenario: volunteers are given no training when propelled into a task, or the volunteers themselves resist training citing 'they have been doing it for years' or 'you can't teach an old dog new tricks'. In our research, we have found 43 % of volunteers have received no initial training.

Second scenario: volunteers have to undergo weeks or months of training. One group required volunteers to take a 12 month course to work in a tourist information centre! Another made retired school teachers attend weeks of training on teaching skills before they could teach English. One civil defence group I know of put a doctor through their first aid course before he could volunteer to do first aid for the group.

Somewhere between these two extremes is a happy medium. I have yet to find a sufficient number of volunteer groups who have found it.

There are three sets of skills and trainings, we want to consider for volunteers.

General Skills and knowledge - these are what you want every volunteer, every club committee member to have before they start volunteering. These include understanding the mission and direction of the club, fundamental information for working there and emergency procedures. If necessary, these can be distilled down to 15 minutes. No excuse of not having something in place!

Applied Skills - these are the skills people need to do a particular role. If they already have them in their workplace or background we don't need to train people again. If they are missing something or you change something, then give them that specific applied training.

Specialised skills - some volunteer roles indeed require very specialised skills. Rather than training them, we need to find people with those skills up front.

Breaking down your role skills into GAS: General, Applied and Specialised will give you the fuel you need to make your volunteer program succeed through relevant training.

Facebook: www.facebook.com/martinjcowling
Twitter: martinjcowling

Board Message



Hi everyone! I attended the bi-annual get together for the National Volunteer Centre network meeting for Managers and Board members last month.

These meetings give an opportunity for all Volunteer Centres to share, discuss issues and solutions, and to grow and develop the network.

The board members had an open forum for sharing experiences and looking at their governance.

It was an opportunity for the longer serving board members to talk about what are the key pitfalls/stumbling blocks that we have found during our terms and some suggestions on how to be an effective and valuable Board member specific to the sector.

We also discussed key challenges facing our organisations and what approach we are taking to those challenges. We also discussed the concept of national support/mentoring for board members.

As a result of this Volunteering Auckland will be looking at setting up a mentoring programme for new VA Board members including a review of our orientation of new board members and succession planning will also be implemented.

Whose side are you on? Sue Hines

The purpose of being a Manager of Volunteers is to contribute to the organisation's mission, to facilitate delivery of services.

OR

The purpose of the role of Manager of Volunteers is to develop the very best team of volunteers and to ensure they have the very best experience of volunteering.

A good volunteer experience takes precedence over the organisation's mission and delivery of services? Yes, absolutely.

So the volunteer benefits at the expense of the organisation? Absolutely not.

Ensure a good experience for volunteers, within a framework of organisational policies and roles, and there is a win for both parties. The good experience comes via:

- Communication, formal and informal in a variety of media.
- Extending volunteer skills and interest.
- Developing innovative roles and service delivery.
- Feedback on volunteer satisfaction, informally, and via annual reviews and exit interviews – and ensuring ongoing improvements.

Why is a good volunteer experience important? You will get any or all of the following:

Support for organisation mission

Commitment

Public Relations

Retention Loyalty

Civic engagement

Social Inclusion INNOVATION

Volunteers build Civil Society

Community Development

Ambassadors in the Community

ADDING VALUE TO SERVICES

Service Enhancement

Get the best team of volunteers and enable their very best volunteer experience and you will find volunteers contribute OTT to organisation mission and service delivery. All round there is a Win-Win outcome.

Get the full story at <http://www.management4volunteers.wordpress.com>

Magic Moments

From time to time there will be the unexpected staff absences in any organisations and if you are running with minimum staff already this can have unexpected and far reaching effects! We recently had such an event when a core member of our team was away for 3 weeks. This was potentially disruptive to say the least but we are very grateful to have a close team of staff and volunteers, and systems in place that enabled us to fill the gaps as needed. Everyone at VA stepped up to tasks at hand with a minimum of disruptions!!

It shows the importance of having systems and processes in place, clear job descriptions, good interaction and communication between Management, Volunteers and Staff—a TEAM environment. It is reassuring to know we have some very committed people within our organisation. Thanks VA TEAM!!

Member's Corner

Volunteer Numbers Dropping?

Recent reports from some organisations indicate that they are struggling to source suitable volunteers for long term commitment, and although this is not the case overall, it is worth investigating. Reasons for the drop off are many and varied including the following, as reported by the volunteers themselves:

1. Roles not interesting to the volunteer
2. Not enough flexibility around when role can be undertaken
3. Not enough freedom to utilize volunteers own initiative/expertise
4. None (or little) reimbursement of expenses in today's environment of increased petrol prices, etc
5. Organisation seeming too desperate for volunteers putting a lot of pressure on the individual
6. Volunteers not being taken seriously within the organisation or receiving recognition for their contribution [i.e. nice to have but don't

worry about a budget because they're free!]

7. Organisations not taking the time required to construct a decent role description
8. Not having an appropriate role description for the tasks to be undertaken
9. Not having enough to do when they arrive to volunteer/or not having the right tools to do the job
10. No (or very little) acknowledgement of the volunteer's efforts for the organisation
11. No training provided for the role
12. No (or very little) supervision for the volunteer
13. Other volunteers/paid staff not being welcoming or inclusive to new volunteers

Volunteering Auckland is not seeing a drop in volunteer numbers wanting to contribute to their community. What we are seeing and hearing from these potential volunteers may help you in your recruitment. We can help you develop your volunteer programme to be attractive to those coming forward today looking to volunteer!

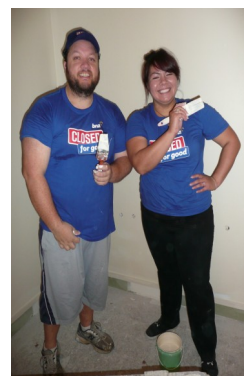
Employee and Team Volunteering Programme

On the 8th May BNZ 'Closed for Good' and asked their staff to go into the community to volunteer and give back. Volunteering Auckland assisted with their employee volunteering day by offering thirteen projects from among our Not for Profit Members, six of which were taken up by BNZ staff. One of those projects was assisting Youthline Manukau with the development of their new

Youth, Family and Community Centre. BNZ staff arrived at the Centre in Papatoetoe to assist in the final priming and painting of the upstairs area. Volunteers took up paint brushes and rollers and busied away the day making a significant dent in the work to be completed.

Youthline has been providing services to support young people for over 42 years. In 2009 the Manukau City Council granted Youthline a thirty year lease of the iconic former Papatoetoe Fire Station. Since then the building has been transformed into a vibrant community owned Youth, Family and Community Development Centre and home to Youthline Manukau. The building, in St. George Street, is in the heart of South Auckland, a community with one of the largest populations of young people in New Zealand. This investment effectively doubles the capacity of Youthline to deliver services there and enables young people and their families to access clinical support services, employment training, youth development, leadership opportunities and more.

The centre is also home to a number of other



Two BNZ staff proud to be making a difference.

community organisations and a new café and training space for young people. It provides a phone hub for Youthline's national

0800 Helpline and text service creating a base for over sixty volunteers assisting Youthline to respond to over 300,000 contacts every year. Youthline's services are integral to the health and wellbeing of young New Zealanders and Youthline are proud to be working with Volunteering Auckland who have helped provide volunteer groups to paint, garden, clear and develop the interior and exterior of the centre.

Do you have a project that would be suitable for a team of people to undertake? Contact our Employee Team Volunteering Coordinator services@volunteeringauckland.org.nz



The seven strong BNZ team with Kate Duder, Projects Manager for the Centre.

Contact Details

Chairperson

Dianne Denny

Vice Chair

Catherine Mitchell

Treasurer

Matt Parkinson

Trustees

Pete Yates, Nick Scott, Mere King,
Gabby Clezy, Kate Ashcroft

General Manager

Cheryll Martin

gm@volunteeringauckland.org.nz

Services Coordinator

Marja van Straaten

admin@volunteeringauckland.org.nz

Team Group Volunteer Programme Coordinator

Kym Burke

services@volunteeringauckland.org.nz

Quote:

**Ko taku rourou, Ko tau rou rou, Ka
ora te tangata.**

With my resources, And your re-
sources, Everyone will benefit.

Back Page Trainer

Manager's of Volunteers Network:

A forum for those who are responsible for recruiting, coordinating, supervising and otherwise mobilising volunteers whether within an organisation or programme. Your chance to meet with like-minded people to discuss how to work in today's environment for volunteering and its associated management issues and trends.

2012 Network Dates: [10am—12noon]

4 October 2012 [Thursday]

Topics/Guest Speakers will be emailed to you once confirmed.

FREE to any two persons from financial members of Volunteering Auckland. \$10 per person for non-financial members.

Contact: admin@volunteeringauckland.org.nz to check your membership/email details.

Do we have your correct email addresses ?



Training Workshop, Recruitment

Volunteering Auckland's workshops are designed for those who work with Volunteers—recruiting, coordinating, supervising and mobilising our volunteer workforce.

2 August 2012—'An Inside Job—Promoting Volunteers within your Organisation'. Understanding the value and contribution of volunteers—Jenny Magee

16 August 2012—'Train the Trainers —Essential Skills for Training Volunteers'. How to deliver effective training sessions in the not-for-profit sector UNITEC

12 September 2012—'Conflict Resolution'. Topics include the nature of conflict, creating a positive environment to minimise and manage conflict, personal conflict management styles, getting to a win-win and mediation skills. UNITEC

6 October 2012—'Governance in Not-for-Profit Organisations'. Increase your understanding of 'good governance' for not-for-profit organisations and evaluate the effectiveness of your Board. UNITEC

Venue for Forums and Workshops will be Volunteering Auckland, 70 Khyber Pass Rd, Grafton

Heads up—5-6 November 2012— a conference in Auckland—"Let's Get Connected: Contributing to Community Wellbeing through Volunteering" Watch this space!

See www.volunteeringauckland.org.nz/news/workshops/forums for more information

Strategy for Professional Development

How many of you have actually taken the time to create a strategy for your own professional development?

Have you considered what you would like to achieve professionally over the next year or the next five? So many of us discuss the need to professionalize volunteer management so that our organizations will value volunteers and the work we do, leading to greater investment in volunteerism and viewing us as internal experts. But for that to occur it must start with each of us. There are many strategies out there to accomplish this: subscriptions to publications such as e-volunteerism or OzVPM; memberships in professional associations i.e. AAVMP, attending conferences and workshops; mentoring; and peer career coaching.

Volunteering Auckland offers a range of opportunities available that will enhance your

professional development – workshops [see our website], forums [bi-monthly], conference [5-6 Nov 2012], library specializing in volunteering and volunteer management, mentoring, advice and support. Contact admin@volunteeringauckland.org.nz for further information.



L to R: Cheryll Martin, Tim Wylie,
Marja van Straaten, Kym Burke—VA Staff

The highest reward for
a person's work is not
what they get for it, but
what they become be-
cause of it.

John Ruskin

New Financial Members of VA 'WELCOME!'

Abilities Incorporated
Willow Christian Trust [Rawene Centre]
THRIVE Teen Parent Support Trust
Brothers in Arms
LifeKidz Trust
Lifewise Trust
New Zealand Blood Service
Netball North Harbour