



Volunteering New Zealand
ANNUAL IMPACT REPORT
2019



Impact Report Contributors:

- Michelle Kitney
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With special thanks to all the volunteers and organisations who contributed to our Volunteer Story Map.

Volunteering New Zealand

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**We are kaitiaki of Mahi Aroha,
empowering volunteers to enrich
Aotearoa New Zealand. Our aspiration
for Aotearoa New Zealand is that
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.**





Wellington singer-songwriter, Sean O'Connor (third from right), leads a chorus of 'Whiria Te Tangata' during the VNZ Strategy Launch in Parliament.

Annual Impact Report

Volunteering New Zealand Incorporated for the year ended 30 June 2019

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Chairperson's report

September 2019

Increasing the impact of volunteering is at the core of our work at VNZ.

Recently I attended an investiture ceremony where Prof. Karen Smith, the former chair of Volunteering New Zealand, became a member of the New Zealand Order of Merit. This was a well-earned recognition of her contribution to volunteering through research and action internationally, nationally and locally. Many of the recipients were recognised for their contribution through volunteer effort. Events like these not only show the importance of the volunteer contribution but also the reliance of our country on volunteering.

Volunteering is vital to the wellbeing of both individuals and communities. Often, though, the contribution of volunteers is not seen - it is invisible. Volunteers actually contribute 3.5 billion towards GDP, which is equivalent to the contribution of the construction industry.

As part of our new strategic plan, Volunteering New Zealand ensures that the value of volunteering is recognised. Through advocacy we ensured that that volunteering is one of the indicators of wellbeing in Aotearoa New Zealand. We also had a very successful National Volunteering Week that created a lot of media attention and opportunities to celebrate the impact of volunteers both nationally and locally.

Increasing the impact of volunteering is at the core of our work at VNZ. The power and potential of volunteering are maximised if it is well supported, and not hindered by legislation. Last year the Prime Minister, Jacinda Ardern, spoke of the coalition Government's plan for a modern and prosperous New Zealand. Her speech was notable for the emphasis it gave to valuing volunteering. In a modern and prosperous New Zealand "everyone is either earning, learning, caring or volunteering." This focus offers us new opportunities to work with Government to increase the impact of volunteering.

Volunteering New Zealand is the kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand. We commit to manaakitanga and whakawhanaungatanga. We commit to caring, and to building meaningful, enduring and inclusive relationships by focussing on our universal drive / inclination to care for others, our environment, and contribute to the wider collective.

We thank our members, volunteers and paid staff, and our partners for their drive and commitment, during a year in which much has been achieved. This report will give a snapshot of the highlights. We depend on your ongoing support, working together to ensure volunteering is valued as part of who we are as a nation.

Ngā manaakitanga

Helga Wientjes
Board Chair



Chief Executive's report

September 2019

Volunteering New Zealand is Aotearoa New Zealand's peak body for volunteering. Our purpose is to be the kaitiaki of Mahi Aroha, working to empower volunteers to enrich Aotearoa New Zealand.

Increasing the impact of volunteering is at the core of our work at VNZ. New Zealand is the fourth most generous country in the world in terms of time spent volunteering, but this gift of time and effort needs to be recognised, resourced, valued, supported and celebrated.

In 2019 we had a standout year, delivering much more than in previous years. From advocacy, championing best practice and delivering national campaigns like National Volunteer Week, to research reports, and the delivery of a national migrant volunteering strategy.

Our work at VNZ is to make volunteering more visible, and to ensure that it is valued. This is what underpins what we do. Our campaigns like National Volunteer Week are one of the vehicles for delivering on this.

National Volunteer Week 2019 was extremely successful. The theme, Whiria te Tangata – Weaving the people together, enabled us to really celebrate how volunteering provides a powerful way for people to express solidarity, to contribute to and enrich their communities, and to connect with different people.

At VNZ we are also striving for volunteering that is impactful, inclusive and ethical.

This year we completed the delivery of a programme aimed at improving the experiences of recent migrant volunteers and promoting migrant volunteering best practice across the sector. We delivered a series of nationwide workshops, a connected volunteering programme for recent migrants and a national strategy to support recent migrant volunteering.

This work was deeply informed by the experiences of hundreds of recent migrant volunteers from around the country.

To me, the following words of Juan and Wael express both the power and the potential of volunteering;

"Volunteering is about meeting each week, with a chance to grow, learn and challenge myself. It is a personal way for me to say: 'Aotearoa/New Zealand, here I am'."

– Juan, from Columbia

"Volunteering helped me settle and find new friends. Through volunteering, I met people who were connected through a common cause. We shared smiles, laughs and friendships while working to help the community. Volunteering really opened doors for me. I have been here for two years, and Wellington now feels like home. It is a great feeling to belong here. My circle of friends has also gotten bigger because of volunteering."

– Wael, from Syria

It was an absolute pleasure to work alongside our previous Chief Executive Dr Katie Bruce over the last year. Her legacy is one of vision, kindness and a good dose of social justice.

I would also like to say a huge thank you to our Board, and to all our volunteers and staff here at VNZ. He waka eke noa – we are all in this together.

Ngā manaakitanga

Michelle Kitney
Chief Executive



Our people

VNZ Board Members

Helga Wientjes – Chairperson
Tania Jones – Vice Chairperson
Brayden Smith – Treasurer
Cathy Aiavao – Board member, Pacific peoples
Corrine Coombe – Board member
Gail Marshall – Board member
James Lord – Board member
Wendy Rapana – Board member, Māori

VNZ Operational Team

The VNZ operational team is made up of volunteers and employees who have a mix of professional expertise – from volunteer management, research, learning and development, strategy to web development, communications and marketing. Our team has extensive volunteering experience in the sector, helping to influence our work and add value to what we do.

Volunteers

Adi Choundhury – SVW Communications Advisor
Amelia Blamey – Community Engagement Advisor
Anusha Siriwardene – Senior Test Analyst
Caitlin Ferner – Campaign Communications Advisor
Charlie Pearson – Communications Advisor
Dr Michael Schraa – Policy Advisor
Felipe Escobar – Web Advisor
Lauren Hayes – Story Editor
Lucas Davies – Writer
Marcelo Klein Vieira – Business Analyst/Consultant

Mok Lui – Data Analyst
Nick Havell – Assistant Accountant
Renee Feith – Photographer
Richa Kohli – Communications Advisor
Sophie Simons – SVW Campaign Support
Wendy Bowie – Photographer

Employees

Anna Rendall – Graphic Designer
Christina Ward-Young – Administrator
Daisy McElwain – Research Administrator
David Living – Corporate Volunteering Advisor
Erina Papp – National Learning & Development Manager
Jaleh McCormack – Programme Advisor – Strategy
Johann Go – Programme Advisor – Strategy
Karishma Dullabh – Project and Administrative Coordinator
Dr Katie Bruce – Chief Executive
 September 2018 to August 2019
Dr Michael Schraa – Policy Advisor
Michelle Kitney – Director of Communications and Sector Development
 Interim Chief Executive July to September 2018
Olga Smith – Programme Advisor – Consultancy
Ross Patel – Governance Advisor
Sarah Macdonald – Marketing & Communications Advisor
Scott Miller – Chief Executive
 April 2015 to July 2018
Taylor Hamling – Web Developer



VNZ team member

Marcelo Viera Klein

"When I arrived in New Zealand with my family, we were focused on settling into our routine as quickly as possible. I launched lots of goals — to support my family, improve my English proficiency, job seeking and so many others. This was a tough situation. Everything is different and therefore you must prepare yourself for a long journey.

I figured out that volunteering is the way to enjoy the path. It's easy to find new interests and meet people during the programmes. The New Zealand volunteering centres have provided me access to a rich environment, full of opportunities to meet people, learn something new and improve communication as well.

A new mindset comes up, the struggles become challenges, and the goal now is "have fun".

Marcelo is a Business Analyst at VNZ. He brings knowledge of digital transformation projects across complex enterprise environments. Marcelo has designed a new operational reporting tool for VNZ.

Our year in review

70+ STORIES VNZ's Story Map

National Migrant Volunteering Strategy launched

Sell-out Pivot Conference 2018

85 VNZ members

4 Submissions on Government proposals (advocacy)

43 blog posts

53 VNZ workshops and presentations

6 Media Releases

Migrant Volunteering Programme

– Connecting through volunteering

Our Migrant Volunteering Programme focused on developing connections with recent migrants, supporting community and voluntary organisations to enhance the way they reach out to migrant communities, and actively supporting migrants as they participate in meaningful volunteering activities.

We conducted surveys during our migrant volunteering workshops that helped inform our Te Rautaki mō Whanaungatanga a national strategy to support volunteering for recent migrants.

We delivered two pilot initiatives in this programme. One that directly connects recent migrants with volunteering opportunities through volunteer centres, and a series of workshops that enabled recent migrants to learn more about volunteering opportunities in New Zealand.



Recent graduates of Northland's Connected Volunteering programme celebrate receiving their certificates of completion.



Workshop Facilitator, Ross Patel (VNZ) demonstrating the wide array of volunteering opportunities available to recent migrants. Geeta Patel was a workshop attendee contributing to the discussion and was interested in volunteering opportunities.

Capability development

– what we deliver



Pictured left to right: Holly Norton (Collaborate), Gail Marshall (VNZ Board Member and Co-Founder of Community Comms Collective), Angela Parker and Chris Jarvis (Realized Worth).

Pivot Conference

VNZ's annual Pivot Conference was held in Christchurch in 2018. Pivot featured keynote presentations from Dr Kay Saville-Smith and Chris Jarvis, with workshops, presentations, networking opportunities and panel discussions on topics including: sustainable volunteer leadership, the science and practice of effective messaging and managing volunteers when they are dealing with challenging situations.

“A key question that stood out for me was how we can increase diversity amongst volunteers. My answer to this is to not try to fit a person into a role, but to rather build a role around the person.”

– Gordon Oldfield, Manager at Volunteer Nelson.

Webinars

In 2018 VNZ launched a series of webinars based on emerging research and current issues facing volunteering both in New Zealand and internationally. This series continues to grow and each episode contains a mix of presentation and conversation style information, co-presented by a VNZ team member and an expert delivering their research findings. Webinars delivered during 2019 covered a diverse range of topics, such as youth involvement and supporting volunteers during a crisis. We publish and promote these webinars to the wider community and they are free to view on our website.

Workshops, keynotes and thought leadership

In the last twelve months, VNZ delivered an impressive 53 face-to-face workshops, presentations and keynotes throughout New Zealand. These are an invaluable opportunity for VNZ to build relationships, and to encourage innovative thinking and knowledge-sharing in New Zealand's community and voluntary sector.

Action Learning Groups

In June 2018 VNZ ran a series of Professional Action Learning Groups in Auckland, Wellington and Christchurch for volunteer leaders and managers. Facilitated by VNZ, these groups focus on equipping attendees with the latest research, and explore research-informed ideas and techniques for effective volunteer engagement. VNZ's Learning and Development Manager, Erina Papp, ran nine Action Learning Groups of targeted professional development during the past year.

Sector communication – leading the discussion

Communicating what we offer is part of our impact building. We operate five social media channels plus an online newsletter via MailChimp. We also produce content, such as regular blogs, and encourage our members to share on their channels – helping them maintain their own channels with relevant content. Our audience continues to grow, allowing us to bring greater awareness to sector issues and effectively promote all our services and campaigns.

Enabling training and professional development

In the 2018 financial year we launched a pilot in collaboration with Careerforce. This enabled volunteer managers to enrol in the Level 4 National Certificate in First Line Management. We have been delighted to see many trainees successfully completing their training. Offering this certificate helps increase the professional standard of New Zealand's volunteer managers.

In 2019 we enabled more trainees to work directly with Careerforce to enroll in Diploma level qualifications.

These training opportunities support better recognition and professional development of managers and leaders of volunteers within Aotearoa. In turn, we should see more effective volunteer involvement within organisations throughout Aotearoa New Zealand.

“The Certificate of Volunteer Management gave me the opportunity to thoroughly and critically reflect on my role supporting and managing volunteers within my workplace, and to recognise the complexity of the work I do every day. My job is generally so busy that I don't get a chance to take such a comprehensive, holistic look at the programme. I also valued the feedback the assessor gave me as I think we tend not to recognize our own performance.”

–Megan Riddell, Volunteer Programme Lead at New Zealand Red Cross.

Campaigns



International Volunteer Managers Day 5 November 2018

On IVMDay, we recognised the vital work managers of volunteers provide to volunteers and volunteer-involving organisations through effective volunteer strategy, culture, communication and resources. This year's theme was 'Time for change' and we made sure it was time managers were given the recognition they deserve.



International Volunteer Day 5 December 2018

On IVD, we recognised the estimated 1 billion volunteers around the globe working on the issues that affect us and our diverse communities. 'Grow volunteers – build resilient communities' was the theme and we focused on the importance of volunteer management in growing volunteers to support their communities.



Student Volunteer Week 1–7 April 2019

During SVW, we celebrated the contributions of young people taking their future into their own hands. Our focus was 'Kaitiakitanga', the guardianship of our environment. Student volunteers are instrumental to this guardianship, and are at the forefront of advocating for environmental protection and carbon neutrality.



National Volunteer Week 16–22 June 2019

This year's NWW theme was 'Whiria te tangata – weaving the people together'. Volunteering, Mahi Aroha and social action weave people and communities together. A key highlight was the launch of our Volunteer Story Map and Te Rautaki mō Whanaungatanga A National Strategy to Support Volunteering for Recent Migrants.

Volunteer Story Map

During NVW 2019, we launched a Volunteer Story Map. This map is the first of its kind and celebrates all volunteers and their contribution to Aotearoa. We received over 70 stories from VNZ members and community groups reflecting our NVW theme “Whiria te tangata – weaving the people together”.



Laura and Parwana enjoy meeting up through English Language Partners Christchurch Home Tutors Programme

Volunteering to broaden our perspectives about the world

“We are Daniel and Laura. We came together from Colombia to study Masters programmes at the University of Canterbury. In 2018, we attended the university’s Volunteer Week event and found out about the English Language Partners (ELP) Christchurch Home Tutor programme. In the beginning, we thought we were not suitable, since English is not our first language. However, ELP encouraged us to apply, explaining that beyond the language, there are other key features that help migrants and former refugees in their settlement process, such as respect, partnership, diversity and cooperation. We wanted to volunteer with this programme because from our

own experience, we are able to identify with the challenges of living in a new country. Additionally, volunteering benefits the learners as much as the tutors, showing the world is a place with plenty of room for everyone! Getting to know Parwana, a learner from Afghanistan, has been fantastic. Her enthusiasm and eagerness to improve her skills are just remarkable. Being a volunteer with ELP is not only about teaching, but also finding simple ways to broaden our limited perspectives about the world we live in.”

Daniel and Laura
English Language Partners

Saving lives and sharing skills using traditional kaupapa



After years as a volunteer lifeguard in Gisborne, Peter Boyd realised his own East Coast community needed lifeguard services to keep safe in the water — so he founded the Ngati Porou Surf Lifesaving Club. The club's members patrol the remote Onepoto Beach during summer, and train year-round in water safety, rescue techniques, first aid, leadership and teamwork, as well as running a Nippers programme for children. The club provides opportunities for young people to gain leadership experience and valuable skills. They have also formed a partnership with the local kura kaupapa, whose teachers are becoming lifeguards and teach lifeguard skills through the club as part of the school curriculum. "It's taken a little while

for the idea of lifeguarding to catch on in our iwi — because the idea is seen as a mainstream Pakeha thing," Peter says. "But I say it is us. Because of our ocean culture. We're not just people of the land, we're people of the sea, and respect for the sea and lifeguarding and safety are who we are."

Peter Boydin
Ngati Porou Surf Life Saving Club

The creative spark

"I started volunteering at Hawke's Bay prison as my teaching career drew to a close. I knew I didn't want to work full-time anymore, but I also knew I'd miss teaching, and specifically teaching writing. I hadn't realised how much I'd enjoy working with the men at the prison – and in fact, the more I've done, the more I've loved it. Mainly, I work with groups of 5-10 men, writing creatively. My goal with each group is to get their voices on the page. I don't want to give the impression I'm in any way selfless in running these classes. I get at least as much from it as the men do. That moment when a story or poem that didn't exist is now in the world – there's no better feeling. And, as every teacher knows, it's such a blast when someone 'gets it': when they realise they've put something on a page that captures their thoughts, or their heart, or their story."

Jo
Hawkes Bay Regional Prison



Volunteer Story Map
www.volunteeringnz.org.nz/volunteer-stories



Putting in the mahi to protect the next generation of kiwi

When Celine Filbee joined the Taranaki Kiwi Trust as manager, she decided to experience firsthand the work its volunteers do — by joining an egg-lifting mission. The Taranaki Kiwi Trust protects wild kiwi by monitoring birds and embarking on 'egg-lifting' missions. The eggs are safely removed from wild nests and transported to the National Kiwi Hatchery for incubation. When the chicks are big enough, they're taken back to Taranaki to be released in a protected area. This increases the chances of a wild chick surviving by up to 50 per cent. Celine took part in an egg-lifting mission in the Waitaanga conservation area. After "a little bush whacking", team member Sue emerged carrying Winter, a kiwi monitored by the trust. Celine was tasked with holding Winter while Sue did a health check and retrieved two large eggs from the burrow. "They went into the chilly bin in a new burrow of work socks which had been warmed previously using a hot water bottle," Celine recalls. "Winter was returned safely to his nest and we set off sliding down banks, clambering over trees and rock hopping back up the river, but this time I had been entrusted with the cargo, two kiwi eggs!"

Celine Filbee
Taranaki Kiwi Trust



Campaigning for a fair and flourishing Aotearoa

For Ta'ase Vaoga, volunteering is just another way to help make a difference in the world. "Like many people, I've always tried to do work that matters," she says. "Whether it's paid or voluntary, I look for roles which align with my own values and where I think my skills can really help an organisation." Ta'ase started volunteering with JustSpeak, an organisation that campaigns on criminal justice issues. This sparked a passion for campaigning, and soon, Ta'ase was connected with ActionStation, a multi-issue campaigning organisation. She is now co-Chair of the Board, a role that is both rewarding and challenging. "I'm learning new things every day and getting used to the flow of things so I can grow to be a more effective co-Chair. And it's not without its challenges! From learning how to read balance sheets to insights into how a progressive campaigning organisation operates, I'm learning from people with international campaigning and governance experience."

Ta'ase Vaoga
ActionStation



Connecting students to the community

When I first arrived at Victoria University of Wellington from India, I didn't know anyone. As an international student, I was on the lookout for a community to join that I was both passionate about and could help me meet new people. The IHC one-to-one friendship programme seemed like the perfect fit for me. I knew that I would be paired with someone who needed a friend and I needed a friend as much as they did. I was able to support my buddy with everyday tasks and have lots of fun. One day, my buddy wanted to make Nankhatai (an Indian biscuit) but the problem was I had never made it before! We tried it together and everyone in the centre loved it. Volunteering is not a job that you have to do. It's something that you are so passionate about that you want to do it.

Ankita Parmar
Victoria Plus Programme

Volunteer Story Map
[www.volunteeringnz.org.nz/
volunteer-stories](http://www.volunteeringnz.org.nz/volunteer-stories)

Advocacy

VNZ had another exceptional year making gains for volunteers and volunteering through advocacy and participation in the wider policy setting process.

As the key link between the volunteering sector and the public sector, VNZ has contributed input, analysis and thought leadership into a number of policy initiatives into key decision-making processes of government, including submissions on law reform.

We also contributed our expertise into a number of external publications.

Commentary

We contributed to a number of externally produced reports through stakeholder consultations and interview processes. Two reports of significance that we contributed to were:

- The People's Report on the 2030 Agenda and Sustainable Development Goals – 2019
- National Migrant Consultations 2018: Recent migrants experiences of settling and adjusting to life in New Zealand September 2018.

Submissions

We submitted on four significant pieces of policy reform. Our advocacy successes include securing volunteering as one of Aotearoa's Wellbeing Indicators, and a successful oral submission to select committee on the proposed Health and Safety at Work Act (Volunteer Associations) Amendment Bill. We also coordinated 17 of our member organisations to sign up to our submission on the Charities Act Review. After consulting with our members we provided input into New Zealand Police's consultation on Legislation for the New Zealand Police Vetting Service.

Wellbeing Indicators

Our submission on the Wellbeing Indicators strongly advocated for volunteering to be included in the suite of indicators as a vital component of wellbeing. Volunteering contributes to wellbeing through an increase in personal wellbeing— something that is well-established in research—as well as towards the wellbeing of communities and Aotearoa as a whole.

VNZ also viewed this as an opportunity to properly value the contribution that volunteering makes to New Zealand. Including both formal and informal volunteering, and mahi aroha, in the Wellbeing Indicators enables us to better understand the contribution of volunteering in New Zealand.

Charities Act review

One of our key submissions was our submission to the Charities Act review, Department of Internal Affairs. This was endorsed by 18 VNZ members.

Our submission focused on the key things that the Charities Act needs to deliver for a robust, supported and impactful voluntary and community sector where volunteering can thrive. We advocated for a future where charities are supported to effectively deliver on their charitable purpose and that the expertise and independent voice of charities helps inform the policies and services that affect communities. Legislation that governs charities needs to reflect the modern and diverse nature of the charitable sector and be fit for purpose in twenty-first century Aotearoa New Zealand. We also specifically noted the importance that all views and feedback into this reform process be heard but particularly the voices, needs and aspirations of Māori and Pasifika learners.

Vocational education reform

This submission focused on the particular characteristics of the voluntary sector. We aimed to ensure that our sector is clearly understood and is catered for specifically in the solutions that are designed and implemented by Ministry of Education and the Tertiary Education Commission.

We aimed for the voice of volunteering to be heard and for the value of volunteering to our economy and the wellbeing of communities to be understood.

We noted the significant opportunities to better support learners that are also volunteers. We specifically advocated for more funded training and professional development for managers and leaders of volunteers (be they paid or in volunteer roles).



VNZ's Chair Helga Wientjes addresses attendees at VNZ's National Volunteer Week 2019 event at Parliament



Johann Go, VNZ Programme Advisor and principal author of the Recent Migrant Volunteering Strategy, shares VNZ's vision for inclusive, ethical, and impactful volunteering during the launch event in Parliament.

Advisory work and research

Research and thought leadership is a key element of what VNZ delivers to the sector. We produce our own volunteering research and compile, publish and promote other national and international research. The best possible evidence should inform volunteering practice.

VNZ Research: Te Rautaki mō Whanaungatanga. A National Strategy to Support Volunteering for Recent Migrants.

Our Recent Migrant Volunteering Strategy was launched at Parliament in June 2019 and is already being used by the sector. The strategy outlines the values and core principles that can guide the sector. It is based on the importance of building connections with recent migrants, to enable and support them to undertake meaningful volunteering within their communities.

At the heart of the strategy's vision is the concept of whanaungatanga – kinship, connection, relationships, and reciprocity. The strategy is built on the lived experiences of over 200 recent migrants, shared in workshops across Aotearoa in collaboration with Volunteer Centres, through the connected volunteering programme to support recent migrants through volunteering experiences, and via focus groups and stakeholder surveys with the wider sector.

VNZ will continue to lead the sector to champion meaningful opportunities to engage in inclusive, ethical, and impactful volunteering for recent migrants.

VNZ Research: New Zealand Search and Rescue volunteering findings

We produced five reports on search and rescue (SAR) volunteering in New Zealand. All recommendations in the overall report to improve volunteer support and sustainability are being taken forward by New Zealand Search and Rescue (NZSAR) and have been presented internationally by VNZ.

VNZ was engaged by NZSAR to complete two key tasks:

1. Volunteer Workforce Reports for Surf Life Saving NZ, LandSAR, Coastguard NZ, and Amateur Radio Emergency Communications (AREC).
2. A summary report for NZSAR that updates the 2010 Volunteer Study, brings together general findings of the Workforce Reports, and summarises information pertinent to NZSAR's strategic planning. This study is intended to inform the strategic processes of the New Zealand Search and Rescue Council, and the voluntary SAR organisations in New Zealand.

This research was completed by deploying VNZ's InvolveMe 360 survey tool across the four voluntary SAR organisations. Our research findings were recently presented at the Australia and New Zealand Search and Rescue Conference.

Research Library

This year we continued to grow our research library on 16 different topics, covering all aspects of volunteering, available on VNZ's website. Charlie Pearson, VNZ's Communications Advisor, refreshed the web layout to improve accessibility and to make it more user-friendly. We are the go-to place for up-to-date research and articles on all things volunteering.

VNZ member organisations

Our members include organisations that cover emergency services, health, welfare, education, culture, community support, sport and recreation, conservation, special interests, advocacy and international volunteering.

VNZ membership is:

- A contribution to volunteering recognition, best practice resource development and advocacy work that we do as the voice of volunteering.
- Discounts on our annual conference and VNZ presentations and workshops.
- Networking and peer support opportunities with other members.
- First to hear about volunteering trends and news.
- Voting rights at our AGM (apart from Corporate Associate members).
- A statement that your organisation supports and values inclusive and impactful volunteering.

Our members:

ACE Aotearoa
 AFS Intercultural Programme
 Age Concern New Zealand
 Animal Evac New Zealand Trust
 Arthritis New Zealand
 Auckland DHB
 Auckland War Memorial Museum
 Bellyful New Zealand
 Cancer Society of New Zealand
 Coastguard Southern Region
 Community Comms Collective
 Community Law Centres Aotearoa
 Community Patrols of New Zealand Charitable Trust
 Conservation Volunteers New Zealand
 Cystic Fibrosis New Zealand
 Department of Conservation
 Department of Corrections
 English Language Partners New Zealand
 Fire and Emergency New Zealand
 Freemasons New Zealand
 Fundraising Institute of New Zealand
 GirlGuiding New Zealand
 Girls Brigade New Zealand
 Hospice New Zealand
 IHC New Zealand Incorporated
 Interactionz
 Latitude Global Volunteering
 Ministry for Primary Industries
 Motorcycling New Zealand
 Motorsport New Zealand
 Multicultural New Zealand
 Multiples NZ
 Netball NZ
 New Zealand Football
 New Zealand Land Search and Rescue
 New Zealand Pony Club Association
 New Zealand Recreation Association
 New Zealand Red Cross
 New Zealand Riding for the Disabled Association
 NZ Blood Service
 NZ National Fieldays Society
 Orange Sky New Zealand
 Pregnancy Help
 Presbyterian Support Otago
 Prison Fellowship New Zealand
 Ronald McDonald House Charities New Zealand

Royal Forest and Bird Protection Society
 of New Zealand
 Royal New Zealand Foundation of the Blind
 Royal New Zealand Plunket Society
 Special Olympics New Zealand
 Sport Wellington
 St John
 Student Pulse Toi Ohomai
 Surf Life Saving New Zealand
 Te Araroa Trust
 The Bishop's Action Foundation
 The Duke of Edinburgh's Hillary Award
 The New Zealand Howard League for Penal
 Reform Inc
 The Paul Hunter Centre Incorporated
 The Scout Association of New Zealand
 The Zurich Foundation
 Toy Library Federation of New Zealand
 United Fire Brigades Association
 Victim Support
 Volunteer Army Foundation
 Volunteer Service Abroad
 Waitemata DHB
 Wellington Zoo Trust
 Who Did You Help Today?
 YMCA New Zealand
 Youthline Auckland

Volunteer Centres

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

Funders

VNZ is particularly grateful to the following impact funders of our work.

- Department of Internal Affairs
- New Zealand Lotteries Grants Board
- Ministry of Business, Innovation and Employment
- Lottery Minister's Discretionary Fund
- Our members organisations.



**Te Tari Taiwhenua
Internal Affairs**



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI



Lottery Grants Board
FUNDS FOR YOUR
COMMUNITY

Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

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Entity Information

Volunteering New Zealand Incorporated

"Who are we?", "Why do we exist?"

For the year ended 30 June 2019

Legal name of entity:	Volunteering New Zealand Incorporated
Other name of entity (if any):	Volunteering New Zealand (VNZ)
Type of entity and legal basis (if any):	Registered Incorporated Society and Registered Charity
Registration number:	1145286, CC23344

The entity's mission and objectives:

VNZ is kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand. Our aspiration for Aotearoa New Zealand is that 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.

The kaupapa that drives us:

Manaakitanga: We care, we nurture, we grow.

Whakawhanaungatanga: We build connections, and meaningful and enduring relationships.

Inspire by example: We are bold and enterprising.

High expectations: We set the bar high for ourselves and others.

Entity structure:

VNZ is an incorporated society based in Wellington with a membership of 85 volunteer-involving organisations. The VNZ board members are elected by members and can also be coopted on for specialist skills. The board members are volunteers and elected for a three year term (renewable once) each at our Annual General Meeting. The Chief Executive is appointed by the board. This is a full time role with delegation to manage the organisation's operations. Other employees, contractors and volunteers are recruited for specific roles and projects as required. Over this financial year we employed a part-time Director of Communications and Sector Development (25 hours), a part-time Project and Admin Coordinator (20 hours from January 2019), a part-time Marketing and Communications advisor (8 hours on average), a part-time Designer (5 hours and maternity leave from November 2018) and a part-time Web Developer (5 hours).

The main sources of the entity's cash and resources:

VNZ has received its income from a mixture of government contracts/grants, consulting work, and membership fees. Over the past year VNZ has continued to deliver outputs and activities in accordance with a grant from Department of Internal Affairs. During this year we continued our funding agreement with funds from the Immigration levy, administered by Ministry of Business, Employment & Innovation. VNZ was also contracted by the Ministry of Transport to research and assess the state of volunteering across the search and rescue sector. Our membership fees are also a source of income, as are our contracts for service and sponsorship of our annual conference by businesses. VNZ relies on grants and contracts to deliver its services, along with volunteer support.

Volunteering New Zealand Incorporated

The main methods used by the entity to raise funds:

VNZ relies on grant applications to raise funds, and consulting work based on its Best Practice Guidelines tools and resources for volunteer-involving organisations.

Use of/reliance on volunteers and donated services and products:

VNZ has a board of 8 volunteer trustees that it relies upon for setting strategy, ensuring representation at meetings, monitoring financial records, and ensuring effective governance of the organisation. The organisation has a wide volunteer base for project-based operational work ranging from writing submissions to website development. Thirty one skilled volunteers contributed to VNZ's operational work for up to 15 hours a week over periods that ranged from 2 weeks to a year.

Contact details

Physical Address:	Level 4, 39 Webb Street
Postal Address:	PO Box 27 302, Marion Square, Wellington
Phone:	04 384 3636
Email/Website:	office@volunteering.org.nz www.volunteeringnz.org.nz

Statement of Service Performance

Volunteering New Zealand Incorporated “What did we do?, “When did we do it?”

For the year ended 30 June 2019

Volunteering New Zealand works towards the following outcomes (2016-2019):

- 1) Stronger communities through engaged volunteers
- 2) Volunteering is visible and celebrated in New Zealand
- 3) Volunteering is advocated through leadership and collaborative relationships
- 4) Volunteering NZ is an effective and sustainable organisation

Volunteering New Zealand's new strategic plan for 2019-2022 has the following goals:

- 1) Recognise the value of volunteering
 - a) Nurture and champion the mana of volunteering in its many forms
 - b) Recognise, support and measure the contribution of mahi aroha
- 2) Advocate for inclusive, ethical, supported and impactful volunteering
 - a) Use experience, practice and research to inform advocacy
 - b) Evaluate the impact of our advocacy efforts and outcomes
- 3) Lead volunteering in Aotearoa
 - a) Engage and collaborate with members, government, Iwi/Māori, communities, business and other stakeholders
 - b) Be an informed opinion leader
 - c) Support best practice volunteering
 - d) Grow and diversify our sphere of influence

Describe the outputs:	Actual This Year	Actual Last Year
Membership (Organisations)	85	81
Features in media	34	unknown
National media releases	6	13
National promotional campaigns	6	5
Workshops and presentations delivered	53	26
Submissions on Government proposals	4	3
Newsletter recipients	3,484	3,290
National Conference	1	1

Volunteering New Zealand Incorporated

Commentary:

Volunteering New Zealand had a very successful year, delivering twice as many workshops and presentations across the sector compared to last year with a similar level of staff and volunteer resource.

We have diversified our income streams, with more than 50% of our income coming from sources other than grants in this financial year. Contracts with the Ministry of Business, Employment and Innovation and the Ministry of Transport mean that we have been able to increase the visibility and support for both recent migrant volunteers and search and rescue volunteers, in collaboration with our members and partner organisations.

Our Recent Migrant Volunteering Strategy was launched at Parliament in June 2019 and is already being used by member organisations. The strategy built on workshops held with over 200 recent migrants from across Aotearoa in collaboration with Volunteer Centres, a connected volunteering programme to support recent migrants through volunteering experiences, and stakeholder surveys and interviews.

We produced 5 reports on Search and Rescue Volunteering in New Zealand. All recommendations in the overall report to improve volunteer support and sustainability are being taken forward by New Zealand Search and Rescue and have been presented internationally by Volunteering New Zealand.

Advocacy successes include securing volunteering as one of Aotearoa's Wellbeing Indicators, a successful submission on Volunteer Health and Safety, and coordinating 17 of our member organisations to sign up to our submission on the Charities Act Review.

Statement of Financial Performance

Volunteering New Zealand Incorporated
 "How was it funded?, "What did it cost?"
 For the year ended 30 June 2019

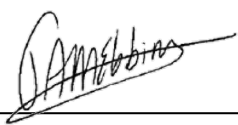
	Note	This Year \$	Last Year \$
Revenue			
Donations, Grants & Contracts	1	247,864	293,405
Membership Fees	1	26,286	26,019
Revenue from activities providing services and products	1	137,500	82,848
Investment revenue	1	273	311
Total Revenue		411,924	402,583
Expenses			
Employment related costs	2	226,464	199,740
Costs related to activities providing services and products	2	139,572	91,329
Other expenses	2	52,025	52,070
Total Expenses		418,061	343,139
Surplus		(6,138)	59,444

Statement of Financial Position


Volunteering New Zealand Incorporated
 "What the entity owns" and "What the entity owes"
 For the year ended 30 June 2019

	Note	This Year \$	Last Year \$
Assets			
Current Assets			
Cash	3	99,004	128,962
Debtors and prepayments	3	20,616	24,237
Total Current Assets		119,620	153,199
Non-Current Assets			
Property, plant and equipment	4	1,890	2,198
Total Non-Current Assets		1,890	2,198
Total Assets		121,510	155,397
Liabilities			
Current Liabilities			
Creditors and accruals	3	31,381	23,856
Income received in advance	3	8,461	21,074
Grants received in advance	6	-	22,662
Total Current Liabilities		39,842	67,592
Total Assets less Total Liabilities (Net Assets)		81,668	87,805
Accumulated Funds			
Accumulated surpluses or (deficits)	5	81,668	87,806
Total Accumulated Funds		81,668	87,806

For and on behalf of the Volunteering New Zealand Inc Board:


 Helga Wientjes
 Chairperson

19 September 2019
 Date


 Brayden Smith
 Treasurer

19 September 2019
 Date

Statement of Cash Flows

Volunteering New Zealand Incorporated

"How the entity has received and used cash"

For the year ended 30 June 2019

	This Year \$	Last Year \$
Cash flows from operating activities		
Cash was received from:		
Donations, fundraising and other similar receipts	225,202	267,000
Fees, subscriptions and other receipts from members	26,286	27,819
Receipts from Providing goods or services	122,644	85,227
Interest, dividends and other investment receipts	273	311
Net GST		2,548
Cash was applied to:		
Payments to suppliers and employees	(404,068)	(334,363)
Net cash flows from operating activities	(29,663)	48,542
Cash was applied to:		
Fixed Asset Purchases	295	-
Net cash flows from investing and financing activities	(295)	-
Net increase / (decrease) in cash	(29,958)	48,542
Opening cash	128,962	80,420
Closing cash	99,004	128,962
This is represented by:		
Cash	<u>99,004</u>	<u>128,962</u>

Statement of Accounting Policies

Volunteering New Zealand Incorporated

"How we did our accounting"

For the year ended 30 June 2019

1. Basis of Preparation

Volunteering New Zealand Incorporated (VNZ) has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

2. Changes in accounting policies:

There have been no significant changes in accounting policies during the current year. Accounting policies have been applied on a basis consistent with prior year.

3. Property, Plant & Equipment

Plant and Equipment are recorded at cost, less accumulated depreciation.

4. Depreciation

Depreciation has been calculated to allocate the cost or valuation of assets over their estimated useful lives.

Fixed Asset classes and Depreciation rates include:

Computer Equipment: 48 - 50% DV

Office Equipment: 18 - 50% DV

5. Employee Benefits

Provision is made for benefits accruing to employees in respect of wages, salaries and annual leave entitlement when it is probable that settlement will be required and they are capable of being measured reliably. Provisions made in respect of employee benefits expected to be settled within 12 months are measured at their nominal values using the remuneration rate expected to apply at the time of settlement.

6. Receivables

Receivables are stated at their estimated realisable value.

7. Interest Income

Interest Income is recognised on a time proportionate basis taking into account the effective yield on the financial asset.

8. Grants

Grants received are recognised in operating revenue, unless specific conditions attached to a grant and repayment of the grant is required where these conditions are not met. In these cases, the grant is treated as a liability until the conditions are met.

9. Revenue

Revenue from the following transactions are recorded when the cash is received:

Unconditional grants and donations; Course Income.

All other revenue is accounted for on an accruals basis.

10. Goods and Services Tax (GST)

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

11. Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

12. Income Tax

The entity is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Notes to the Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

Note 1 : Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Donations, Grants & Contracts	Contracts	-	-
	Department of Internal Affairs Grant	175,000	195,183
	Lottery National Community Grant	25,864	51,222
	MBIE Migrant Grant	47,000	47,000
	Other Grants	-	-
	Total	247,864	293,405
Membership Fees	Membership - Individual	86	369
	Membership - Organisation	26,200	25,650
	Total	26,286	26,019
Revenue from activities providing services and products	Conference	54,102	36,068
	Consulting	75,029	8,506
	Corporate Income	10,500	14,500
	Course/Workshop Income		7,935
	Qualification Enrolments	- 2,131	11,538
	Sale of Resources		1,599
	Other Income		2,702
	Total	137,500	82,848
Investment revenue	Interest	273	311
	Total	273	311

Note 2 : Analysis of Expenses

Expense Item	Analysis	This Year \$	Last Year \$
Employment related costs	ACC	581	366
	Salaries & Wages	212,117	193,592
	Kiwisaver	6,501	5,272
	Recruitment related expenses	7,005	285
	Training	261	225
	Total	226,464	199,740

Notes to the Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

Expense Item	Analysis	\$	\$
Costs related to activities providing services and products	Catering	1,108	1,260
	Conferences & Seminars	2,486	2,234
	Consultant & Contractor costs	88,215	56,080
	Design & Photography	3,772	110
	Equipment & Venue hire	20,886	15,625
	Gifts	961	1,041
	Entertainment	1,098	887
	Travel - National	15,875	8,097
	Travel - International	4,780	3,826
	Volunteer related expenses	391	2,169
	Total	139,572	91,329

Expense Item	Analysis	\$	\$
Other expenses	Accounting Fees	3,831	1,171
	Advertising	109	442
	Audit Fee	2,240	2,040
	Bank Fees	222	310
	Books & Publications	-	1,354
	Depreciation	554	863
	Insurance	1,657	1,002
	Gain/Loss on Disposal of Fixed Assets	49	
	Occupancy costs	31,123	23,068
	Office related costs	1,093	855
	Printing, Stationery & Postage	4,812	4,547
	Subscriptions	4,368	5,169
	Telephone, Internet & Videoconferencing	1,966	2,144
	Volunteer Governance Expenses		9,105
	Total	52,025	52,070

Note 3 : Analysis of Assets and Liabilities

Asset item	Analysis	This Year \$	Last Year \$
Cash	BNZ Cheque account balance	25,487	56,142
	BNZ Online Saver account balance	57,011	71,954
	Business Edge	15,545	
	PayPal account	962	866
	Total	99,004	128,962
Asset item	Analysis	\$	\$
Debtors and prepayments	Accounts receivable	15,447	17,880
	GST Receivable	2,038	-
	Prepayments	3,130	6,357
	Total	20,616	24,237

Notes to the Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

Liability item	Analysis	\$	\$
Creditors and accruals	Bank of New Zealand Visa	3,870	1,211
	Kiwibank Visa	721	
	Trade and other payables	16,065	8,407
	Accrued expenses	6,950	7,697
	Holiday Pay Accrual	3,776	4,465
	GST Payable		2,076
	Total	31,381	23,856
Income in advance	Conference/Masterclass in advance	2,475	19,274
	Membership income in advance	1,350	1,800
	Income in Advance/Consulting	4,636	
	Total	8,461	21,074

Note 4 : Property, plant and equipment

This Year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciatio \$	Closing Carrying Amount \$
Computer Equipment	482			235	247
Office Equipment	1,716	295	49	319	1,643
Total	2,198	295	49	554	1,890

Last Year

Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciatio \$	Closing Carrying Amount \$
Computer Equipment	942			460	482
Office Equipment	2,119			403	1,716
Total	3,061			863	2,198

The Diminishing value method of depreciation has been applied.

Notes to the Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

Note 5: Accumulated funds

	This Year	Accumulated Surpluses or Deficits	Reserves	Total
This Year			\$	\$
Opening Balance		56,238	31,568	87,806
Surplus/(deficit)		(6,138)	-	(6,138)
Transfer (to)/from Reserves		8,382	(8,382)	-
Closing Balance		58,482	23,186	81,668

	Last Year	Accumulated Surpluses or Deficits	Reserves	Total
Last Year			\$	\$
Opening Balance		28,362	-	28,362
Surplus/(deficit)		59,444	-	59,444
Transfer (to)/from Reserves		(31,568)	31,568	-
Closing Balance		56,238	31,568	87,806

Nature and purpose of each Reserve

Migrant Project Reserve

is the balance of the Ministry of Business, Innovation and Employment funding received tagged for the Migrant project, that has not yet been spent at year end.

	This Year	Last Year
	\$	\$
Opening balance	31,568	-
Plus Surplus/(Deficit)	(8,382)	31,568
Closing balance	23,186	31,568

Note 6 : Grants received in advance

This Year	Received this Year	B/fwd Last Year	This Year's Income	Last Year's Income
Dept of Internal Affairs: Support for Volunteering Fund, VNZ	175,000		175,000	195,183
NZ Lotteries	3,202	22,662	25,864	-
Ministry of Business, Innovation & Employment - Migrants Project	47,000		47,000	47,000
Lottery National Community 2017				28,884
Lottery National Community 2018				22,338
	225,202	22,662	247,864	293,405

Notes to the Performance Report

Volunteering New Zealand Incorporated

For the year ended 30 June 2019

Note 7 : Commitments and contingencies

Commitment	Explanation and timing	At balance date	At balance date
		This Year	Last Year
		\$	\$
Commitments to lease or rent assets	In the next year	-	17,708
	1 to 5 years in the future	-	-

Contingencies

There are no contingencies as at balance date (Last Year - nil).

Note 8: Other

Related Party Transactions:

There were no related party transactions for financial consideration requiring separate disclosure (Last Year - nil).

Events after the balance date:

There were no events that have occurred after the balance date that would have a material impact on this Performance Report (Last Year - nil).

Going concern:

Volunteering New Zealand has the ability to operate as a going concern.

However, the current reliance on the Department of Internal Affairs (Support for Volunteering and Lotteries funding) does provide some uncertainty for this ongoing concern assumption. While the Department of Internal Affairs have previously maintained funding, there is no guarantee that this funding will always be available.

Volunteering New Zealand will work closely with the Department of Internal Affairs to ensure its funding options and will also progress other business opportunities that will develop Volunteering New Zealand as a resilient and successful organisation, with the financial strength to secure its future.

Independent assurance practitioner's review report

To the Board Members of Volunteering New Zealand Incorporated

We have reviewed the accompanying performance report of Volunteering New Zealand Incorporated on pages 3 to 15, which comprises of the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2019, the statement of financial position as at 30 June 2019, and the statement of accounting policies and other explanatory information.

The responsibility of the Board for the performance report

The Board are responsible on behalf of the entity for:

- a) identifying suitable outcomes and outputs and quantification methods where practicable to report in the statement of service performance
- b) the preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard issued in New Zealand by the New Zealand Accounting Standards Board, and
- c) for such internal control as the Board determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

Assurance Practitioner's Responsibility

Our responsibility is to express a conclusion on the performance report. We conducted our review of the financial information (consisting of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report) in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, "Review of Historical Financial Statements Performed by an Assurance Practitioner who is not the Auditor of the Entity", and the review of the non-financial information (consisting of the entity information and statement of service performance) in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require us to conclude whether anything has come to our attention that causes us to believe that the performance report, taken as a whole, is not prepared in all material respects in accordance with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard. Those standards also require that we comply with ethical requirements.

A review of the Performance Report in accordance with ISRE (NZ) 2400 and ISAE (NZ) 3000 (Revised) is a limited assurance engagement. A review of the statement of service performance also involves performing procedures to obtain evidence and evaluating the suitability of the reported outcomes, outputs and quantification methods used. We performed procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applied analytical procedures, and evaluated the evidence obtained. The procedures selected depend on our judgement, including the areas identified where a material misstatement is likely to arise.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand) and ISAE (NZ) 3000 (Revised). Accordingly, we do not express an audit opinion on the performance report.

Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Volunteering New Zealand Incorporated.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that this performance report does not present fairly, in all material respects, the entity information and the financial position of Volunteering New Zealand Incorporated as at 30 June 2019 and its financial performance, cash flows and service performance for the year then ended in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard.

Moore Markhams

Moore Markhams Wellington Audit | Chartered Accountants, Wellington, New Zealand
19 September 2019



**He taonga rongonui te
aroha ki te tangata.**

**Goodwill towards others
is a precious treasure.**





Volunteering
NEW ZEALAND

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