



Tūao Aotearoa
Volunteering New Zealand

Tūao Aotearoa Volunteering New Zealand

Annual Impact Report
2023



Impact Report Contributors:

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- Michelle Kitney
- Sudha Bhana
- Anna Rendall

Tūao Aotearoa, Volunteering New Zealand

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Annual Impact Report

Volunteering New Zealand Incorporated for the year ended 30 June 2023

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Tūao Aotearoa – Who we are

Tūao manaaki whanaungatanga e manawaroa ai.

Volunteering of care, of nurturing growth and enduring relationships.

Tūao Aotearoa Volunteering New Zealand is an association of volunteer centres, and national and regional organisations with a commitment to volunteering in Aotearoa New Zealand.

Uara/ values:

- Manaakitanga: We care, we nurture, we grow.
- Whakawhanaungatanga: We build connections, and meaningful and enduring relationships.
- Tūao: We inspire by example.
- Whaiwhakaaro: We hold ourselves to the highest standard.



Our impact narrative

Our vision is for volunteering to be valued as a vital part of society.

We know almost all community organisations rely on volunteers and volunteering strengthens communities.

So we build the capacity of organisations to better manage volunteers and promote volunteering in all its forms. Which leads to a better experience for volunteers and stronger organisations and communities.

And results in volunteers enriching Aotearoa and a society that values volunteers.



The Tūao Aotearoa Volunteering New Zealand Board at Orakei Marae, March 2023

Strategic plan 2022–25

Our purpose

We are kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand.

Our aspiration for Aotearoa New Zealand

Volunteering is valued as part of who we are as a nation. We thrive and are enriched by the goodwill of volunteers in every community and their contribution and impact is recognised and supported.

Our aspiration for Tūao Aotearoa Volunteering New Zealand

A large and diverse membership and our strong partnerships with government, iwi/Māori, communities, and business enable us to transform volunteering in Aotearoa New Zealand.

Whakamana

Recognise the value of
volunteering in all its forms

1. Champion mahi aroha and volunteering in all its forms.
2. Identify, research, and measure the contribution of volunteering.
3. Continue to grow and support volunteering throughout Aotearoa New Zealand.

Hāpai

Advocate for inclusive, diverse,
and impactful volunteering

1. Showcase best practice in volunteerism.
2. Promote the impact of volunteering within Aotearoa New Zealand.
3. Lead and support campaigns that reflect inclusive volunteer practice.

Arataki

Lead volunteering in
Aotearoa New Zealand

1. Build strong relationships with members, government, iwi/Māori, communities, business and other stakeholders.
2. Be responsive and informed of regional, national, and international trends in volunteerism.
3. Enhance and uplift Rangatahi and youth volunteering through increased visibility, equity and accessibility.

Values / UARA

To care, nurture and grow
(manaakitanga)

To build connections and enduring
relationships (whanaungatanga)

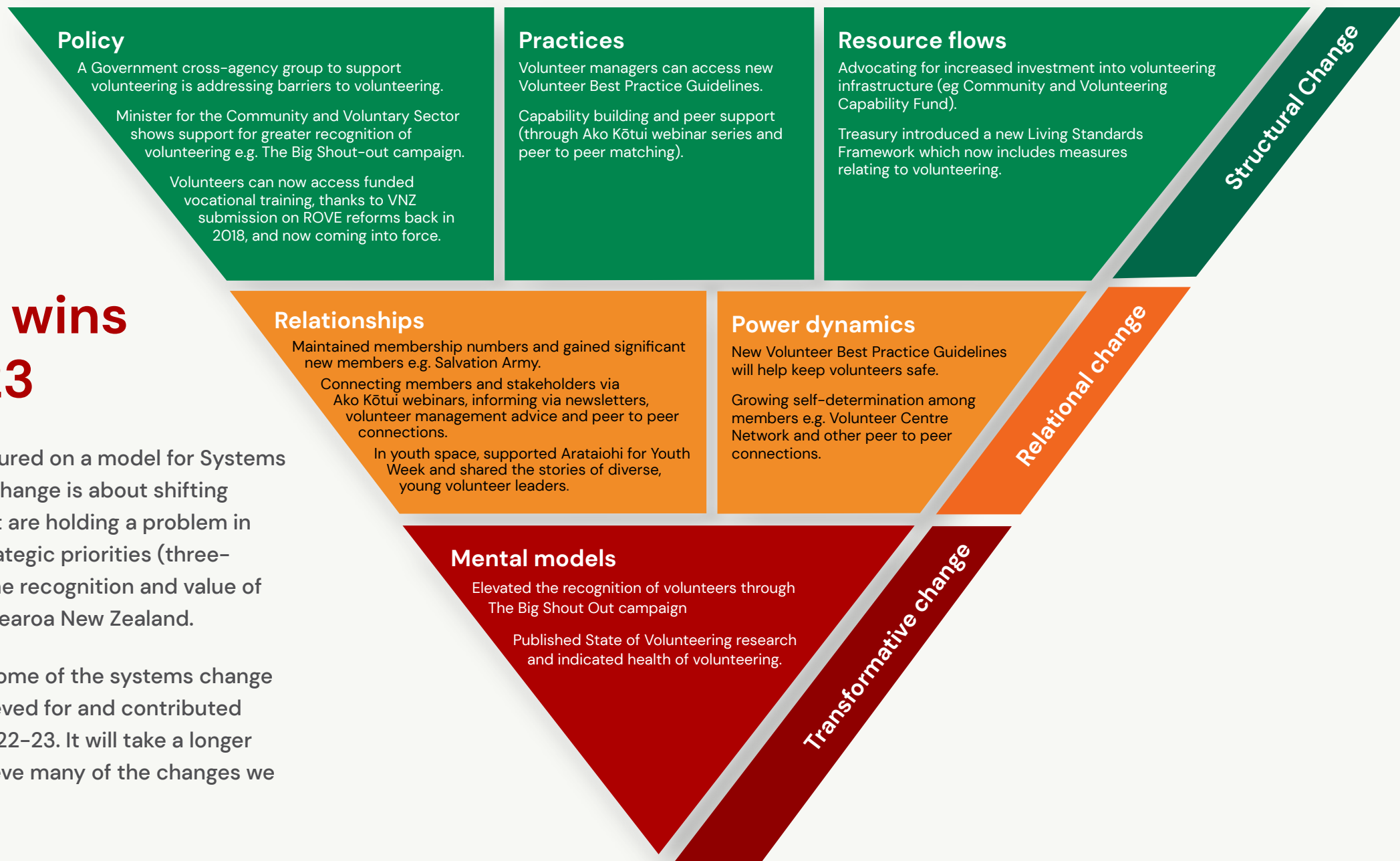
To inspire by example
(tūao)

To hold ourselves to the highest
standard (whaiwhakaaro)

System change wins 2022–23

This chart is structured on a model for Systems Change. Systems change is about shifting the conditions that are holding a problem in place. We have strategic priorities (three-year) to improve the recognition and value of volunteering in Aotearoa New Zealand.

This chart shows some of the systems change wins we have achieved for and contributed to the sector in 2022–23. It will take a longer timeframe to achieve many of the changes we want to see.



From our Tūao Aotearoa Board Chair

I am honoured to present this year's annual report as the Chair of Tūao Aotearoa Volunteering New Zealand, reflecting on the remarkable journey we have embarked upon over the past 12 months.

Our commitment to the Te Tiriti journey continues to be the compass guiding our organisation's evolution. It reminds us of the importance of partnership, respect, and collaboration in all our endeavours.

One of the highlights of the year was the launch of our Volunteer Best Practice Guidelines, setting a gold standard for volunteering practices in Aotearoa. These guidelines will serve as a beacon for organisations nationwide, ensuring that volunteering experiences are

enriching for both volunteers and communities. Building upon this achievement, I am thrilled to announce that e-learning modules, aligned with the NZQA framework, will soon be developed in partnership with Capable NZ and Te Pūkenga, further solidifying our commitment to excellence.

National Volunteer Week was another resounding success, thanks to the generous support of the Department of Internal Affairs and the Big Shout Out campaign. It celebrated the spirit of volunteerism and highlighted its transformative power within our communities. Our in-person Volunteering Leadership Hui, a sold-out event, was a testament to the enthusiasm and dedication of our members and supporters.

I extend my heartfelt gratitude to everyone who has been part of this incredible journey. Our dedicated team, led by Michelle, has consistently exceeded expectations. I also want to acknowledge our governance team for their wisdom and guidance, which have been invaluable as we navigate the Volunteering New Zealand waka. Together, we continue to chart a course towards a brighter, more inclusive future.

I would also like to acknowledge Board members who have left throughout this year for their immense leadership and contribution – Brayden Smith, Cathy Aiavao, Sue Kobar, and Matthew Goldsworthy.

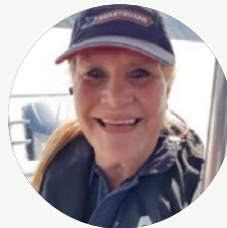
SUDHA BHANA
Board Chair – Pou Arataki



SUDHA BHANA
Chair



LINDY LELY KAWHARU
Deputy Chair



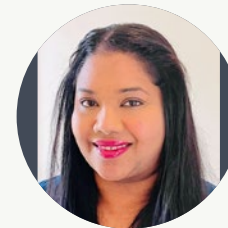
CAROLYN TAPLEY



MISTY SANSOM



DEBBIE GEE



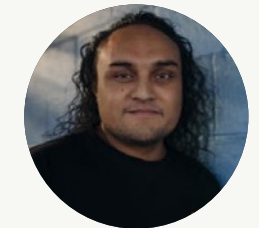
KARMIN MUDALY



DONALD MCINTOSH



FRANCOIS CUCCURULLO



ETHAN TAUEVIHI-KAHIKA

From our Tūao Aotearoa Chief Executive

I am thrilled with the work, impact and awesomeness that our team has delivered this year. We've seen volunteering and volunteers significantly acknowledged by both the media and government agencies.



I am immensely proud of how we have further grown the relevance and reach of The State of Volunteering in Aotearoa. It has informed strategic and operational decisions from volunteer engagement, to systems change analysis; and underpinned the delivery of

additional research reports such as the Contributions of Tūao Māori, and the soon to be launched Regional Volunteering Report.

We led a successful revamp of the Volunteer Best Practice Guidelines. Work on this included: compiling a global evidence base for good practice; identifying emergent frameworks; sector-led collaboration and co-design; and research into the needs and experiences of volunteer managers and leaders. This mahi has laid the foundations for our aspirations for 2023–2024 and beyond.

Led by discussions with our members and other volunteer leaders, we now have a renewed focus on the capability development of those who work with or through volunteers. A conservative estimate suggests that there are over 4500 volunteer managers and leaders within our wider membership network. You are key enablers in creating the positive change we strive to see in volunteering.

We are focussing our programmes for members and stakeholders based less on delivered content and more on the concept of Ako, of learning and sharing between peers. We reframed our annual volunteering conference to a leadership hui; began Ako Kōtui, a lunchtime online networking series; and started a mentoring programme for volunteer managers.

None of this would have been possible without our staff. It is a privilege to work alongside people who are committed to our aspirations and purpose, that show up every day and approach their mahi with dedication, joy and creativity.

MICHELLE KITNEY

Chief Executive – Tumu Whakarae

Our Te Tiriti journey

We have been expertly guided on our Te Tiriti journey by our kaitiaki Evelyn Tobin. We have an Ohu Tikanga Māori, a Māori working group comprised of three tangata whenua board members – Misty Sansom, Debbie Gee and Lindy Lely Kawharu.

A key part of its role within Volunteering New Zealand is to help guide and support the organisation in strengthening the way it honours Te Tiriti, and being a Treaty ally, recognising that we are an organisation that sits outside of the Crown / Iwi or Māori partnership.

We use our beautiful bespoke karakia to open hui and have fully embraced our te reo Māori name, Tūao Aotearoa.



*Our kaitiaki Evelyn Tobin with a puka
gifted to her by the Tūao Aotearoa
Volunteering New Zealand Board*



The year's highlights

- » Created a formal kaitiaki role with Evelyn Tobin
- » Published and promoted the State of Volunteering in Aotearoa New Zealand 2022 report.
- » Developed with the sector new Volunteer Best Practice Guidelines.
- » Ran The Big Shout Out – a new campaign to recognise and thank volunteers.
- » Initiated a new webinar series, Ako Kōtui, lunchtime sessions to connect, share and network.

DELIVERED:

24
webinars

with
27
hours of learning

for
902
people

including
7
co-design sessions for the
new Best Practice Guidelines

110k

visits to our website, a portal
for volunteering information
and connecting to volunteer
recruitment opportunities.

16k

followers across our
social media platforms

Our people

People are at the heart of volunteering and are the heart of Tūao Aotearoa Volunteering New Zealand and we thank everyone for their contribution. This includes our volunteer board, paid operations team, project-based contractors, and our Youth Working Group. We would also like to recognise the immense contribution of our outgoing board members.

Board members

Sudha Bhana, Chairperson
Lindy Lely Kawharu, Deputy Chairperson
Carolyn Tapley, Pasifika Board Member
Misty Sansom, Māori Board Member
Donald McIntosh, Youth Board Member
Debbie Gee
Karmin Mudaly
Ethan Tauevihi-Kahika, co-opted
Francois Cuccurillo, Treasurer

Outgoing board members:

Sue Kobar
Cathy Aiavao
Brayden Smith
Matthew Goldsworthy

Our staff and contractors

Michelle Kitney, Chief Executive
Alice Mander, Community Engagement Adviser
Anna Rendall, Graphic Designer
Ave-Elise Adams, Office Administrator
Bryony Moses, Policy and Research Co-ordinator
Erina Papp, Senior Consultant
Heidi Quinn, Volunteer Management Lead
Johann Go, Research Director
Kenzo Bui, Accounts Administrator
Lauren Dewhirst, Community Engagement Adviser
Margaret McLachlan, Communications Manager
Ross Patel, Service and Experience Designer
Taylor Hamling, Web Developer

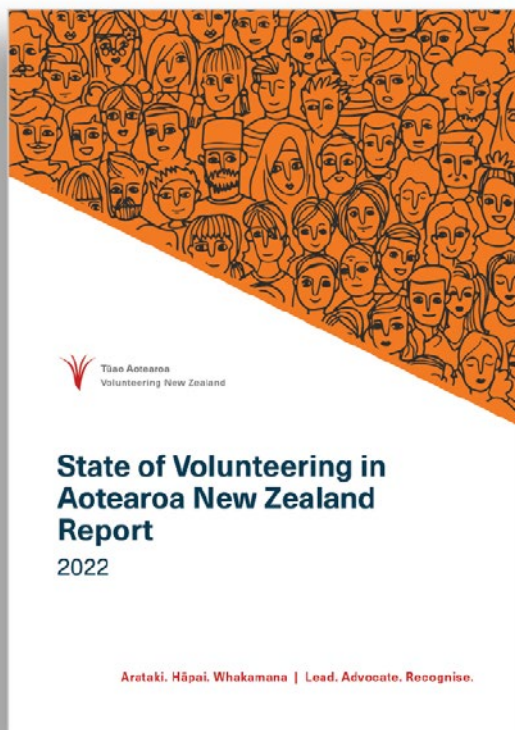
Youth Working Group 2022–23

Anderson McCombs
Dante Dawes
Donald McIntosh
Isobel Green
Jason Liu
Matthew Goldsworthy
Michael Aldridge
Ryan Hooper Smith
Swetlana Khoo

WHAKAMANA

Recognise the value of
volunteering in all its forms





State of Volunteering report 2022

Volunteers remain committed to their roles and to supporting their communities, the 2022 State of Volunteering report showed.

Despite the challenges to community organisations and volunteers from the Covid-19 pandemic, the state of volunteering in Aotearoa was generally healthy. Over the past two years many people helped others in generous, collaborative and innovative ways.

The State of Volunteering in Aotearoa New Zealand 2022 report was informed by surveys from volunteers and volunteer managers with community organisations, focus groups and official statistics.

Volunteers told us contributing to the community was their key motivator (90%), while

the opportunity to make friends or to join in volunteering with a friend was also important (34.6%). Volunteers' intention to continue volunteering long-term remained strong, at 81%, similar to the pre-Covid percentage.

Covid-19 has put a spotlight on the community and voluntary sector – throwing up challenges for organisations and volunteers alike, while also highlighting its value to the wellbeing of New Zealanders.

This bi-annual research is a very useful barometer about the state of volunteering, alongside other statistics and insights. It has been downloaded 1,854 times. A report about regional differences in volunteering is coming soon.

Tūao Māori

Māori are amongst the highest likely to volunteer yet their contributions are under-represented in volunteering research. This gap has been filled by work stemming from focus group and surveys of volunteers as part of the State of Volunteering research 2021–22.

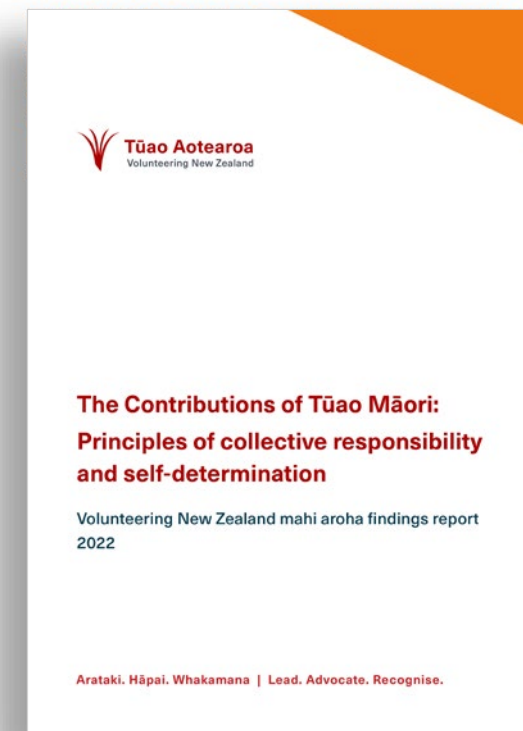
Our researcher added literature/ historical analysis to provide a comprehensive report, *The Contributions of Tūao Māori*.

Grouped around five themes, the report has recommendations for organisations engaging with Māori, and commitments for Volunteering New Zealand to advocate for support for Tūao Māori.

“This is outstanding work and [the researcher] should feel really proud. She has navigated important, yet often politicised subject matter with such thoughtfulness, respect and nuance. [Her] dedication to the kaupapa, to caring for the taonga that participants have entrusted in VNZ comes through so strongly. It was a pleasure to read and made me feel so much aroha for our people and proud to be Māori. Ka mau te wehi e hoa!”

– JORDAN GREEN

Peer reviewer of report



Volunteer Managers' Survey

A survey in late 2022 of volunteer managers and leaders asked what training they receive and what support they need.

Research shows that volunteer managers need to have resources, time and support to manage their volunteers, yet the survey results showed 37% of respondents get no support and 37% received no training in managing volunteers over the last year with a further 27% receiving minimal training.

This was concerning as respondents come from predominantly better resourced Volunteer-Involving Organisations. In addition, 40% of respondents had less than three years' experience. More support and development for those managing volunteers was clearly needed.

The new Volunteer Best Practice Guidelines (published in June 2023) are accessible, with practical tips and tools, filling some of the gaps for volunteer managers.



HĀPAI

Advocate for inclusive,
diverse, and impactful
volunteering



Social media engagement:
1,743 uses of #NVW2023 and
#thebigshoutout

Total reach via social media:
7.9M (5.7M in 2022)

Approx **6500 downloads** of our
campaign resources plus uses of
Canva templates

Approx **45 media stories**;
3 key interviews with Michelle –
MediaWorks, RNZ The Panel, TVNZ
Breakfast

74% of respondents to the
post-campaign survey rated the
campaigns **4 or 5 out of 5**.



The Big Shout-out

The Big Shout-out was a new campaign for the month of June, inviting people to thank volunteers. A kiwi spin on the UK campaign for the King's Coronation, The Big Help-out, our campaign recognised that volunteers were already contributing so much, and needed a shout-out of thanks.

In partnership with the Department of Internal Affairs and the Minister for the Community and Voluntary sector, The Big Shout-out included: branding and easy-to-use resources; paid radio advertising; support for volunteer events hosted by Volunteer Centres; and two significant events hosted by the Minister, and the other by the Governor-General.

This campaign helped raise awareness of the contribution and importance of volunteers.

"I believe that this campaign really encouraged organisations to embrace NVW in ways they wouldn't otherwise ... it was great to see organisations using VNZ resources."

– Respondent to post-campaign survey.

"Congratulations on an amazing event at Government House on Friday. This was an event to be proud of, congratulations."

– KELLY TANGAROA
Ara Poutama, Department of Corrections.

Youth Week

This year we promoted Youth Week (led by Ara Taiohi), instead of Student Volunteer Week. This allowed us to showcase the diversity of young volunteers and meant we could amplify an existing campaign rather than initiate our own. We researched and wrote stories of diverse young volunteers which we shared on our channels in support of Youth Week. We will take this approach again next year, working collaboratively with Ara Taiohi and aiming to make resources available sooner so that other volunteer-involving organisations can participate.



ETHAN TAUEVIHI-KAHIKA

is guided in life by a strong set of values.

“Values are something that’s important to me, and service is my top value. For me, service means giving your time to others. If I can do that in some way, then I’ll do that, make a positive difference in someone’s life.” “For me, it’s really about being that person that was there for me in my time of need, for other people’s time of need.”



LAUREN DEWHIRST

“I just want to be an active member of society, playing my part, and be able to give back to the people who have given me so much. What makes me happy is being able to give back, being able to share my experiences, my knowledge, being able to make a difference, even being able to meet people, being involved in different conversations and decisions.”

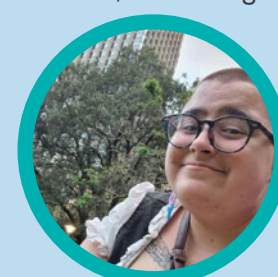
For Lauren, giving her time for organisations and causes she believes in is simply part of who she is. “It’s funny, the word ‘volunteer’... it’s like the word disabled! I wouldn’t necessarily walk around and say ‘Hi I’m Lauren and I’m disabled’ or ‘Hi I’m Lauren and I’m a volunteer’, but I’m both of those things! And it’s just part of who I am, I’m just being me and living my life and doing what I enjoy and what I want to do.”



NEO KENNY

“I think a lot of the time for young people these days, activism and volunteering is closely connected... In a way, volunteering is more motivated by worry. Most people who are volunteering, for instance for climate related causes, are doing it out of worry, because the climate is screwed. A lot of people will be like, ‘Oh I see things are getting bad for this group, I’m going to help where I can.’”

“Volunteering can be life changing... I would be such a different person if I hadn’t had the volunteering opportunities that I’ve had, and I wouldn’t have a job! Or I would have a very different job. For me, volunteering has been a positive source of healing as well. The community connection, and being able to help people is something that is so important, so healing, and so therapeutic.”



Advocacy

We are committed to working collaboratively with decision makers to ensure that the diverse needs of volunteers, organisations that engage volunteers, and the wider volunteering eco-system are represented in the development of policies, regulations and practice.

We are preparing a Briefing to the Incoming Minister and will work with the new government after the general election.

In March we developed our Election Manifesto of key asks for political parties in the lead-up to the general election 2023. It states:

We call on political parties to protect and grow the mahi aroha, volunteering effort and effect in Aotearoa New Zealand.

We are calling on political parties to commit to:

1. Retaining a minister for the community and voluntary sector that sits inside Cabinet. (current state)
2. Making volunteering a cross portfolio issue within government. Significant strides have been made in this area, with the establishment of a cross-agency volunteer working group in 2022.
3. Increasing sustainable funding for volunteering infrastructure (place, space, policies, programmes, funds). Provide greater funding for Volunteering New Zealand to lead out and deliver on its mandate of being the voice of volunteers within New Zealand. Provide greater funding to the Volunteer Centres; this has not changed in about five years.
4. Champion better data collection and research on volunteering. Request relevant government agencies update data sources used in the Living Standards Dashboard.

ARATAKI

Lead volunteering in
Aotearoa New Zealand



ARATAKI – lead

Best Practice Guidelines

Volunteering requires leadership, and leaders of volunteers need the right tools to do their job. Volunteering New Zealand led a year-long review of Volunteer Best Practice Guidelines to better support volunteer leaders.

Our aims were:

- to provide an updated set of guidelines with the volunteer at the centre
- to make them accessible and inclusive
- have a practical set of guidelines people could use when they needed to.

First, we surveyed volunteer managers across New Zealand from large and small organisations, both paid and unpaid, to tell us about their volunteer management needs and what they would like to see in new guidelines.

We then ran a co-design process with seven online sessions in February and March 2023. The 60 participants self-selected from a wide range of community organisations.

Participants contributed ideas for one of the seven proposed practice areas of the volunteer life cycle, from recruiting, to exiting volunteers and all the steps in between. Volunteers are the centre of the new guidelines, and each practice area relates to a step on the life cycle of a volunteer participating in an organisation.

These formed the basis of the Best Practice Guidelines, including what volunteers need, what good practice looks like, and actions organisations can take. This draft was then peer-reviewed by targeted stakeholders including people with experience of migrant, disability and a te ao Māori lens. The guidelines, [available on our website](#), include practical resources for each practice area.

The guidelines were published mid-June 2023 during National Volunteer Week and have already been accessed over 1100 times. The web version has a separate page for each of the seven practice areas – so they are easy for people to access the area they need to. We have received positive comments about the new guidelines, particularly how they are based on each stage of the volunteer life-cycle.

"Ka Rawe Volunteering New Zealand for your mahi in this space. I know a lot of collaboration has gone into this and would love to commend you on applying an equity/ te whare tapa wha lens to your best practice guidelines. Many NFPs are working towards this and your support and strength in this area is so invaluable."

– MOANA UERATA-JENNINGS
Cancer Society, Wellington

"The format of each of the Practice areas flow really well, is easy to understand, linking back to the life-cycle diagram and with elements that can be taken and used by 'any' organisation that has a volunteer community as part of their operations."

– STEVE COLLIER
Motorsport New Zealand

Several volunteer managers have said they intend to use them in their practice. The guidelines are essentially a Volunteer 101 – and volunteer centres intend to use them for training; and we are using them to design a micro-credential course.

Engagement with members

We have the support of 95 member organisations, representing 10,000 community organisations and 187,000 volunteers. Our monthly newsletter reaches 5000 subscribers and our member newsletter 500 people.

From 1 July 2022, we offered free membership to organisations with less than \$100k revenue. This change was made due to many organisations reaching out to us for support, and underscored by insights drawn from our Covid-19 research, including the Wellbeing Hauora research 2021. Smaller national organisations have the greatest need of volunteer support, and over the last two years have less funding, and fewer volunteers. As at 30 June 2023 we had 89 paid member organisations, and six koha/free members. This enabled these smaller organisations to access the same support and services as our larger membership organisations.

Over the year we delivered 24 webinars, presentations and workshops, with a total of 902 participants. We initiated a new networking series, Ako Kōtui,

online webinars for members to connect, share and network. Three sessions in the first half of 2023 were on volunteer management systems, the State of Volunteering report, and volunteer recognition.

During the adverse weather events of the past year – Auckland floods, Cyclones Hale and Gabrielle affecting Tairāwhiti and Hawkes Bay – volunteers again contributed massively to the rescue and recovery operations. Volunteering New Zealand has provided support to volunteer centres as they responded to unfolding events on the ground. This took the form of mentoring, emergency communications support and help to apply for funding.

Led by discussions with our members and other volunteer leaders, we have a renewed focus on the capability development of those who work with or through volunteers. There are over 4500 volunteer managers and leaders within our wider membership network. Our Volunteer Management Lead proactively communicates with members, offering guidance and support.

We have established peer-to-peer links between volunteer managers across the sector. For 2023-24 we are planning to formalise a peer support programme and introduce a mentoring programme for volunteer managers.

We have provided tailored workshops and conference presentations for members.

We also researched and wrote an updated report for the New Zealand Search and Rescue Secretariat about their sector's volunteer programme.

Members

Our members join us to demonstrate the value their organisation places on volunteering.

Our member organisations span emergency services, health, welfare, education, culture, community support, sport and recreation, conservation, special interests, advocacy and international volunteering. Most of our members are national organisations.



Age Concern New Zealand	Department of Corrections	New Zealand Land Search and Rescue	The Duke of Edinburgh's Hillary Award	Victim Support	Volunteering Hawkes Bay
Amatuer Radio Emergency Controllers	Digital Future Aotearoa	New Zealand Red Cross	The New Zealand Howard League for Penal Reform Inc	Volunteer Service Abroad	Volunteer Kāpiti
Animal Evac New Zealand	English Language Partners New Zealand	New Zealand Riding for the Disabled Association	The Paul Hunter Centre Incorporated	Waitemata DHB	Volunteer Marlborough
Ara Taiohi Inc	FinCap	Nuku Ora	The Salvation Army	Wellington Zoo Trust	Volunteering Mid and South Canterbury
Arthritis New Zealand	Fire and Emergency New Zealand	NZ Blood Service	The Scout Association of New Zealand	Who Did You Help Today? Trust	Volunteer Nelson
Auckland DHB	For The Kids NZ	NZ Care Society	The Toy Library Federation of New Zealand	YMCA New Zealand	Volunteering New Plymouth
Auckland War Memorial Museum	Freemasons New Zealand	NZ National Fieldays Society Inc	The Wheelhouse	Youthline	Volunteering Northland
Bangladesh New Zealand Friendship Society Inc	GirlGuiding New Zealand	Pregnancy Help	United Fire Brigades Association	Gisborne Volunteer Centre	Volunteering South
Bellyful New Zealand	Girls Brigade New Zealand	Presbyterian Support Otago		Volunteering Auckland	Volunteering Waikato
Blind Low Vision New Zealand	Good Bitches Baking	Repair Cafe		Volunteering Canterbury	Volunteer Wairarapa
Camp Quality	Grandparents Raising Grandchildren	Ronald McDonald House Charities New Zealand		Volunteer Central	Volunteer Wellington
Cancer Society of New Zealand	Hato Hone St John	Sanctuary Mountain Maunagatautari		Volunteering Bay of Plenty	Volunteer Whanganui
Christians Against Poverty	Hearing New Zealand	Social Link Bay of Plenty			
Coastguard New Zealand	Hospice New Zealand	SPCA			
Community Comms Collective	IHC New Zealand Incorporated	Speed Freaks			
Community Law Centres o Aotearoa	Mary Potter Hospice	SPELADD New Zealand Inc			
Community Patrols of New Zealand Charitable Trust	Ministry for Primary Industries	Student Volunteer Army Foundation			
Conservation Volunteers New Zealand	Motorcycling New Zealand	Sunday Blessings			
Cystic Fibrosis New Zealand	Motorsport New Zealand	SuperGrans Aotearoa			
Department of Conservation	Multiples NZ	Surf Life Saving New Zealand			
	Netball New Zealand	Tertiary Education Commission			
	New Zealand Football				

**Thank you to our supporters.
Volunteering New Zealand is
particularly grateful to the following
impact funders of our work.**

- Department of Internal Affairs
- New Zealand Lottery Grants Board
- Lottery Minister's Discretionary Fund
- Rātā Foundation
- Our member organisations.
- Community Trusts Network



**Te Tari Taiwhenua
Internal Affairs**



Lottery Grants Board
FUNDS FOR YOUR
COMMUNITY



**Rātā
Foundation**

Financial Summary

Volunteering New Zealand Incorporated
For the year ended 30 June 2023

For the full Performance Report and
financial information see:

volunteeringnz.org.nz

	This Year \$	Last Year \$
Revenue		
Donations, Grants & Contracts	416,941	266,400
Membership Fees	28,985	27,401
Revenue from activities providing services and products	232,529	238,940
Investment revenue	10,535	237
Total Revenue	688,990	532,978
Expenses		
Employment related costs	324,460	282,216
Costs related to activities providing services and products	274,752	224,701
Other expenses	56,731	41,837
Total Expenses	655,943	548,754
Surplus	33,047	(15,776)

Get in touch with us:

- » **Michelle Kitney**
Chief Executive, michelle@volunteeringnz.org.nz
For advocacy and research
- » **Heidi Quinn**
Volunteer Management Lead, heidi@volunteeringnz.org.nz
For volunteer management advice
- » **Margaret McLachlan**
Communications Manager, margaret@volunteeringnz.org.nz
For communications queries