



**Volunteering Auckland**  
Where Volunteering Begins

Promoting and Supporting Volunteering

# Volunteer Trends

Spring Edition

2012—Issue 4

## Let's Talk ...



Very excited at this time to see the "Let's Get Connected" conference available ... Two years in the making from first thoughts to what you see. We wanted to make sure you had a practical, thought-provoking experience that allows space for innovation in volunteer engagement across all sectors. Hope to see you all there!

On another note, we had a bit of a scare last week—the server that hosts our website was hacked. It certainly made us sit up and take another look at our risk management policies which hadn't included this possibility. We are now re-looking at our IT security to ensure we stay safe. Have you looked at your lately?

**Yours in Volunteering,**  
**Cheryll Martin, General Manager**

**Have you experienced the potential change that volunteers make within community?**

**Does your organisation currently work with volunteers or would like to do so better?**

**Would you like to see and hear exciting stories of achievement across the community benefit sector?**

Then plan to come to:



Demand for volunteers and training around how to build and manage volunteers well is growing. The communities in which we live rely on volunteers.

This conference is a unique opportunity for local/central government, private sector, not-for-profit and community sector organisations to learn more about the capability and skills required to mobilise, manage and engage volunteers in 2012 and beyond. With a stunning line-up of speakers and organisations keen to share their stories, experiences and successes this conference will appeal to anyone who is a volunteer, works with them or wishes to

recognise their contribution.

Incorporating [International Managers of Volunteers Day 2012](#), this conference will allow you to gain a wider understanding of volunteering, it's connections with Corporate Social Responsibility and impact on all parts of our community through keynote presentations, case studies and interactive workshops.

This conference is hosted by [Volunteering Auckland](#), the regional organisation that assists community organisations in the recruitment, retention and recognition of their volunteers through information, training and resources on volunteer management. Not only are they well-connected across every facet of the wider Auckland community but they believe that our strength comes from collaboration across sectors.

### The audience

The audience includes CEO's, Board members, Marketing /Communications / Fundraising Managers, Volunteer Managers/Coordinators and other staff of community organisations and their suppliers. Local and Central government will be represented as well by their community development teams as will corporate business who engage in CSR/Employee and Corporate Volunteering.

### The programme

[The programme](#) will feature presentations from a line-up of key national and regional leaders in volunteering and volunteer management thinking and action, as well as workshop streams to bring best practices, products and services, and demonstrations from our communities to the audience.

### Conference Streams

1. Volunteer Recruitment and Management Success
2. Connecting with the corporate sector and CSR strategy
3. Life Span - The diversity of volunteer engagement across all demographics – age, ethnicity, disability, etc
4. Making a positive difference - the keys to success in community well-being through volunteering action. [Book your place early...](#)

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## What's On:

**13 October 2012—**

'Governance in Not-for-Profit Organisations'.

**5-6 November 2012—**

"Let's Get Connected: Contributing to our Community Well-being through Volunteering"

## Volunteering Auckland

PO Box 8814  
Symonds St  
Auckland 1150

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

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

## Charities Commission moves under DIA

As of 1 July 2012 the Charities Commission officially ceased to exist, with its core functions having been absorbed into the Department of Internal Affairs.

We consider one of the greatest achievements of the Commission over the period of seven years is the provision of education and guidance for charities. The establishment and availability of 'plain language' information and guidance sheets was incredibly useful. We also attended their very informative forums, presenting workshops at the Auckland forums on Volunteer Recruitment and Retention. Our displays at their forums were also well attended. Hopefully these opportunities will not cease as it is invaluable being able to share knowledge and network with our peers in the NGO sector. The Charities Commission, at the end of its existence, had 26,000 plus charities on its register.

We sincerely hope that the transition to the Department of Internal Affairs is successful, as is the future partnership between the department and those working within the charity sector.

## Board Message



Hi everyone! This is my last contribution to the Newsletter as I shall be leaving beautiful Auckland to live in beautiful Sydney, Australia.. I have lived here for 11 years, so this is a hard move, leaving behind many wonderful friends and saying goodbye to this fabulous country.

Volunteering is at the heart of New Zealand. If all its volunteers went on strike (heaven forbid), the country's pulse would stop, and hundreds of services, and thousands of people dependant on those services, would be lost.

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So, congratulations to you all, on the great work you do, keeping the heart of this beautiful country beating!!

Let me leave you with a quote:

*Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop . . .*

## Brendon Ward

### New general manager of the Department of Internal Affairs' Charities



Previously, he was the general manager, Education, for the Charities Commission.

Brendon has a significant involvement in the charitable sector—his most recent role before joining the Commission

was as the manager responsible for organising the volunteer programme for the Rugby World Cup.

Before that, he was chief executive of the NZ Recreation Association, and was with Water Safety New Zealand. He is currently a Board member of WSNZ.

Brendon has represented New Zealand at water polo, has been an international water polo referee, and has been a sports com-

mentator at Olympic and Commonwealth Games. He is also currently a surf lifesaving volunteer.

Brendon is already well-known to many charities and people associated with the charitable sector, particularly through his involvement in the recent fraud workshops that Charities has run throughout the country.

Brendon takes up his new role on 1 September.

Peter Burke, who has been acting in the role since Charities became part of the Department of Internal Affairs on 1 July, will return to his substantive role as the Manager of Branch Development and Support, for the Department's Policy, Regulatory and Ethnic Affairs Branch.

## ASB Community Trust Funding

### About ASB Community Trust

ASB Community Trust makes grants to groups and projects in Auckland and Northland each month. Using funds from the sale of its shareholding in the Auckland Savings Bank, the Trust has granted more than \$750m since being formed in 1988.

Any incorporated or charitable trust in Auckland and Northland can apply for funds, provided they are a not-for-profit organisation. For more details about applying, visit the Trust's website: [www.ASBCommunityTrust.org.nz](http://www.ASBCommunityTrust.org.nz)

This year's ASB Community Trust annual public meetings were important events for not-for-profit community groups, because the Trust launched its new strategic plan and funding policies.

This was the first opportunity to give the community details of the Trust's funding priorities for the next five years. The Auckland public meeting was held on 13 August. The Northland public meeting was held in Kaitia on 1 September.

Trustees and staff presented the strategic plan and funding policies. After the meeting the funding guidelines were made available and grants advisors ran information tables and talked with community group representatives about funding proposals.

## Lotto's 25th Birthday

It was Lotto's 25<sup>th</sup> birthday in August. Since its establishment by the government in 1987, New Zealand Lotteries has enabled over \$3 billion in funds to be returned to the community.

In the last year alone over \$154 million was allocated to the Lottery Grants Board for distribution. Over \$85 million was allocated to organisations and individuals throughout New Zealand in 2011/2012. Recipients are involved in a broad spectrum of community activities, including social, health and environmental projects, support for individuals with disabilities, outdoor safety, community facilities and marae heritage.

Other major recipients were Sport New Zealand (\$33 million), Creative New Zealand (\$24 million), and the New Zealand Film Commission (\$10 million). These funds supported high performance and community sport, enabled the production of New Zealand films and fostered excellence and creativity in the arts.

It is with these funds that we have been able to continue our services in promoting and supporting volunteering within the greater Auckland community. Our organisation has been supported by Lottery for 21 years, since our beginnings, for which we thank them. It has made a huge difference.

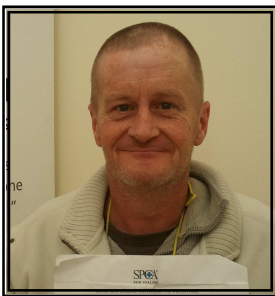
## Magic Moments

Last week we had a visit from Keith Oliver, an SPCA volunteer, who came to thank us for referring him to a voluntary role that the SPCA had listed with VA.

He informed us that he was to receive a gold medal award at the Annual Blessing of the Animal Service to be held at the Cathedral of the Holy Trinity on the 14<sup>th</sup> of October. This award is in recognition of the volunteer services he has provided.

Keith came to us about 7 years ago looking for some kind of voluntary work and it is great to hear that the initial few hours a week has become a long term commitment and dedication to the SPCA and his role there, and the difference this has made to his life.

This is just fabulous and it made our day!!



## Member's Corner

### Applicant vs Person

*Although I had been a volunteer co-ordinator, like many of the leaders in the field at the time, I saw volunteer management as an application of the principles that worked in the field of paid work. Ivan Scheier\* taught me how foolish that was.*

*Through his writings, seminars, and training, Ivan taught us what he called 'the people approach' to volunteer management. Ivan had a great faith in the basic goodness of people and in their unique abilities. Volunteer management, in Ivan's view, was about creating opportunities for people to express their goodness. As he put it, 'Everybody has something to give. Our job is to give them a chance to give it.'*

*Rick Lynch*

*\*Ivan H. Scheier was one of the true American pioneers of the field of volunteerism*

Every application has a person behind it waiting to be acknowledged, a person who wants to express their goodness. How do we as managers of volunteers meet their needs and ensure they receive the best possible experience from our organisation (even if we don't consider them to be the right fit)?

**'Do unto others as you would have done to you'**

It's a fairly simple concept but is effective when dealing with a wide range of people. If I applied for a position and did not have that application acknowledged promptly—I would consider looking elsewhere to 'express my goodness'. If the person looking after the recruitment process seemed distracted and/or disinterested then I would look elsewhere.

Not many people would accept poor customer service when shopping for new shoes, a new car or our groceries. It is vital that volunteers interested in 'expressing their goodness' receive the highest standard of customer service we can offer them. The long term effect from a poor customer service experience will not just deter the volunteer who has had a negative experience but their friends or anyone who asks them 'Where should I volunteer?'

In order to give the best possible experience to anyone 'applying for service', 'wanting to help' or 'expressing their goodness', it is vital to treat every application and applicant as a person. Even if you consider people as being easily replaced or think you can find another one around the corner, your reputation is not something to trifle with.

Reproduced with permission: Veronica Keats  
Volunteer Co-ordinator, Volunteering Waikato

## Innovate Change

**Innovate change** is a social innovation practice that collaborates to identify and implement new and creative ways to respond to social challenges. Quite simply, we want to be a part of changing the world to be a whole lot better. We're working to improve the way we plan, design and deliver health, social and community services and programmes.

**Innovate change is:**

- ✦ **Pragmatic**—we find practical solutions that meet the needs of the organisations we are working with
- ✦ **Agile**—we're flexible, adaptable, and can respond quickly to maximise opportunities
- ✦ **Collaborative**—we develop the best teams for each project, and we've got lots of people we work with
- ✦ **Passionate** about valuing **young people**

✦ **Reflective**—we think about and constantly improve on our practices

✦ **Attracted to design thinking**—we will work to understand your situation, think creatively about a range of solutions, and choose optimal solutions

**Innovate change** has developed specialist skills working in Aotearoa New Zealand, the UK and across the Asia Pacific region across a range of areas including public health, social marketing, social innovation, youth development and international development.

We have specialist service planning and design skills and we're working with some awesome community organisations in New Zealand including:

✦ **Community Waitakere**—researching community development evaluation methodologies and developing an evaluation framework

✦ **New Zealand AIDS Foundation**—supporting their international development programme work in the Pacific

✦ **New Zealand Drug Foundation**—supporting their strategic planning and development

**Wesley Community Action**—reviewing residential youth services.

Find out more at:

[www.innovatechange.co.nz](http://www.innovatechange.co.nz)

or contact Simon at:

[simon@innovatechange.co.nz](mailto:simon@innovatechange.co.nz)

or 021 665347 to talk about collaborating with **innovate change** to design innovate services and programmes in your organisation.

## 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

## Back Page Trainer

### Governance in NFP Organisations 13 Oct 2012— with Aly McNicoll

Increase your understanding of 'good governance' for not-for-profit organisations and evaluate the effectiveness of your Board. Topics include: Governance and management defined; How boards can add value; How to avoid common pitfalls; key functions of the board; Board roles, rights and responsibilities; Board-Staff relations and Effective meetings.

Note that this session will be held at the UNITEC Mt Albert Campus and that it is a UNITEC Short Course—certificates will be available.

This is the last session of the UNITEC Managing to Make a Difference Series 2012. It has been very popular and there are plans to run this series again next year.

See [www.volunteeringauckland.org.nz/news/workshops/forums](http://www.volunteeringauckland.org.nz/news/workshops/forums) for more information or email [admin@volunteeringauckland.org.nz](mailto:admin@volunteeringauckland.org.nz) for registration forms.

### Training & Workshops 2013

We are currently working on the 2013 Professional Development Training Calendar. Our funding applications are in ... Now we wait!

A big "Thank you!" to those who responded to our email request for information regarding your training needs. This helps us determine what training we make available for you.

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

## ETV News: IAG Staff Connect with Kids

Children attending the Masada Family Centre holiday programme had a special treat when a staff team from IAG volunteered to organize a days programme for their kids. The team had a fun and engaging quiz then instructed the children in making origami animals. They played outside games and everyone got very muddy! Each enjoyed the others company and IAG team said what they enjoyed most about the day was spending time with children and making them happy by talking and sharing time together.



The Masada Family Centre is a community organization actively working to make a difference for kids and teens with special needs. They utilized employee volunteers to achieve a one day project. If your organization would like a volunteer team for a day contact our Employee and Team Volunteer Coordinator, Kym Burke on 3777887 or go to our website for more details.

### Who got this Newsletter?

We work in a sector where people seem to change jobs fairly frequently and we often find that we are sending out mail or emails to someone who left the organisation long ago.

Let us know if your main contact person changes, and of course we also need to know if there is a change to your Volunteer Co-ordinator (or whoever is generally responsible for your volunteer team).

Phone or email Marja to update contact details.

### Financial Members of VA

Welcome back:  
CanTeen  
Ronald McDonald House  
Trade Aid Auckland

## VA Membership: the benefits

**In July we renewed our annual membership subscriptions and we would like to thank those of you who have paid on invoice for your prompt attention!**

**For those who have not yet paid this years subscription or are not financial members please complete your forms or phone a member of our team to discuss the benefits of financial membership.**

### Membership gives you access to:

- A volunteer recruitment and referral service of potential volunteers to your organisation
- Professional Development Training for managers/co-ordinators of volunteers—seminars, forums and workshops
- An advice and consultancy service in the area of volunteerism. Registered members receive 3 hours free consultation on registration
- Quarterly network and support forum for managers of volunteers
- Teams of volunteers for group projects
- A unique Resource Library on Volunteerism
- Quarterly Volunteer Trends newsletter