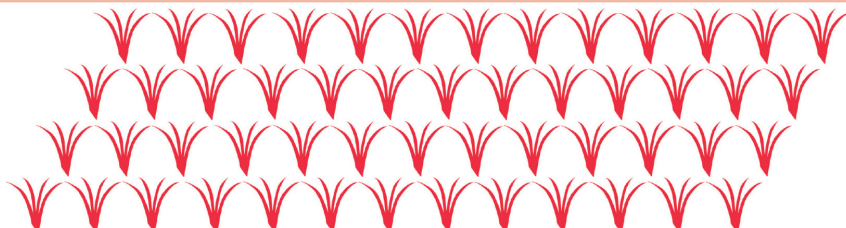


# **VOLUNTEERING NEW ZEALAND Annual Report 2010**



**Leading, promoting and representing  
volunteering in Aotearoa New Zealand**



## From the Chair

This year the staff and board of Volunteering New Zealand have worked hard to ensure that our organisation will continue to lead, promote and represent volunteering in New Zealand. I want to thank the team for their dedication and enthusiasm. I appreciate your effort and support.

I want to recognise and thank Heather Clark, who is stepping down from the board this year, for her service and reliably sage advice.

It has been a busy year. We ended 2009 on a high note following a very successful conference where VNZ took up the challenge to lead a project to create a career path and recognise the managers of volunteers and volunteer programmes as professionals. This ground swell targeting the enhancement of capacity and capability in our sector has led to the formation of the Development of Management of Volunteers Project Group which is being ably led by Claire Teal and Sue Hine. This working group has mapped out a path and consulted with the sector. They have the Minister's support and the project is recognised as ground breaking. New Zealand is again taking the lead globally in the development of a new group of professionals.

In March this year the VNZ board met in Wellington and participated in a facilitated workshop that led to the development of our strategy for the next three years. This exercise has focused the organisation and allowed us to develop a tailored operational work plan that clearly defines how we will deliver outcomes for our members and community. With this foundation now firmly in place I believe we are in a position to attract funding

partnerships. Funding, as you all know is something we cannot take for granted and it is my vision for our organisation that we are successful in forming a partnership that will support us in achieving our goals.

The Maori and Pacific Advisory Group has focused this year on identifying some key areas for research related to volunteering by Maori and Pacific peoples. This will need resourcing. They also proposed to the full board that the Maori and Pacific board members should be elected rather than appointed as there is not an effective process in place for achieving

nominations for appointment. This rule change will be proposed formally at a Special General Meeting to be held at our Annual General Meeting.

National Volunteer Awareness Week was celebrated across the country in June with a diversity of exciting events. This year VNZ was involved with two events in Wellington. They were both significant for VNZ and for the sector.



Tim Burns and a team of youth leaders ran the very successful Youth Volunteering - Mission Possible workshop. Representatives from a range of organisations developed a framework for a collaborative strategy for the effective promotion of youth volunteering. I attended as an "older" representative and learnt a lot about the way youth think and feel about volunteering. This initiative has allowed us to plan for a successful future of youth involvement in volunteering.

VNZ partnered with Victoria University of Wellington and released the timely research Managers Matter, Who Manages New Zealand's Volunteers which provides the sector with information that is fundamental to the growth and development of volunteer

managers. This research will underpin the work of the Development Project for Management of Volunteers. The research shows us that managing volunteers is a viable professional vocation that is gaining recognition as a career.

The report was formally made public by Minister Tariana Turia who acknowledged the endeavours and commitments of managers of volunteers, and how their work enabled volunteers to fulfil organisational missions. The event to mark the publication of the report was hosted by Victoria University at Rutherford House.

VNZ has also faced some challenges this year. We are entirely reliant on funding to resource the 'up-keep' of our organisation and more importantly to deliver the goals that are important to our membership. The board and executive director have focused on smarter business practices and ensuring we have the fundamentals right. As so often happens at times like this we have gained clarity and direction. As I write nominations for the board are about to close. This year I have encouraged people with accounting and marketing, communication and branding skills

to be nominated for our board. I believe we need a balance of skills and experience on the board which includes knowledge of and empathy for the volunteering sector and strength in business acumen that will assist VNZ to achieve goals for and support our members and the sector.

Looking ahead, 2011 is an important year for volunteering and we will be celebrating the 10th anniversary of the International Year of Volunteers. VNZ will host its biennial conference late in May and it will be followed by the Australasian Retreat for Advanced Volunteer Management training programme led by Martin J Cowling and Andy Fryer.

Through both of these occasions we will be Raising the Bar and continuing to grow volunteering and management of volunteers in New Zealand. VNZ will be celebrating too and looking forward to another ten effective years leading, promoting and representing volunteering in New Zealand.



Gillian Peacock  
Chairperson



## ***Executive Director's perspective***

VNZ Chairperson Gillian Peacock highlights in her report some of the major projects and events for Volunteering New Zealand over the past year. I want to reflect how the success which VNZ has achieved overall and through these projects has been very much due to involvement of volunteers, supporting me, my two other paid colleagues and the Board (who are also volunteers). In several important instances the volunteers have taken ownership and leadership of key areas of work.

The latter has been very much the case for the two main projects of the past 12 months – the development project for the management of volunteers and the Youth Volunteering - Mission Possible workshop and its following activity.

Sue Hine and Claire Teal have taken on leadership of the Management of Volunteers Project team. Sue is an almost full time volunteer following retirement from being Manager of Volunteers at Mary Potter Hospice, while Claire gives many hours outside of her role at Wellington Central CAB. The others in the team are also there as volunteers, apart from me. Our Mission Possible youth workshop would not have been the success it was without the involvement in the planning and facilitating on the day by a group of very talented and committed young people. They are continuing to work with Lani Evans from Volunteering Otago and me on the follow up work on this project.

VNZ has used volunteers for specific projects over the years. Peri Te Wao has undertaken the design of our annual report and other publications for several years. The several recent versions of our website have been developed for us by volunteers. Its current version was developed by Mike Lin, Jake Porterhouse and Leo Stretch who worked to get it fully up and running. Our Communications Officer, Branka Cicak, has now developed a new volunteer team to continue its evolutionary development. They include Sarah Wang, Eoin Houston, Neha Saoji and Mena Bassily. Our computer systems were upgraded by Steve Moate.

Earlier in the year, Chris Cherry researched and wrote a draft for what is now a promotional item on the Work and Income website highlighting the benefits of volunteering as a pathway to paid employment. The poster produced for Volunteer Awareness Week was designed by another volunteer, Shelley Davis. We were also greatly assisted in despatching VAW posters and balloons to over 800 addresses by a team from Ideas Services - Melanie Clark, Rex Brazier, Maria Garland, Kalpesh Jivan, John Milner and Stephen Hallett.

A highlight of 2009 was the Conference – Volunteering Unleashed with over 170 people

participating over the two days. From it came the recognition for the need and passion to set up the development project for the management of volunteers. Again, the success of the conference was due in very large part to the input of the volunteer team of organisers and the many voluntary contributors to the programme.

The conference was also financially successful due to the support of the organisations which provided funding support. We thank them as we also thank the organisations which have supported VNZ's work during the year – Lottery Grants, Mobil, IBM, OCVS, Outward Bound Trust, Barnardos NZ and the Support for Volunteering Fund.

Working with other agencies in a collaborative manner has been an important facet of VNZ achieving recognitions as the lead agency for volunteering. Some of our collaborative projects are ongoing, continuing their development through 2009/2010. The Generosity Hub, of which VNZ is a lead partner with Philanthropy NZ and OCVS, has taken important steps forward in establishing a project based work programme. ComVoices continues to raise the profile and issues of the community and voluntary sector and those two Australian stalwarts of volunteering, Andy Fryar and Martin J Cowling have been guest speakers at ComVoices Parliamentary breakfast meetings. All phases of CommunityCentral were completed in 2009. This has provided a tool for production and distribution of VNZ's monthly e-newsletter and we have been involved in using other features of this webplace.

As VNZ executive director, I have been part of a reference group that provided input to the Minister of Social Development out of which has come the Community Response Fund that she has established. The work of the group is continuing in providing input and feedback as the Fund and the regional and national panels begin their work. An outcome has been the growth in recognition within key parts of the

Ministry of Social Development of the contribution being made by volunteers and that volunteer programmes must be well managed.

I wish to thank the Board members for their great support and my fellow staff members, Branka Cicak, Communications Officer and

Glennis Poschich who have contributed much during this past year.



Tim Burns  
Executive Director

## Treasurer's report

The past 18 months have been signified by many national and local commercial and not-for-profit organizations struggling to maintain financial viability with several substantially reducing or ceasing operations. Volunteering New Zealand has not been spared part of this experience recording a significant drop in revenue from 2008/09 by \$30,000. This was partially brought about by grants from Tindall Foundation no longer being available and other funding sources, such as the JR McKenzie Trust refocusing their funding priorities thereby precluding Volunteering New Zealand's eligibility for grants and donations. As a result our deficit increased from \$7,845 to \$35,857 over the period.

This year's financial statements reflect the cost of activity planned in the previous year and paid for in 2009/2010. During the year the Board become increasingly aware of a potentially negative financial forecast for the now current year, recognized that Volunteering New Zealand's financial viability was threatened and took several immediate steps to sustain the organization's continued operations and service effectiveness.

Following on from last year's report the Executive Director and the Board investigated

alternative means to realistically increase revenue for the present and into the future. A comprehensive funding strategy was initially considered to better secure Volunteering New Zealand's future. This proved to be more challenging than first anticipated with the Board then recognizing the need to review its overall strategic direction and operations plan to ensure that a funding plan was not

developed and pursued in isolation from the wider strategy. The Board believes we now have a more robust foundation upon which to build our revenue stream.

Notwithstanding these challenges the finances continue to be managed in a prudent and resourceful manner. Of concern however is the drop in accumulated funds from \$80,000 to \$44,000 which no longer falls within the Board reserves policy. Consequently several constraints have been placed

on expenditure during the coming year with every attempt being made to ensure that the quality and volume of service is maintained at the current level and a commitment to rebuild reserves to meet the Board's policy objectives.



Lloyd Davies  
Treasurer

## **Mission**

VNZ's mission is to create an environment which supports, promotes, values and encourages effective volunteering by the people of Aotearoa New Zealand.

## **Three guiding principles**

### **Lead**

We lead the development of new opportunities and best practice to increase the involvement of volunteers and enhance the quality of their contributions.

### **Promote**

We promote the importance of volunteering as an expression of active citizenship, giving, and value to community wellbeing.

### **Represent**

We initiate representation of the interests of all involved in volunteering by influencing policy and legislation and promoting best practice.

## **Executive Board**

**Chairperson:** Gillian Peacock (as of February 2010)

**Vice Chairperson:** Olwen Taylor

**Treasurer:** Lloyd Davies

**Board Members:** Heather Clark, Dianne Danny, Tyron Love, Alison Marshall (Chair until February 2010), Jane Poa

## **Staff**

**Executive Director:** Tim Burns

**Communications Officer:** Branka Cicak

**Administration Accounts Clerk:** Glennis Poschich

## **Funders**

Support of Volunteering Fund

THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua



Office for the Community  
& Voluntary Sector

Tari mō te Rāngai ā-Hapori, ā-Tūao

Administered by the Ministry of Social Development



Outward  
Bound®

Mobil



NZ Lottery Grants Board  
TE PUNA TAHUA  
Distributor of NZ Lottery Profits

# Financial Reporting Summary

## SUMMARY STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2010

	2010	2009
	\$	\$
<b>INCOME</b>	136,267	166,442
<b>EXPENSES</b>		
Operational & Project Costs	15,540	3,328
Governance Costs	12,414	12,692
Overheads	144,171	158,267
<b>TOTAL EXPENSES</b>	172,124	174,287
<b>NET DEFICIT TRANSFERRED TO ACCUMULATED FUNDS</b>	(35,857)	(7,845)

## SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2010

### ACCUMULATED FUNDS

General Funds	32,090	67,947
Special Project Funds	12,000	12,000
<b>TOTAL</b>	44,090	87,792

### Represented by:

### CURRENT ASSETS

Cash and Bank	12,487	24,920
Term Deposits	35,000	55,684
Sundry Debtors	-	-
Other Debtors	985	-

<b>GST</b>	2,595	2,959
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<b>TOTAL CURRENT ASSETS</b>	51,067	92,451
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<b>FIXED ASSETS</b>	3,446	3,528
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<b>TOTAL ASSETS</b>	54,513	95,843
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### CURRENT LIABILITIES

Bank	-	-
Accounts Payable	1,311	1,158
Other Creditors	9,113	5,987
Income in Advance	-	-

<b>TOTAL CURRENT LIABILITIES</b>	10,423	8,051
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<b>NET ASSETS</b>	44,090	87,792
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# *Promoting the value of and encouraging volunteering*

## **National Volunteering Conference**

The “Volunteering Unleashed” conference took place in Wellington in October 2009. This very well attended event showcased a number of extraordinary speakers and workshops featuring both national and international presenters. The two main streams focused on development of professional volunteer management and new ways of volunteering. The participants called for steps to progress the development of volunteer management; proposed greater collaboration and networking within the sector and they recommended reframing the concept of volunteering to reflect and include the diversity of all cultures and generations. These recommendations became a landmark for the future direction of VNZ’s work.

*Volunteering unleashed*



## **Volunteer Awareness Week 2010**

Under VNZ’s leadership there was participation by a large number of community groups and fantastic media coverage of Volunteer Awareness Week 2010, held 20 - 26 June. This considerably raised the awareness of volunteering. With the national theme “Volunteering Across the Generations”, the event aided increased interest in volunteering – highlighting how different forms of volunteering appeal to particular generational groups as well as intergenerational volunteering, including family volunteering. VNZ again provided free promotional materials and other resources to the community organisations.

## **International Volunteer Managers Day 2009**

VNZ promoted the event through the media and amongst community organisations focusing on the first steps towards the development of the management of volunteers project.



**International  
Volunteer Day**

## **International Volunteer Day 2009**

Media coverage including national TV items marked 2009 International Volunteer Day showcasing excellent examples of volunteering. The launch of the national survey of managers of volunteers was the special announcement of the Day.

## **Voice of volunteering at NZ Parliament**

Andy Fryar, an internationally recognised leader in management of volunteers spoke at the Parliamentary Breakfast under the theme “The opportunity for real gain from the 2011 Rugby World Cup”. In his speech and discussion with the audience Andy highlighted important issues related to the development of management of volunteers. Peter Dunne, Leader of United Future in association with VNZ and ComVoices organised and hosted this event.



## Youth Volunteering - Mission Possible workshop

This workshop gathered 18 young people from all over New Zealand and 10 senior representatives from a range of organisations who would wish to see more young people volunteering in their organisations. The young people challenged the “big” people, as they called those who



came from the organisations, but very positively. One clear message they brought and demonstrated was the young people can take on a wide variety of volunteering roles with responsibility and commitment. The workshop was an early step in VNZ major focus on youth volunteering.

## Promoting volunteer services



### [www.volunteernow.org.nz](http://www.volunteernow.org.nz)

VolunteerNow is the on-line resource of volunteering opportunities which enables Volunteer Centres and other national organisations to list their volunteer

positions and attracts many to register for volunteer roles. The website has reached the stage where it needs major redevelopment and new features and we are currently researching options to achieve this.

## Promoting Generosity

VNZ is a lead member of this ongoing programme with Philanthropy NZ and OCVS. It has implemented a workplan with four defined project areas:



Promote generosity in young people; Support new and different ways of giving; Promote business generosity; Ensure quality research on giving is undertaken.



### [www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)

A few months ago, VNZ relaunched its website. Our staff and IT volunteers have created number of new features which enable both VNZ and wider volunteering community to better share and access the information on the site. The online events calendar is the place where all are able to submit their own volunteering events which are then added to the calendar database and available for browsing by the website visitors.

## Representing volunteering in decision making

### Volunteer Expenses Law Change

The legislation about reimbursement payments to volunteers was passed late 2009. VNZ led representation of this over a number of years. The new law makes it clear that reimbursement of volunteers' expenses is not taxable income. It allows payments to be made based on a reasonable estimate of actual expenses as well as for actual documented expenses.

### Development Project for Management of Volunteers

This project was initiated following the 2009 conference. Its purpose is to take the national lead role in working towards recognition of the importance of management of volunteers in the

delivery of quality volunteer services; and development and implementation of effective volunteer management structures within organisations that have volunteer services. In carrying out its work, the team is engaging with the volunteer centre network, the full cross section of organisations with volunteer services, Government and specialist support agencies such as ITOs.

## **Managers Matter research**

In partnership with Victoria University of Wellington, VNZ released Managers Matter, Who Manages New Zealand's Volunteers research report. The report offers NGOs and community sector agencies a demographic profile of who manages volunteers in New Zealand as well as the key needs and issues of concern identified by the respondents.

## ***Increasing capacity of the volunteering community***

### **Volunteer management workshops**

VNZ assisted in the organisation of a series of volunteer management workshops presented by Andy Fryar from OzVPM.

### **VNZ Update**

VNZ has published 12 issues of the monthly e-newsletter. As a leading source of volunteering news in NZ, VNZ Update provides information on VNZ activities, volunteering related developments on a national policy level, relevant events and resources, awards and calls for funding and any other relevant information for the volunteer community within VNZ membership and beyond.

### **Employee Volunteering Health and Safety Guidelines**

While these have taken longer to produce than planned, it has been important to ensure key information is supported by agencies such as ACC and the Department of Labour. The guidelines are expected to be produced within two-three months.

## ***Building relationships***

### **IAVE**

Volunteering New Zealand is the NZ national representative for the International Association for Volunteer Effort (IAVE). Through this we connect the New Zealand volunteering community with volunteering organisations, projects and initiatives across the globe. This year we have been widely promoting the 2011 IAVE world conference, IAVE Youth Consultation and other global initiatives around International Year of Volunteers +10.



### **Australia**

Our relationships with Australia are well maintained. We have a good working relationship with Volunteering Australia and during the year our connection with the Australasian Association of Volunteer Administrators (AAVA) grow with VNZ Board member Alison Marshall becoming one of two NZ members on the AAVA committee.

# Volunteering NZ membership

## Volunteer Centres

- Volunteering Auckland
- Volunteering Waikato
- Volunteer Western Bay of Plenty
- Volunteer Taupo
- Volunteering New Plymouth
- Volunteer Whanganui
- Gisborne Volunteer Centre
- Volunteering Hawkes Bay
- Volunteer Resource Centre - Manawatu & Districts
- Volunteer Kapiti
- Volunteer Wellington
- Nelson Volunteer Centre
- Volunteer Marlborough
- Volunteering Canterbury
- Volunteering Mid & South Canterbury
- Volunteering Otago

## National Members

- AFS Intercultural Programmes
- Age Concern NZ
- Alzheimers NZ
- Amnesty International NZ
- Athletics NZ
- Badminton NZ
- Bangladesh NZ Friendship Society
- Barnardos NZ
- Basketball NZ
- Boxing NZ
- Cancer Society of NZ
- Canoeing Federation NZ
- Citizens Advice Bureau NZ
- Conservation Volunteers NZ
- DANZ Dance Aotearoa NZ
- English Language Partners

- Federation of Workers' Educational Association in Aotearoa NZ
- GirlGuiding NZ
- Girls' Brigade NZ
- GymSports NZ
- Ice Speed Skating NZ
- IHC
- Karate NZ
- Leprosy Mission NZ
- Motorcycling NZ
- MotorSport NZ
- National Heart Foundation
- Netball NZ
- NZ Inline Hockey Association
- Nurse Maude
- NZ AFL
- NZ Breast Cancer Foundation
- NZ International Federation of Body Builders
- NZ Federation of Ethnic Councils
- NZ Federation of Family Budgeting Services
- NZ Federation of Voluntary Welfare Organisations
- NZ Fire Service
- NZ Hockey Federation
- NZ Land Search and Rescue
- NZ Olympic Committee
- NZ Olympic Luge Association
- NZ Polo Association
- NZ Recreation Association
- NZ Red Cross
- NZ Riding for the Disabled Association
- NZ Rodeo Cowboys Association
- NZ Sheep Dog Trial

- Association
- NZ Shooting Federation
- NZ Society of Genealogists
- NZ Trust for Conservation Volunteers
- Olympic Weightlifting NZ
- Parents Centre NZ
- Pregnancy Help
- Prison Fellowship NZ
- Refugee Services Aotearoa NZ
- Royal Life Saving Society
- Royal NZ Foundation of the Blind
- Royal NZ Coastguard
- Royal NZ Plunket Society
- Scouts NZ
- Skate NZ
- Society of St Vincent de Paul NZ
- Softball NZ
- SPARC
- Special Olympics NZ
- St John
- Surf Life Saving NZ
- Surfing NZ
- Tennis NZ
- The Personal Advocacy Trust
- The Young New Zealanders' Challenge of The Duke of Edinburgh's Award
- Toy Library Federation of NZ
- Trees For Survival
- Unicef NZ
- United Fire Brigades' Association
- Victim Support
- Volunteer Service Abroad
- World Vision NZ
- World Wild Fund NZ
- Yachting NZ
- YMCA NZ
- YWCA Aotearoa NZ

# **Volunteering** New Zealand



## **Volunteering New Zealand**

75 Ghuznee Street  
PO Box 24526  
Wellington  
Phone: 04 384 3636  
Fax: 04 384 3637

**Email**  
[office@volunteeringnz.org.nz](mailto:office@volunteeringnz.org.nz)

**Website**  
[www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)

