

# ANNUAL REPORT 2017–2018



**Volunteer Wellington  
Te Puna Tautoko**

YOUR COMMUNITY CONNECTOR

# Contents

## **Volunteer Wellington**

Level 7  
186 Willis St  
PO Box 24130  
Wellington 6142  
T: 04 499 4570  
E: [info@volunteerwellington.nz](mailto:info@volunteerwellington.nz)

## **Volunteer Porirua**

Level 3  
Pember House  
16 Hagley Street  
Porirua 5022  
T: 04 237 5355  
E: [managerporirua@volunteerwellington.nz](mailto:managerporirua@volunteerwellington.nz)

## **Volunteer Hutt**

Level 4  
21–23 Andrews Avenue  
Lower Hutt 5010  
T: 04 566 6786  
E: [managerhutt@volunteerwellington.nz](mailto:managerhutt@volunteerwellington.nz)

## **website**

<http://www.volunteerwellington.nz>

## **facebook**

[www.facebook.com/volunteerwellington](http://www.facebook.com/volunteerwellington)

**THANKS TO MINIMUM GRAPHICS  
FOR DESIGN AND VERTIA FOR  
THE COVER**



<i>By the numbers – the four 'connectors' of our work</i>	
Key achievements	2
Chair's report	3
Your community connector	3
<i>By the results – service performance</i>	
Recruitment and referral	5
Volunteer diversity and inclusion	6
Profile: Every sale bangs a nail for Tom	7
Profile: Repurposing her life through volunteering	9
Capacity building in the wider community	10
Profile: Every chance for joy and laughter	12
UN sustainability goals	13
Promotion and advocacy	14
Thank you	15
Those who have used our services	17
Financials	20
Independent Auditor's Report	20
Statement of Financial Performance	23
Statement of Cash Flows	23
Statement of Financial Position	24
Statement of Movements in Equity	24
Notes to the Performance Report	25

# Volunteer Wellington : Te Puna Tautoko

**Volunteer Wellington** (which includes our branches **Volunteer Hutt** and **Volunteer Porirua**) is registered as

- an incorporated Charitable Trust
- exempt from income tax

Donations to **Volunteer Wellington** are tax deductible to the donor.

Registered Charity CC26471

## Our purpose

**Volunteer Wellington**, Te Puna Tautoko, is the champion of volunteering in greater Wellington

## Our vision

A strong and connected community and voluntary sector

## Our values

- Embrace diversity
- Advocate for inclusiveness
- Act with respect
- Champion volunteering
- Operate with integrity

## Aims and objectives

**Volunteer Wellington** is a community organisation that focusses on championing volunteering and building the capacity and capability of communities in greater Wellington. We work with 400 community based agencies providing the essential volunteer workforce needed to sustain their services. We provide advice, mentoring and professional development in the management of volunteers and equip community organisations to develop effective and inclusive volunteer programmes.

## What we do

- Provide professional development to managers/leaders of volunteers which will enhance the growth of the profession of managers of volunteers across **Volunteer Wellington's** geographic and demographic outreach

- Maintain a comprehensive range of quality volunteering opportunities from our network of community organisations
- Recruit and refer volunteers to voluntary roles suited to their interests and goals
- Promote the benefits and value of volunteering with emphasis on diversity, inclusion and effective management of volunteer programmes
- Produce two-monthly newsletters with up-to-date information about volunteering and the management and leadership of diverse volunteers
- Support networks of managers of volunteers and voluntary organisations in the Wellington region
- Facilitate a peer mentoring database and establish peer support groups for managers/leaders of volunteers
- Maintain and develop accessible resources and publications
- Publicise, manage and facilitate Employee Volunteering
- Work with corporates, government agencies and other businesses to encourage volunteering and ongoing relationships with the community and public and business sectors

## Board of trustees

Michael Boyd, Mary Curnow, Dawn Ferguson, Debbie Gee, Jia (Alvin) Hu, Raewyn Sinclair, Glenn Todd (chair), Alice Verry, Ming-Chun Wu

This has been a year of innovation and development. With the support and guidance of both longer-term board members and those who have more recently become trustees **Volunteer Wellington's** able staff has been able to steer the organisation along a stable and consistent course, remain committed to championing volunteering and the management of volunteers; and lead the Wellington region as 'your community connector'.

## Key achievements

- Recruitment and referral
- Volunteer diversity and inclusion
- Capacity building wider community
- Promotion and advocacy

### RECRUITMENT AND REFERRAL

**2601** formal volunteer seekers – includes those interviewed face-to-face and those referred on-line

**486** informal volunteer seekers – students (secondary and tertiary) connected to community projects

**8022** volunteer referrals made

### VOLUNTEER DIVERSITY AND INCLUSION

**531** seeking paid work

**283** registered with Work and Income

**428** full-time employees

**300** part-time employees

**634** students

**129** retirees

**86** unpaid workforce

**53** visitors

**157** other

**530** new migrants

**92** people with refugee background

### CAPACITY BUILDING IN THE WIDER COMMUNITY

**405** active community organisation members of **Volunteer Wellington**

**17** professional development workshops/forums organised by our three offices

**557** training participants

**356** liaison visits and calls with greater Wellington community organisation members

**26** meetings held to organise and strengthen mentor programmes and managers of volunteers' peer support groups.

**12** mentor/mentee relationships continued through our Mentor Programme

**94** employee volunteer projects with business friends connecting with our community members.

**994** employees participating from 20 businesses

### PROMOTION AND ADVOCACY

**6** bi-monthly newsletters produced and distributed to approximately 700 stakeholders

**9** profiles/case studies written about volunteers and managers of volunteers and used for advocacy and promotion

**8** celebratory and educative events held in Hutt, Porirua and Wellington on *International Volunteer Managers Day*, *National Volunteer Week*, *International Volunteer Day*. Several hundred participants.

**11** monthly meetups held at Southern Cross Garden Bar to promote volunteering with our community members.

# Chair's report



## *Tena koutou*

I am pleased to present our Annual Report for the 2017/2018 year. It was another busy year that has delivered excellent results and achievements. We celebrated the launch of

our new website, welcomed Victoria University of Wellington as our new sponsor for the Employee Volunteering Corporate Challenge programme, re-engaged with Work and Income in providing volunteering opportunities for their clients and continued to expand opportunities for youth volunteering.

Through our three offices – Wellington, Porirua and Hutt – we have been working hard at our key strategies of creating a more connected Wellington community. This has involved actively engaging with the corporate sector, providing professional development opportunities for our community organisation members and ensuring diversity and inclusion among volunteer seekers.

At our AGM last July, we celebrated the organisation's silver anniversary with several founding members present. It was interesting to hear their comments on how far the organisation has come since those formative years. For the **Volunteer Wellington** team working at the coal face, addressing the day-to-day challenges this was a great compliment. In recent years the challenges of ensuring adequate and sustainable funding and meeting legislative compliance, highlights the difficulties being faced by the voluntary sector and the environment that we operate in. To this end we have been busy over the past year refining our strategic direction and progressing improvements to our policies, procedures and systems.

In closing, I want to extend my appreciation for the continued support of our community sector members, funders, our business friends and those who offer their time and skills as volunteers. A special thanks to my fellow board members, the staff (paid and unpaid), admirably lead by Regional Manager Julie Thomson, who make **Volunteer Wellington** an organisation that we are proud to serve.

*Nga mihi nui*  
**Glenn Todd**

# Your community connector

A recent quote from **Volunteer Wellington's** Chair of four years, Glenn Todd, leads us into our Annual Report for 2017–2018: *'I had a "meaning of life" moment at a strategy planning session recently. What drives volunteering, how can this be nurtured? Over time volunteering, as an activity, has developed into an extremely dynamic and highly varied form of civic engagement, enriching the community by connecting people who would be unlikely to have met in any other walk of life...'*

This meeting and engaging is the core of our work and after a series of planning meetings which involved much reflection on our key messages, **'your community connector'** has become the vivid tagline announcing **Volunteer Wellington's** work in greater Wellington.

**Connecting** business friends through Employee Volunteering – ably led by EV coordinator Lyne Pringle – took on a new turn this year with Victoria University becoming the sponsor for the annual corporate challenge. During the first three months of the **Victoria University Volunteer Wellington Corporate Challenge** projects were taking place at Te Rito Gardens in Porirua, Riding for the Disabled in Silverstream, on the Miramar Peninsula, at Nga Hau E Wha O Paparangi in Newlands, at Karori Normal School and beach cleaning was happening everywhere. Twenty business teams were involved all looking forward to the finale celebration being held during National Volunteer Week at KPMG premises in June.

**Connecting** unemployed people and also those with complex needs with volunteering roles from among our network of 400 Wellington communities, was the result of a new partnership programme with Work and Income. This intensive service facilitating the placement and following the journey of more than 100 people, has achieved rewarding results.

High numbers of those with health issues, anxiety and depression, with some past offending, have begun pathways which are giving new connections and new hope.

**Connecting** community organisations with mentors, quality training and professional development opportunities, plus peer support groups associated with our three offices – Wellington, Porirua, Hutt – has enriched their work and strengthened the sector.

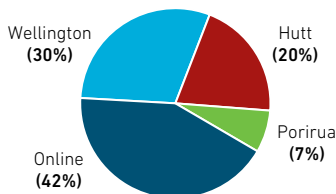


**Julie Thomson with Hon Peeni Henare, Minister for the Community and Voluntary Sector at one of Volunteer Wellington's many celebratory events held during the year. EVA KAPRINAY**

**Connecting** the wider community with our work through our new website, redesigned newsletter and social media pages has created stimulating discussion forums and spread volunteer sector news both national and international.

Our team of paid staff and volunteers has expanded during this exceptionally action-packed year. I am grateful for their support and dedicated enthusiasm; and proud of their achievements. Wonderful to have peer support groups flourishing in Porirua and the Hutt Valley. Julia Donovan manager of **Volunteer Porirua** and Katie Terris manager of **Volunteer Hutt**, have brought together, with skilled volunteer facilitation, networks of community leaders in order to share interests and resources – and feel connected with others in the sector.

### Distribution of volunteer registration by office



Aileen Davidson Manager of Programmes, has created outreach connections which have brought the excitement of volunteering into schools, universities and an inner-city pub – the Southern Cross (The Southern Cross meetups initiated by two volunteers, Chalaka and Claude, take place every month). Interest in these different events have grown amazingly.

With a new Work and Income database to be developed, the skills of volunteer IT specialist Chris Streatfield were in high demand. Staff changes and new systems mean that it takes time to be able to say with confidence 'our database is up and running!' By the end of the financial year we could say those magic words.

As Tracy Ward, newly appointed Engagement in the Community co-ordinator, stepped into the role after Drew Hadwen moved on to a new position, her ability to get up to speed quickly provided a seamless continuation of this comprehensive service. Administrator Debra Roche's consistent monitoring and expert data updating and input was also crucial to the success of this detailed programme. Regular reporting and tracking of Work and Income clients' journeys is required; and as a result of much hard work on the part of Debra and Tracy there are now many inspiring stories being told. (Some appear in this annual report.)

Sian Torrington became **Volunteer Wellington's** funding officer in March. She is relishing the task of fundraising for an organisation which connects diverse communities and provides training and support for managers of volunteers who play a vital role in our sector.

Thank you, all staff members – and I include in our staff line-up all the fabulous volunteers who have worked with us this year, enriching our organisation and boosting our capacity.

With so many changes and important new projects I have appreciated being able to call on the expertise of different board members with special thanks to chair Glenn Todd, always accessible and supportive. What valuable connectors you have all been throughout this past, very busy year!

Thank you to our stakeholders and supporters. Your belief and confidence in our work ensures that **Volunteer Wellington** continues to play the vital role of 'community connector' and 'champion of volunteering' in Wellington.

*Ngā mihi*

**Julie Thomson, Regional Manager**

# Recruitment and referral

## Increased resilience

A review of **Volunteer Wellington**'s fundraising strategy took place during the year, with the aim of diversifying our funding sources and ensuring a more sustainable and resilient organisation. Thanks to support from Nikau Foundation we were able to engage a fundraising consultant to develop a strategy that best fits our organisation for the future.

A dedicated funding officer, Sian Torrington, was employed for 10 hours a week to focus on funding applications rather than this being part of an existing staff role.

'Many wonderful stories are the result of successful fundraising,' she says. 'And **Volunteer Wellington** is able to tell them in engaging ways because of the diversity of people who come through our doors.' Her fresh approach to loyal funders and supporters is providing continuity and increased resilience.



**Sian Torrington**

From this more secure base, which gathers funding from a variety of sources, **Volunteer Wellington** continues to be able to connect volunteers with community organisations and be a leader within the social infrastructure of the Wellington region.

## Confidence

**Volunteer Wellington**'s strong base has created an environment of confidence with 2602 seeking volunteering roles through both our on-line and interview processes. The 58 per cent of volunteer seekers who come through our three offices for face-to-face interviews, are always surprised to discover the attention and consideration given to role suitability. And the diversity of roles available.

As Anjali Sheth, from India and with a degree in Pharmacy, said when she talked about her volunteering experience: 'I was so surprised at the different – and challenging – roles available on the database. With support from **Volunteer Wellington** I went into a different discipline in

order to explore the New Zealand workplace culture and to expand my knowledge. I became a volunteer interviewer. The responsibilities I was given as my interviewing role progressed helped me develop skills over and above my university studies in India.'

Each **Volunteer Wellington** office – Hutt, Porirua, Wellington – has different volunteer seeker cohorts. Katie Terris, manager **Volunteer Hutt**, is attuned to highly skilled volunteer seekers who have added unexpected value to the communities of the Hutt Valley. Business consultants, policy writers, new board members are examples of connections made this year.

As Lorraine Fowlie said in her story: 'I was in my early 50s, had had a successful career and was suddenly running on empty. Although I was unable to work I wanted to keep my brain stimulated – and remain connected. **Volunteer Hutt** directed her to governance and policy work with a number of organisations. In the process of learning a lot about different groups and the people behind the causes she became 'more and more connected' ... plus much valuable structural streamlining took place as a result of her involvement.



**Anjali receiving her Volunteer Connect Award certificate from Councillor Diane Calvert.**  
EVA KAPRINAY

# Volunteer diversity and inclusion

## Happier and healthier

Wellbeing is an important goal for all of civil society. When people feel included in their community they become more motivated – and also happier and healthier. This is what Tracy Ward has found as the new manager of **Volunteer Wellington's** Engagement in the Community programme, the Work and Income partnership designed to work with unemployed people with complex needs. 'I am the officer of yeses,' she said at a recent presentation to case managers at the Upper Hutt Work and Income office.

She described the impact on people's lives when someone began to say 'yes' to them. 'We say yes we want you to come in for an interview meetup. Yes, there are many many roles we can look at together. Yes, we will make a referral to a community organisation of your choice. Yes, we will support you if that's what you need.'

The programme is an intensive 'wrap-around' service facilitating volunteering placement and following the journey of more than 100 people.

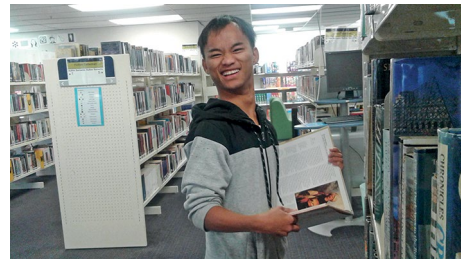
Several refugee groups have settled in Porirua during the past decade. Therefore, among **Volunteer Porirua's** volunteer seekers



**Office administrator Debra Roche (centre) oversees accounts and database monitoring. With her are Engagement in the Community manager Tracy Ward and IT specialist Chris Streatfield.**

there is always a percentage of people with refugee backgrounds. 'Being a small office, we are able to encourage and support them – really persevere until they find the right role,' said **Volunteer Porirua** manager Julia Donovan. One example she gave from this cohort is DuDway Ko from Thailand.

Julia described DuDway as 'incredibly brave'. English is a very different language from Thai and to make himself understood has been a long haul. But DuDway was determined



**DuDway Ko. JO LUCRE**

and with the support of the **Volunteer Porirua** office – and several interviews later – he found a volunteer role with Mary Potter Hospice shop sorting books and posting them on Trade me for sale. This 'happy volunteering match' is helping him with the adjustment required going from refugee camp to community life in Porirua.

Steve Wilson of Te Rito Gardens has been among the several local communities whose planting mission has been made possible with

## ETHNICITY

Africa	34
Australia	16
Caribbean	3
China	187
East Asia	61
Eastern Europe	25
India	258
Maori	146
Middle East	43
North America	54
Pacific Peoples	120
Pakeha/NZ	1044
Russia/Baltic States	12
South Africa	24
South Asia	54
South East Asia	178
South/Central America	92
Western Europe	165
Not stated	85



## VOLUNTEER PROFILE

# Every sale bangs a nail for Tom



**Thomas Millin** is 21 years old and his eyes light up at the thought of simply sitting down and playing video games after bustling about as a volunteer at **Habitat for Humanity ReStore** where he works twice a week. His big desire is to work at Cerberus Games in the city. 'I want retail experience,' he says.

Seeking pathways to gain the requisite experience, he came through **Volunteer Wellington's** Work and Income programme and found himself presented with two choices by **Volunteer Hutt** – a summer carnival or

the first ever **Habitat for Humanity** store in Wellington. Tom, as he likes to be called, chose both. His stint with the summer carnival introduced him to the many sides of volunteering, especially the value of being involved with new groups of people.

He is one of the first volunteers at the **Habitat** store, now three months in the running. His role is quite elaborate, including an avenue where his heavy firewood lifting experience at his family's 50-acre farm comes in handy.

'I'm keeping busy, being a young fellow. Normally, I'm the till guy. I sometimes work at the back. I help the truck driver lift heavy objects. I'm the muscle guy!'

Tom is a quick learner, pointing out how he learnt to use the till in a day and is most excited about the customer service skills he has picked up. 'I know what customers tend to go for. We have everything here – clothing, kitchenware, books. It's an all-round experience. I have enjoyed getting to know people, seeing how they react has been good,' he beams.

His key learnings from his volunteer experience were, he said, a fine mix of doing good and gaining experience simultaneously. 'By working here, I'm helping low-income people get into homes in New Zealand and overseas. I've definitely got a lot of confidence from this role.'

Tom's manager, Lorraine Sheenagh, emphasises the huge scope **Habitat for Humanity** has in Wellington as it delves into not only building brand new houses but also boarding houses for the elderly, doing up social rentals and ensuring their affordability. 'The aim is to create visibility for the organisation through the shops.'

Prior to volunteering, Tom's only ambition was to work at Cerberus Games but now he feels he has options. One of those is his current workplace. 'I'd like to stay here if a paid job comes up.' Greater responsibility is his new goal.

But he will continue to keep an eye on the big prize, his passion – gaming. ■

STORY AND PHOTOGRAPH BY RICHA KOHLI



Gorse demons being attacked at Te Rito Gardens by energetic volunteers.

volunteers referred from **Volunteer Porirua**. As the gardens segue from organic vegetables to producing native plants to be used for local afforestation, referrals from both youthful business teams with energy to older men with experience and able to mentor younger workers, have been welcomed.

### Powerful evidence

The Volunteer Connect awards held annually mid-year at the relaxed Southern Cross Hotel Garden Bar goes from strength to strength. According to Aileen Davidson, manager programmes: 'The coming together of this extraordinary mix of nationalities – plus their families and the managers of their volunteer teams – is powerful evidence of the impact of volunteering on the lives of new migrants. Their volunteering contribution enriches the community as a whole ... they are part of the heart of our community and have begun the journey of positive settlement in New Zealand.'



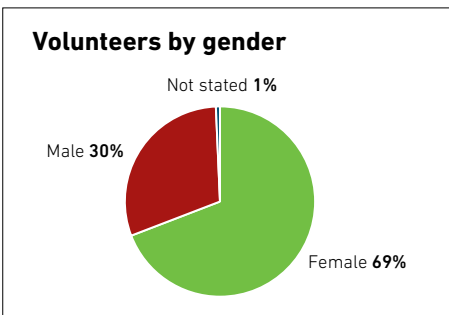
Volunteer Porirua manager Julia Donovan (right) with Pember House CAB neighbour Margaret Dietrich.



New migrants proudly holding their certificates at the 2017 awards. EVA KAPRINAY



Manager programmes Aileen Davidson discussing creative volunteer roles with Tyler from IHC.



## VOLUNTEER PROFILE

# Repurposing her life through volunteering



**St Vincent de Paul's Op Shop** in Kilbirnie has another revealing dimension called **Re Sew** which happens to be the base for a labyrinth of brilliantly coloured unwanted, discarded fabric and textiles that a community of volunteers is committed to reviving and upcycling.

One of these volunteers is **Jade**, a sole parent

and mother of three, and she's not just repurposing scraps, she's repurposing her life. Jade was referred to **Volunteer Wellington's** Work and Income programme by her case manager. When she talked about her interest in sewing, **Volunteer Wellington** helped her connect with **Re Sew** immediately.

'I love fashion and I want a career in it.' **Re Sew** is an opportune milestone which fits into her big picture. She has already learnt a variety of skills, especially making clothes for herself and her children.

Jade, who is studying towards a Diploma in Fashion, is brimming with ideas. 'Through **Re Sew** I'm currently putting together a fashion show for **Women's Refuge** to be held at the end of the year. I'm managing the whole thing – the theme, collection, doing up outfits, models, lighting, DJ!' she says. Raising funds for the show and gaining a foothold in the fashion industry are her goals.

She acknowledges that she's low on income and has three children to think about, but she's motivated and determined to chase her ambition of being a fashion designer. 'Even when gas is low, I get here. I believe in myself.' Her co-worker, Sophie, points out how quickly Jade evolved from learning the basics to having plans and bringing the right people together so that her ideas can see the light of day.

Amidst the uncertainties of life, **Re Sew** is Jade's haven. She loves that she can bounce off creative ideas with her co-workers who are also keen to help with her show. '**Re Sew** is my favourite place to come to – besides a fabric store of course!' she says cheerfully.

Paid employment is her end goal. Her strategy has been to find a volunteer role in a community clothing store that is creative and innovative. '**Volunteer Wellington** helped me find the perfect role. Volunteering showed me that if you want something bad enough you have to go out there and get it.'

In her community, she finds that women just need a boost. **Re Sew** is a great initiative that galvanises them, especially young women, into action, Jade says. Her coordinator, Caroline O'Reilly, keeps her up to date about job opportunities.

An unexpected but profound outcome for Jade has been a strong following on her social media pages of young women who draw inspiration from her. They have let her know that they've been more than able to move on from toxic relationships and create purposeful lives.

It seems fitting that Jade has chosen "Warrior Goddess" as the theme for her **Women's Refuge** show – she won't let her spirit wane. ■

STORY AND PHOTO BY RICHA KOHLI

# Capacity building in the wider community

## Creating creative roles

Through **Volunteer Wellington's** recruitment and referral processes community member organisations have the capacity to achieve their purpose and vision with the added value of volunteers. Managers of volunteer programmes are supported by **Volunteer Wellington's** liaison team to create creative roles and include diverse volunteers more effectively. This one-on-one support service offers advice/mentoring such as how to write role descriptions, how to break down large projects into smaller achievable steps with roles for volunteers, how to remove barriers so that potential volunteers are included and able to participate actively and meaningfully.

This **Volunteer Hutt** example illustrates this 'added capacity'. Lorraine Dick from Moera Community House had her workload lightened by **Volunteer Hutt's** referral of Ramilla to support her with administration. Lorraine said: 'She has skills that I don't have in the IT area and it has made such a difference to my ability to manage the busyness of the community house. In addition, all eight volunteers that **Volunteer Hutt** referred to Moera have since found paid work ... their volunteering goal, supported by Lorraine.



**Volunteer Hutt manager Katie Terris (centre) shows members of the Wellington team, Aileen Davidson and Julie Thomson, around the Hutt office.**  
SIMON HOYLE

## 'Connecting' strengthens sector

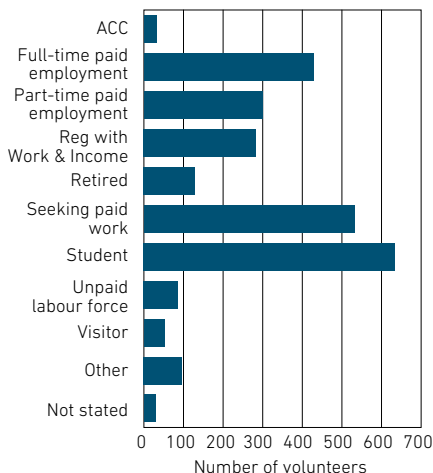
'Without an organisation like **Volunteer Wellington** that assists community groups with volunteers and useful workshops targeted at this sector, it would be very difficult to run the service and ensure staff had sector related training. Thank you, you do a great job.' (Quote from a recent survey of members.)

Five hundred and fifty-seven people representing organisations across a wide range of communities attended our comprehensive professional development programme this year. Topics included coaching and managing staff, legal issues and volunteers, conflict management, sustainable funding, the power of peer mentoring, building blocks to successful volunteer management, business continuity planning. A highlight was UK based international writer, presenter and trainer on the management of volunteers Rob Jackson who provided a global perspective on volunteer management.

Our training programme feedback was extremely positive: "10 out of 10. Perfectly fitted the gaps in my knowledge", "A wonderful, informative workshop that has left me inspired and ready to leap into action", "As a new funding coordinator the workshop gave me clarity, inspiration and enthusiasm", "Exceeded expectations, couldn't have been better". The value of the networking opportunities is a constant comment.

Besides regular, high quality workshops and forums peer support groups have flourished. **Volunteer Porirua** manager Julia Donovan

## Volunteers by labour force



refreshed the Porirua group, facilitated by Sue Hine, at the end of the financial year, emphasising to local community members, the value of being part of a network with shared interests.

The active Hutt Valley managers of volunteer's peer support group, facilitated by Paula Connolly of Victim Support Wellington Region has taken pride of place in **Volunteer Hutt's** busy year. The group meet monthly and value the wide ranging focused discussion which has taken place. 'This peer support group has given many managers in the Hutt Valley, a place where they can share knowledge, successes and difficulties', said Katie Terris.

In Wellington **Volunteer Wellington** programme manager Aileen Davidson is establishing a second peer support group for managers of volunteers. (The first one, now in full swing, has been supported by long-time volunteer advocate and activist Sue Hine). 'There is no doubt that the less isolated people feel in management roles, the stronger the community sector.'

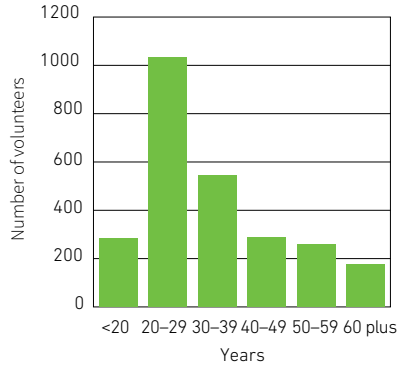


**Katie Terris with Rebecca Reed, a public relations practitioner of Arribapr, gave the Hutt Managers' Peer Support group insight and ideas about how best to communicate the essential messages from their organisation to the community.**

### Mentoring matches

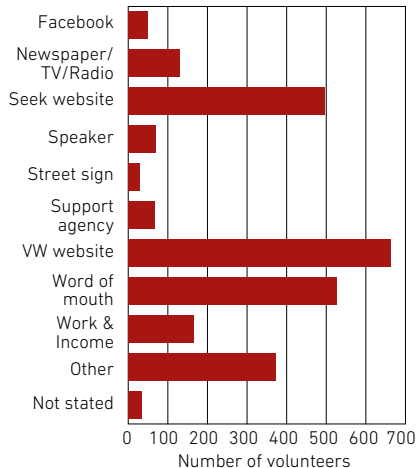
A community members' survey distributed this year found that 91 per cent of respondents rated the overall quality of our services as excellent /very good and 96 per cent highly satisfied with our professional development programme. Also revealed was that isolation and 'not enough time to do everything required' remained main sector challenges. This is where the peer support groups and **Volunteer Wellington's** mentoring programme become lifelines preventing possible burnout and discouragement, said Regional Manager Julie Thomson.

### Volunteers by age



Experienced managers of volunteers are matched with those new to the role or looking to develop their practice. 'The mentoring programme gave me the chance to take a step back from my work. I've grown professionally and personally with my mentor's support.' 'After almost two years meeting regularly with my mentor I now feel so much more confident – and certainly more able to deal with crises and sudden workload increases. The mentoring experience has an ongoing impact on my day-to-day work.' Rebecca, manager of volunteers with Trade Aid Wellington.

### How volunteers heard of Volunteer Wellington



## MANAGER OF VOLUNTEERS PROFILE

## Every chance for joy and laughter



**Marianne Kerridge** is a diversional therapist team leader and manager of volunteers at **Te Hopai Rest Home** in Newtown.

During her seven years in the position her attitude towards age care has moved and expanded. Originally from a design background Marianne came to **Te Hopai** as a volunteer water colour tutor. 'I've never left!' she exclaims with surprise; and also enthusiasm.

Her initial 'fear' of dementia and the complexities associated with age began to change during her diversional therapy research when doing a case study with an elderly woman.

'She sat for long periods of time in an armchair holding a large soft toy. As a conversation began and trust grew between us I learnt about an incredible life.'

This very old woman had been an aircraft pilot who, among her many assignments, had delivered equipment into danger zones during the war in Vietnam.

'I realized at a deeper level that people's lives need to be acknowledged and respected; and they need to be given every chance for joy and laughter at this stage of their lives.'

In fact knowledge of people's earlier lives is so vital, says Marianne, that among her team of varied volunteers are life story writers. 'These stories are knowledge. They remind us of everyone's journey and are of immense importance to staff and families alike.'

Marianne's approach to working with volunteers (many of whom have come through **Volunteer Wellington's** referral service) is imaginative and creative. 'During the initial interview I find out their interests and skills and where they will be comfortable connecting with older people. An activity – call it diversional therapy – is then planned which can take place regularly.'

Jodie from the massage school is an example. 'Of course touch is important, says Marianne, 'and in the process of massage there will be connections at quite a deep level.'

Debra and her son Haydn came with the idea of volunteering together on a day off from their usual work places, during the week. They have become involved in sewing, creating retro fashion objects and even master-minding a wearable art event at the home.

During this valued involvement Haydn learnt to knit. 'Volunteering has to work from both sides,' says Marianne.

A 10-year-old student with a history of being bullied decided to try her hand as a volunteer after school. Marianne led her to the dementia unit where she chats to residents. This unusual commitment gave the young girl an outlet for her stories 'among several grandmother figures'. She has become confident and overcome many issues.

A group of teenage boys keen to befriend the elderly, has been just as successful. Their task was to become tutors for residents wanting to enter the mysteries of Facebook! More connecting, another sort of acknowledgement and way of making people happy, says Marianne.

Van drivers, a mobile library and a men's group are all among the joyous results of Marianne's diverse volunteer team.

*Note:* A nom-de-plume proudly acquired by Marianne is the result of a bright pink rose she always wears. 'Everyone calls me Pinkie'... unforgettable! ■

# UN sustainability goals

**Volunteer Wellington** is delighted to have a new sponsor for our annual Corporate Challenge, an event which raises the profile and awareness of Employee Volunteering. Victoria University of Wellington has partnered with **Volunteer Wellington** to throw out a challenge to local businesses to 'walk the talk' of corporate social responsibility, and become actively involved in their communities.



EV coordinator Lyne Pringle talks about the theme for the Victoria University

Corporate Challenge 2018. 'Based on two of the United Nations Sustainability Development Goals – reduced inequalities and life on land – projects that contribute to social services and to conservation efforts have been the focus.' **Volunteer Wellington** is grateful to Nikau Foundation who sponsored the challenge for the past decade. 'They have set a legacy in place which connects businesses and communities with a new dynamic – and ever-strengthening relationships – every year', says Regional Manager Julie Thomson.



Lyne Pringle discussing with Victoria University volunteer William McFarlane some web ideas for the VUW corporate challenge.



Throughout the year 94 projects involving 994 employee volunteers, took place with our community members. One innovative project was when Vogelmorn precinct identified that they wanted to reupholster a large number of chairs. Through the Employee Volunteering programme, they were matched with a team of Chorus managers from all over New Zealand. Said coordinator Lyne Pringle: 'Initially there was surprise by the volunteering activity but by the end of the day they were completely engrossed and had learnt new skills along the way.'

Beach cleaning has proved to be a popular option this year. 'There is heightened awareness about plastics in the oceanic food chain. We have had teams from Chorus, The Treasury and ANZ taking on this valuable work.'



The Treasury beach cleaning team at Kau Bay on the Miramar Peninsula.

# Promotion and advocacy

## Getting to know each other



Alice Verry from **Volunteer Wellington's** board of trustees spoke about the monthly Southern Cross Garden Bar's volunteer meetups, organised by **Volunteer Wellington**. During the year she became an enthusiastic regular.

'At the meetups, which are usually attended by 20 to 30 volunteer seekers, we hear from three to four of our community member organisations and have a chance to talk with them about volunteering roles over a drink afterward. I love hearing about the huge range of opportunities there are to volunteer here in Wellington ... people may think they know where to volunteer then be taken in a completely different direction by one of our inspiring speakers. Communities and potential volunteers really get to know each other.'

## A lively celebration

This was the year **Volunteer Wellington** turned 25. As one guest speaker, former politician Tim Barnett said at the lively anniversary celebration: '**Volunteer Wellington** has led the way in generating excellent and revealing profiles and publications, powerful stories of volunteering transforming lives.'

'**Volunteer Wellington's** point of difference is the importance of supporting and placing those with complex needs, whether they be new migrants, refugees, the long-term unemployed, students, or others into volunteering,' said another speaker, Professor Karen Smith.

She added that **Volunteer Wellington** has been a champion in the recognition of and support for managers of volunteers through their training programmes, mentoring, peer support and the annual International Volunteer Managers Day events.'

## Energy boost

**Volunteer Wellington** and Wellington City Council worked with Wellington College this year to promote interest in young people's involvement in the community. The result was 350 Year 10 students adding a massive boost of energy to more than a dozen community



**Wellington College boys get amongst it!**

networks across Wellington on Wednesday 22 November.

## Volunteers 'take the cake'

Te Wiki Kaumatua Seniors' Week is also beginning to move into the **Volunteer Wellington** promotional calendar. This year we teamed up with six Wellington Community Centres to plan morning and afternoon teas for senior residents in Churton Park, Strathmore Park, Seatoun, Aro Valley, Karori and Kilbirnie/ Lyall Bay. 'Together they cooked up a storm!' said programme manager Aileen Davidson.

Teams from the NZ Police, NZ English Language College and Victoria University played hosts welcoming people to the events, serving high teas and joining in for a chat.

These 'briefs' from a busy year in which more than 450 attended the eight celebratory and promotional events hosted and organised by **Volunteer Wellington** are simply examples of an outreach which goes into the heart of the community. No week passes without a member of the **Volunteer Wellington** team giving a presentation, being a key organisation at an expo, a training seminar/forum, a special day, or running an event which will bring all sectors of the wider community together ... around 60 such gatherings in total during the 2017-18 year.

As Mayor Justin Lester said at the launch of one of **Volunteer Wellington's** publications: 'Such a service which connects so many people and organisations is a vital contribution to the social capital of Wellington.'



# THANK YOU THANK YOU THANK YOU

**Volunteers who have worked with us during the past year adding to the capacity and diversity of Volunteer Wellington**

## **Interviewers and followup**

Hiyam Ali Okud  
Zeinab Ali Okud  
Cory Alip  
Claude Ao  
Sarika Arora  
Zaher Asfari  
Peter Atkinson  
Andrew Beattie  
Megha Bellikiali  
Matthew Brown  
Robert Carmichael  
Louise Collins  
Olivier De Smedt  
Margarita Dimitrievska  
Jenny Greer  
Penny Griffith  
Denise Haronga  
Judith Hatton  
Phil Hollis  
Belynda Jack  
Thomas Morgan  
Billee Mutton  
Tran Nguyen  
Nivedita Nikhil  
Mary-Ann Parker  
Jude Patel  
Pula'au Pilitati  
Sophia Rajoo  
Vivienne Rosvall  
Chalaka Salpadoru  
Avanell Sanganoo  
Nitika Sarna  
Anjali Sheth  
Rahul Singhal  
Ravya Suvarna  
Stan Tampeau  
Viraj Thomson  
Melelisa Togatama  
Karen Waterreus  
Catherine Watkins

## **Board Secretary**

Samantha Rickard  
Georgia Shields

## **Administration/ followup/liaison**

Sarah Bui  
Reimer Freitag  
Magaly Alfonso Gonzalez  
Manisha Guria  
Jeff Kidd  
Mayumi Marcotte  
Mai Mostafa  
Ankita Rabra  
Bronwen Turner

## **Auditor**

Jonathan Maharaj

## **Statistician**

Kylie Capundan

## **Writers/researchers**

Chris Golder  
Pauline Harper  
Sahiban Hyde  
Richa Kohli  
Jo Lucre  
Julie O'Brien  
Angela Reid  
Jessica Roden

## **Photographers**

Simon Hoyle  
Eva Kaprinay  
Annie Liang

## **ICT and graphic design**

Blair Davenport  
Sue Hobbs  
Jennifer Monk  
Chris Streatfield  
Danni Wan  
Shu Wei Tan

## **Comms/social media**

Matthew Brown  
Natasha Dingle  
Jason Dykes  
Ruth Nicol  
Victoria Parsons  
Jennie Yang

## **Project coordinators and event assistants**

Soha Ahmed  
Jo Boyle  
Christopher Erasmus  
Armand Headland  
Neza Kos  
Keinan Smith  
Team from Weltec Leap  
programme

## **Mentors**

Paula Connolly  
Jason Dykes  
Pauline Harper  
Zoe Heine  
Sue Hine  
Ann Hodson  
Toni Hogg  
Rebecca Reed  
Kat Paton

## **EV Youth Vanguard**

Joshua Finegan  
Luke Humphries  
Roya Jarabouti  
Lucy Kenner  
Maria Kertens  
Jordan Lanshear  
William McFarlane  
Sophie Mak  
Sunny Qi

## **Victoria University Corporate Challenge Steering Committee**

Sarah Barnaby, Lichelle Evans,  
Jane Fletcher, Liz Hampton,  
Simran Rughani, Raewyn  
Sinclair, Linda Trenberth

## **Individual Friends**

Ann Hodson  
Chris Streatfield  
Helen Middleton  
Olwen Taylor  
Pat Lakeman  
Raewyn Sinclair  
Sue Hine  
Sue Hobbs  
Pauline Harper

# THANK YOU THANK YOU THANK YOU

## Premier Supporters

CCM Architects  
Tai Shan Foundation

## Funders

Betty Campbell Trust,  
Christine Taylor Foundation,  
COGS, Department of  
Internal Affairs Support  
for Volunteering Fund,  
First Sovereign Trust, Four  
Winds Foundation, Holcim  
NZ; Hutt City Council, Hutt  
Mana Charitable Trust,  
John Ilott Charitable  
Trust, Lion Foundation,  
Lottery Community, Nikau  
Foundation, Ministry of Social  
Development – Work and  
Income, Pelorus Trust, T G  
McCarthy Trust, Trust House  
Foundation, Victoria University  
of Wellington, Wellington  
City Council, Wellington  
Community Trust; Wellington  
Community Trust

**Thank you to these organisations and individuals whose skills, enthusiasm and support has made such a difference to our services during the 2017–2018 year.**

Hon Peeni Henare, Minister for the Community and Voluntary Sector  
Hon Alfred Ngaro, former Minister for the Community and Voluntary Sector  
Grant Robertson, MP Wellington Central  
Justin Lester, Mayor Wellington  
Ray Wallace, Mayor Lower Hutt  
Mike Tana, Mayor Porirua  
Paul Eagle, former Wellington City Councillor and deputy mayor  
Ian McKinnon, greater Wellington regional Councillor  
Jane Fletcher, Victoria University Careers Services  
Linda Trenberth, Vice Provost of Victoria University Wellington  
Jenny Rains, Mark Farrar, Wellington City Council  
Community Development team Hutt City Council  
Community Law Wellington and Hutt Valley  
Sue Hine, volunteering advocate  
Professor Karen Smith, Victoria University of Wellington  
Scott Miller, Volunteering New Zealand  
English Language Partners Job Mentoring Service  
Wellington Citizens Advice Bureau  
Ota Savaiinaea, Dianne Rojas, Mathew Matai, Work and Income  
Chris Streatfield, IT specialist  
Sue Hobbs, graphic designer  
Roger Tweedy  
Nikau Foundation  
KPMG – Sue Hilliard  
Community Comms Collective  
Liz Hampton, IBM  
DLA Piper  
Vertia  
Riegers Copiers  
St Johns in the City  
Hutt News  
Kapi-Mana News

## Thanks for catering support

Mayor's Office, Wellington City Council  
Mayor's Office, Hutt City Council  
Arbor Café  
Fidel's Café  
Mulberry Garden  
Metro New World  
Sushi Bi

# Those who have used our services

- Accent Learning
- Access Radio
- Achieve 2B
- Activation
- Activity and Nutrition Aotearoa
- Addiction Practitioners Assoc of Aotearoa NZ
- African Communities Council of Wellington
- AFS Intercultural Programmes
- Agape Budgeting Service Ltd
- Age Concern New Zealand
- Age Concern Wellington
- Aida Childrens Fund
- Alicetown Community Centre
- Dementia Wellington
- Anglican Parish of Miramar
- Ara Taiohi
- Aro Valley Community Centre
- Arthritis New Zealand
- Arts Access Aotearoa
- Asert Tatou Development Trust
- Asthma Wellington
- Autism Intervention Trust
- Baggage Arts Charitable Trust
- Balance Of Life Trust
- Bellyful NZ
- Beneficiary Education Advisory Service
- BGI Challenge for Change
- Birthright New Zealand
  - Wellington
  - Hutt Valley
- Bishop Viard College
- Boomerang Bags
- Brain Injury Association Wellington
- Brooklyn Playcentre
- Brooklyn Resource Centre
- Buddies Peer Support Service
- Cancer Society of New Zealand Wellington Division
- Cancer Society of New Zealand National Office
- Canine Friends Pet Therapy
- CanTeen
- Capital Zone Basketball Trust
- Cats Protection League
- Cats Protection League Kelson Kitten Shelter
- CCS Disability Action (Wellington Branch)
- Challenge 2000
- Changemakers Refugee Forum
- Chelsea Day Care Trust
- Child Cancer Foundation
- Christ Church Cottage Museum Trust
- Christ Church Preservation Society
- Citizens Advice
  - Central City
  - Eastern Suburbs
  - Newtown
  - Wellington West
  - Johnsonville
  - Wellington Budget Service
- Clubhouse Naenae
- Community Gardens
- Community Law Wellington & Hutt Valley Te Awa Kairangi Office
- Community Law Wellington and Hutt Valley
- Community Networks Aotearoa
- Community Networks Wellington
- Conservation Volunteers NZ
- Creative Voice
- Diabetes NZ Wellington
- DINE Academy Trust
- Disability Information & Equipment Centre – Kapiti
- Disability Information Service Centre
- Downtown Community Ministry
- Dress For Success
- Dwell Housing Trust
- Earthlink Incorporated
- Emerge Supported Employment Trust
- English Language Partners Hutt
- English Language Partners Porirua
- English Language Partners Wellington
- Enjoy Public Art Gallery
- Environment & Conservation Organisations of NZ
- Epilepsy New Zealand
- Ethiopian Community
- Evans Bay Intermediate
- Exhibition Coexistence
- Fertility New Zealand
- Film for Change Aotearoa
- Focus Trust
- Footy For All Charitable Trust
- Fostering Kids
- Foureyes Foundation
- Friends of Bolton Street Memorial Park
- Friends of the Mount Street Cemetery
- Generosity NZ
- GirlGuiding New Zealand
- GirlGuiding Porirua
- GirlGuiding Wellington
  - Tinakori District
- Graeme Dingle Foundation
- Greenstone Doors
- Grow Te Ahumairangi Forest H20 Xstream
- Habitat for Humanity Restore
- Habitat for Humanity (Porirua)
- Hearth Trust
- Holocaust Centre of New Zealand
- Hopewalk Suicide Prevention Trust
- Hutt City Budget and Advocacy Service
- Hutt City Council
  - Animal Control
  - Archives
  - CBD Development
  - City Services & Parks Services
  - Community Arts & Culture
  - Events and Outdoors
  - Youth Inspire
  - Hutt City Library
  - Hutt City Safety and Guides
  - Hutt Science Centre
  - Koraunui Stokes Valley Community Hub
  - Leisure Active Business Unit – Holiday Programmes
  - Mayors Task Force
  - Road Safety
  - Wainuiomata Library
- Hutt Valley Sexual Abuse Support & Healing
- Hutt Safe City Group Charitable Trust
- Hutt Valley Activity Centre
- Hutt Valley Benefit Education Service Trust
- Hutt Valley DHB
- Hutt Valley Disabled Resources
- Hutt Valley Horticultural Society
- Hutt Valley Riding For The Disabled
- Hutt Valley Youth Health Trust – VIBE
- IDEA Services
  - ACTIVE Youth Service
  - Alpha Art Studio
  - Aranui

- Kapiti
- Specialist Services: Lifeskills
- Te Mana Huarahi (Day Base)
- The Parade Day Programme
- Wellington and Hutt Valley Area
- IHC New Zealand
  - National Office
  - Porirua, Hutt and Kapiti
  - Wellington
- Inclusive Education Action Group
- Interpreting Wellington
- Intersex Trust Aotearoa NZ
- Island Bay Community Centre
- Johnsonville Community Centre
- Johnsonville Playcentre
- Just Family Festival NZ
- Kaibosh Charitable Trust
- Kaibosh Food Rescue Lower Hutt
- Kapiti Womens Health Collective
- Karori Playcentre
- Karori Community Centre
- Karori Normal School
- Karori Youth Centre
- Keep Porirua Beautiful
- Kemp Home & Hospital
- Khandallah Plunket Toy Library
- Kilbirnie Lyall Bay Community Centre
- Kingfisher Wellington Trust
- Kites Trust
- Kiwi Community Assistance Charitable Trust
- Laura Fergusson Trust Wellington
- Lesbian and Gay Archives of NZ
- Library and Information Association of NZ
- Literacy Aotearoa Porirua
- Literacy Aotearoa Wellington
- Lower Hutt Citizens Advice Bureau
- Lower Hutt Community Foodbank
- Lower Hutt Womens Centre
- Makara Peak Supporters
- Marsden Day Care Trust
- Mary Potter Hospice – Shops
  - Karori
  - Kilbirnie
  - Miramar
  - Paraparaumu
  - Porirua
- Media Matters in NZ
- Miramar and Maupua Community Trust
- Miramar Peninsula Community Trust
- Mix – Connecting Creating Living
  - Lower Hutt
  - Upper Hutt
- Moera Community House
- Mokai Kainga Maori Centre Charitable Trust
- MOSAIC
- Mothers Network
  - Incorporating New Mother Support Groups
- Mt Vic Hub
- Multicultural Centre for Learning & Support Services
- Muscular Dystrophy Association Wellington
- National Collective of Independent Womens Refuges
- National Council of Women of New Zealand
- National Heart Foundation Of NZ
- Neighbourhood Support Wellington
- New Zealand Blood Service
- New Zealand CCS
- New Zealand Green Bike Trust
- New Zealand Myanmar Ethnic Council
- New Zealand Police
- New Zealand Police Museum
- Newlands Community Centre
- Newtown Budgeting & Advocacy Service
- Newtown Community and Cultural Centre
- Newtown Park Flats Community Sewing Group
- Nga Hau e Wha o Papararangi
- Nga Taonga Sound and Vision
- Nikau Foundation
- Northern Suburbs Stroke Club
- Northland Kidz Club
- NZ AIDS Foundation
- NZ Association of Citizen Advice Bureaux
- NZ Red Cross National Office
- NZ Red Cross Humanitarian Services
  - Community programmes
  - Refugee Resettlement
- NZ Red Cross Refugee Trauma Recovery
- NZ Red Cross Shops
  - Karori
  - Kilbirnie
  - Petone
- Tawa
- Upper Hutt
- Oasis Network
- Old Saint Pauls
- Opportunity for Animals / The Animal Protection Society
  - Miramar
  - Newtown
- Otari-Wilton Bush
- Pablos Art Studio
- Parent Help Wellington
- Partners Porirua Charitable Trust
- Pauatahanui Wildlife Reserve
- People First Central Region
- People First New Zealand
- Perinatal Anxiety & Depression Aotearoa
- Petone Citizens Advice Bureau & Budget Service
- Petone Community House
- Petone Settlers Museum
- Porirua Activity Centre
- Porirua Citizens Advice Bureau
- Porirua City Council
  - Community Development
  - Porirua City Council Library
  - Porirua Community Services Centre
  - Porirua Healthy Safer City Trust
  - Porirua Sexual Abuse HELPFoundation
  - Post & Ante Natal Distress Support Group
  - Pregnancy Counselling Services
  - Presbyterian Support Central
    - Cashmere Heights
    - Cashmere Home
    - Central Offices
    - Huntleigh Home
    - Longview Home
    - Woburn Elderly Care
  - Presbyterian Support Central Family Works
  - Prison Fellowship NZ
  - Read Write Plus
  - Rimutaka Renegades Inline Hockey
  - Ronald McDonald House
  - Royal Forest and Bird Protection Society – Lower Hutt
  - Royal Forest and Bird Protection Society of NZ
  - Royal New Zealand Plunket Society
    - Wellington/Wairarapa
    - Johnsonville/Newlands
  - Royal NZ Foundation of the Blind
  - Sailability Wellington Trust

Samaritans of Wellington  
 Save Animals from Exploitation  
 Save The Children New Zealand National Office  
 Save The Children New Zealand Lower Hutt  
 Scouts New Zealand  
 Shakti Wellington  
 Sing Your Lungs Out  
 Skylight Trust  
 SPCA  
 Special Olympics Hutt Valley  
 Special Olympics Wellington  
 Sport Porirua ( PACNET )  
 Sport Wellington  
 St John – Retail Lower Hutt  
 St John – Retail Porirua  
 St John Greater Wellington District  
 St John of God Hauora Trust  
 St Michaels School  
 St Vincent de Paul Society Shops  
     — Aro Valley  
     — Island Bay  
     — Johnsonville  
     — Porirua  
     — Karori  
     — Kelburn  
     — Khandallah  
     — Kilbirnie  
     — Miramar  
     — Newtown  
 Stroke Central Region  
 Stroke Foundation of New Zealand  
 Summer Shakespeare  
 SuperGrans Aotearoa  
 Supergrans Charitable Trust Hutt Valley & Wellington  
 Sustainability Trust  
 Suzanne Aubert Compassion Centre  
 Taita Clubhouse – Hutt City Council  
 Taita Community Patrol  
 Tautoko Services  
 Te Hopai Trust Hospital  
 Te Omanga Hospice  
 Te Whare Rokiroki Maori Womens Refuge  
 Team Naenae Trust  
 The Dowse  
 The Hearing Association Hutt Valley  
 The Kitten Inn  
 The Learning Ways Charitable Trust  
 The National Military Heritage Charitable Trust  
 The New Zealand Breast Cancer Foundation  
 The New Zealand Centre for Gifted Education  
 The NZ Portrait Gallery  
 The Road Forward Trust  
 The Salvation Army Central Division  
 The Salvation Army Wellington South Corps  
 The Salvation Army Community Ministries  
     — Boutique Store  
     — Kaiwharawhara  
     — Family Store Kilbirnie  
     — Family Store Lower Hutt  
     — Family Store Miramar  
     — Family Store Nae Nae  
     — Family Store Newtown  
     — Family Store Petone  
     — Family Store Porirua  
     — Family Store Tawa  
     — Family Store Upper Hutt  
 The Whitireia Foundation  
 Through Blue  
 Thumbs Up Charitable Trust  
 Titahi Bay Lions Club  
 Trade Aid Wellington  
 Trade Aid Petone  
 Trelissick Park Group  
 Upper Hutt Budget Advisory Service  
 Upper Hutt City Council  
 Upper Hutt City Library  
 Upper Hutt Womens Centre  
 Upstream – Friends of Central Park  
 Victim Support  
     — Kapiti  
     — Lower Hutt  
     — Porirua  
     — Upper Hutt  
     — Wairarapa  
     — Wellington  
 Village Green Charitable Trust  
 Vincentian Home for the Elderly  
 Vincents Art Workshop  
 Vogelmorn Community Group  
**Volunteer Hutt**  
**Volunteer Porirua**  
 Volunteer Service Abroad  
**Volunteer Wellington**  
 Volunteering New Zealand  
 Wainuiomata Community Hub  
 WellElder Counselling Trust  
 Wellington After-Care Association  
 Wellington City Council  
 Wellington City Housing  
 Wellington City Mission  
     — Mission 4 Families  
     — Mission 4 Independence  
     — Mission 4 Seniors  
     — Mission 4 Youth  
 Wellington Free Ambulance  
 Wellington Hockey Association  
 Wellington Hospitals Foundation  
 Wellington Hospitals Foundation Kenepuru  
 Wellington North Parents Centre  
 Wellington Playcentre Association  
 Wellington Region Free Kindergarten Association  
 Wellington Regional Emergency Management Office  
 Wellington Regional Prisons  
 Wellington Riding For The Disabled  
 Wellington Rugby Football Union  
 Wellington Sexual Abuse HELP Foundation  
 Wellington Volunteer Fire Support Unit  
 Wellington Welfare Guardianship Trust  
 Wellington Womens Boarding House  
 Wellington Womens Health Collective  
 Wellington Womens Refuge  
 Wesley Care Hutt Valley  
 Wesley Community Action  
 Wesley Community Action Hutt Valley  
 Wesley Community Action Porirua  
 Wesley Haven Naenae  
 Waterloo Empowerment through the Arts Programme  
 Whanau Family Support Services Trust  
 Whare Manaaki Incorporated  
 Whitford-Brown Community Trust  
 Women of Worth Charitable Organisation  
 WorkerBe Oasis  
 Young and Hungry Arts Trust  
 Youthline  
 Zealandia

# Independent Auditor's Report

To the Trustees of Wellington Volunteer Centre,

## Report on the Performance Report Opinion

We have audited the performance report of Wellington Volunteer Centre (the entity) which comprise the:

- Statement of financial position as at 31 March 2018
- Entity information, the statement of service performance, the statement of financial performance, the statement of movements in equity and the statement of cash flows for the year ended 31 March 2018
- Notes to the performance report, including a summary of significant accounting policies and other explanatory information.

In our opinion, the performance report:

- Presents fairly, in all material respects, the entity's financial position as at 31 March 2018, its service performance, financial performance, movements in equity, and cash flows for the year ended on that date
- Complies with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standards issued by the New Zealand Accounting Standards Board
- Includes reported outcomes and outputs in the statement of service performance, where the quantification of the outputs (to the extent practicable) is suitable.

## Basis for Opinion

We conducted our audit of the statement of financial performance, the statement of financial position, the statement of movements in equity, the statement of cash flows, and the notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised).

Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance Report section of our report. We are independent of the entity in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. Other than in our capacity as auditor, we have no relationship with or interests in the entity.

## Other Information

The Trustees, on behalf of the entity, may prepare an Annual Report which includes the audited performance report. The Trustees are responsible for the other information that may be included in the entity's Annual Report. Our opinion on the performance report does not cover any other information in the entity's Annual Report and we do not express any form of assurance conclusion on that other information.

## Key Audit Matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the performance report for the current period. Below is a summary of those matters and our key audit procedures to address those matters in order that the Trustees may better understand the process by which we arrived at our audit opinion. Our procedures were undertaken in the context of and solely for the purpose of our statutory audit opinion on the performance report as a whole, and we do not express discrete opinions on separate elements of the performance report.

## The key audit matter

- The entity received grants from several organisations during the period.
- These grants are quantitatively significant to the entity's performance report.

## How the matter was addressed in our audit

- We reviewed a sample of grant applications, invoices, bank statements to confirm that funds were received, and the use of grant funds. Unspent amounts at year end were recorded as income in advance.
- Based on our sample testing, we did not identify any material issues with the entity's grants income and income in advance at year end.

## Grants income and income in advance (notes 3 and 5 of the performance report).

### Use of this Audit Report

This report is made solely to the Trustees of the entity. Our audit has been undertaken so that we might state to the Trustees those matters that we are required to state to them in our Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees for our audit work, this report, or any of the opinions we have formed.

### Responsibilities of the Trustees for the Performance Report

The Trustees, on behalf of the entity, are responsible for:

- Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance
- The preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board
- Implementing necessary internal control to enable the preparation of the performance report that is fairly presented and free from material misstatement, whether due to fraud or error; and

- Assessing the entity's ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations, or have no realistic alternative but to do so.

### Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of the performance report.

As part of an audit in accordance with ISAs (NZ), the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the performance report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Concludes on the appropriateness of the use of the going concern basis of accounting by the Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the performance report or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluates the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

**Aurora Financials Limited**  
Qualified Statutory Auditors  
Wellington, New Zealand  
22 June 2018

The auditor communicates with management and the Trustees, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies identified in internal control.

From the matters communicated with management and the Trustees, the auditor determines those matters that were of most significance in the audit of the performance report and are therefore the key audit matters. The auditor describes these matters in the auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, the auditor determines that a matter should not be communicated in the auditor's report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.



# STATEMENT OF FINANCIAL PERFORMANCE

YEAR ENDED 31 MARCH 2018

	Note	31 March 2018	31 March 2017
<b>Revenue</b>			
Donations, fundraising and other similar revenue	3	251,047	256,502
Revenue from providing goods or services	3	84,839	40,296
Fees, subscriptions and other revenue from members	3	70,505	71,141
Interest, dividends and other investment revenue	3	4,554	3,787
<b>Total revenue</b>		<b>410,945</b>	<b>371,726</b>
<b>Expenses</b>			
Volunteer and employee related costs	4	285,018	258,116
Costs related to providing goods or services	4	96,393	91,438
Other expenses	4	11,867	2,273
<b>Total expenses</b>		<b>393,278</b>	<b>351,827</b>
<b>Surplus for the year</b>		<b>17,667</b>	<b>19,899</b>

# STATEMENT OF CASH FLOWS

AS AT 31 MARCH 2018

	Note	31 March 2018	31 March 2017
<b>Cash flows from operating activities</b>			
Donations, fundraising and other similar receipts		256,482	279,007
Receipts from providing goods or services		87,114	56,759
Fees, subscriptions and other receipts from members		73,881	46,445
Interest, dividends and other investment receipts		4,524	3,888
Net GST		2,602	(1,680)
Payments to suppliers and employees		(383,529)	(353,231)
<b>Net cash flows from operating activities</b>		<b>41,074</b>	<b>31,188</b>
<b>Cash flows from investing and financing activities</b>			
Receipts from the sale of property, plant and equipment		—	—
Acquisition of property, plant and equipment		—	—
<b>Net cash flows from investing and financing activities</b>		<b>—</b>	<b>—</b>
Net increase / (decrease) in cash		41,074	31,188
Cash and cash equivalents at the beginning of the year		179,779	148,591
<b>Cash and cash equivalents at the end of the year</b>	<b>5</b>	<b>220,853</b>	<b>179,779</b>

# STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2018

	Note	31 March 2018	31 March 2017
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5	220,853	179,779
Trade and other receivables	5	81,144	49,310
<b>Total current assets</b>		<b>301,997</b>	<b>229,089</b>
<b>Non current assets</b>			
Property, plant and equipment	6	4,593	3,004
<b>Total assets</b>		<b>306,590</b>	<b>232,093</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5	50,535	34,082
Income in advance	5	137,148	96,771
<b>Total liabilities</b>		<b>187,683</b>	<b>130,853</b>
<b>Net assets</b>		<b>118,907</b>	<b>101,240</b>
<b>Equity</b>			
Accumulated surplus		18,907	21,240
Reserves	7	100,000	80,000
<b>Total equity</b>		<b>118,907</b>	<b>101,240</b>

This performance report has been approved by the trustees, for and on behalf of Wellington Volunteer Centre:

**Dated: 22 June 2018**

Trustee



Trustee



# STATEMENT OF MOVEMENTS IN EQUITY

YEAR ENDED 31 MARCH 2018

	Accumulated surplus	Reserves	Total equity
<b>At 1 April 2016</b>	6,341	75,000	81,341
Surplus for the year	19,899	5,000	19,899
Transfers to reserves	(5,000)		—
<b>At 31 March 2017</b>	<b>21,240</b>	<b>80,000</b>	<b>101,240</b>
Surplus for the year	17,667	20,000	17,667
Transfers to reserves	(20,000)		—
<b>At 31 March 2018</b>	<b>18,907</b>	<b>100,000</b>	<b>118,907</b>

These statements must be read in conjunction with the notes to the performance report and the audit report.

# NOTES TO THE PERFORMANCE REPORT

YEAR ENDED 31 MARCH 2018

## 1. GENERAL

Wellington Volunteer Centre (the **entity**) is a charitable trust that is domiciled in New Zealand and is registered with the New Zealand Charities Commission.

The entity's principal activity is championing volunteering to build the capacity and capability of communities in Greater Wellington. During the year ended 31 March 2018, there was no material change in the nature of the entity's principal activity.

This performance report was authorised for issue by the trustees on 22 June 2018.

## 2. STATEMENT OF ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the performance report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

### Basis of preparation

The performance report has been prepared under the historical cost convention.

The entity 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 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.

The trustees believe that the basis of preparation for the performance report is appropriate and the entity will be able to continue in operation for at least 12 months from the date of this statement. Accordingly, the trustees believe that the classification and carrying amounts of the assets and liabilities as stated in the performance report are appropriate.

### Tier 2 PBE accounting standards applied

The entity has not adopted any Tier 2 PBE Accounting Standards in the preparation of the performance report.

### Changes in accounting policies

There have been no changes in the entity's accounting policies since the prior financial year.

### Comparative figures

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year. Where necessary, amounts relating to prior years have been reclassified to facilitate comparison and to achieve consistency in disclosure with current year amounts.

### Goods and services tax

All amounts are shown exclusive of Goods and Services Tax (GST), except for receivables and payables which are stated inclusive of GST.

### Operating leases

Where the entity is the lessee, the lease rentals payable on operating leases are recognised in the statement of financial performance over the lease term.

Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to the statement of financial performance on a straight-line basis over the lease term.

### Income tax

The entity is exempt from New Zealand income tax because it is a registered charity and has fully complied with all statutory conditions for tax exemptions.

### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and at bank which are stated at face value.

## Trade and other receivables

Trade receivables are recognised and carried at the original invoice amount less any allowance for impairment of these receivables. An allowance for impairment of receivables is established when there is objective evidence that the amount will not be collected according to the original terms of receivables. This allowance is based on a review of all outstanding amounts at year end. Bad debts are written off during the year in which they are identified.

## Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

Depreciation is calculated to allocate an asset's cost to its residual value over its estimated useful life. The residual values and useful lives of assets are reviewed, and adjusted if appropriate, at each balance sheet date.

The following depreciation rates have been adopted in line with those permitted under the Income Tax Act 2007:

### *Furniture and Fittings:*

15.6% to 19.2% Diminishing Value

### *Computers and Office Equipment:*

16% to 67% Diminishing Value

Gains and losses on disposal are determined by comparing the proceeds with the asset's carrying amount. These are included in the statement of financial performance.

## Trade and other payables

These amounts represent liabilities for goods and services provided to the entity prior to the end of the financial year and which are unpaid at the reporting date.

Liabilities for wages and salaries and annual leave are recognised and measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date.

## Income in advance

These amounts represent income received during the financial year which relate to the next financial year.

## Donated services

The entity is dependent on the voluntary services of many volunteers. Due to the difficulty in determining value with sufficient reliability, donated services are not recognised in the performance report.

### 3. ANALYSIS OF REVENUE

	31 March 2018	31 March 2017
<b>Donations, fundraising and other similar revenue</b>		
ANZ Bank Limited	—	5,000
Betty Campbell Trust	8,500	8,500
CCM Architects	5,000	5,000
Celia Wade Brown	—	1,000
Christine Taylor Foundation	1,500	—
Department of Internal Affairs – COGS	14,000	12,500
Department of Internal Affairs – Settling in Fund	—	4,824
Department of Internal Affairs – Support for Vol Fund	57,812	19,745
First Sovereign Trust	1,127	2,125
Four Winds Foundation	3,323	6,000
Geoffrey Marsland	—	5,000
Holcim New Zealand	5,000	1,000
Hutt City Council – Community Development Fund	10,000	6,348
Hutt Mana Charitable Trust	3,500	2,582
Infinity Foundation	—	2,000
John Ilott Charitable Trust	2,000	1,500
Lion Foundation	12,794	18,336
Lottery Grants Board	30,000	30,000
N & P Ramsay	—	5,000
Nikau Foundation	18,164	15,077
New Zealand Community Trust	—	3,000
Olwen Taylor	—	5,000
Other Donations	287	1,914
Pelorus Trust	3,000	1,000
Porirua City Council	—	12,000
Pub Charity	—	1,671
Sargood Foundation	—	3,500
Sue Hobbs and Chris Streatfield	—	5,000
Tai Shan Foundation	10,000	10,000
T G Macarthy Trust	4,500	4,500
Tindall Foundation	—	3,000
Trust House Foundation	6,000	6,880
Upper Hutt City Council	—	1,500
Victoria University of Wellington	8,000	—
Wellington City Council	36,540	36,000
Wellington Community Trust	10,000	10,000
	<b>251,047</b>	<b>256,502</b>
<b>Fees, subscriptions and other revenue from members</b>		
Fees and subscriptions from NFP members	36,445	32,036
Fees and subscriptions from Corporate members	34,060	39,105
	<b>70,505</b>	<b>71,141</b>
<b>Revenue from providing goods or services</b>		
Ministry of Social Development – Work and Income	59,170	24,250
Training fees	19,966	14,154
Office sublease	4,485	—
Consultation services	1,218	1,820
Book sales	—	72
	<b>84,839</b>	<b>40,296</b>

	31 March 2018	31 March 2017
<b>Interest, dividends and other investment revenue</b>		
Interest	4,554	3,787
	<b>4,554</b>	<b>3,787</b>

#### 4. ANALYSIS OF EXPENSES

<b>Volunteer and employee related costs</b>		
Salaries and wages	274,529	248,507
Volunteer costs	6,382	6,674
Staff training and recruitment	3,517	2,238
ACC levies	590	697
	<b>285,018</b>	<b>258,116</b>

<b>Costs related to providing goods or services</b>		
Rental of premises and moving costs	48,716	51,527
Client training costs	14,629	10,665
Travel and meeting costs	10,840	8,485
Telephone and internet	7,366	8,075
Premises costs	7,299	5,561
Printing and photocopying	3,822	2,660
Office supplies and insurance	1,796	3,242
Advertising	1,539	660
Postage and courier	386	563
	<b>96,393</b>	<b>91,438</b>

<b>Other expenses</b>		
Fundraising consultants	9,477	—
Depreciation and assets written off	1,375	1,408
Bank / professional / membership fees	1,015	865
	<b>11,867</b>	<b>2,273</b>

## 5. ANALYSIS OF ASSETS AND LIABILITIES

	31 March 2018	31 March 2017
<b>Cash and cash equivalents</b>		
Term deposits	110,000	105,000
Current account	84,024	4,430
Deposit account	26,829	70,349
	<b>220,853</b>	<b>179,779</b>
<b>Trade and other receivables</b>		
Trade receivables	74,096	40,705
Prepayments	6,360	7,947
Bonds receivable	518	518
Accrued interest	170	140
	<b>81,144</b>	<b>49,310</b>
<b>Trade and other payables</b>		
GST payable	19,402	13,137
Annual leave accrual	17,816	14,910
Trade payables	7,374	2,031
PAYE payable	5,387	3,511
Accrued expenses	556	493
	<b>50,535</b>	<b>34,082</b>
<b>Income in advance</b>		
Lotteries Grants Board	50,000	30,000
NFP membership fees	36,223	25,661
Corporate subscription fees	18,345	17,104
Victoria University of Wellington	12,000	—
Wellington Community Trust	10,000	10,000
Nikau Foundation	6,303	9,467
Work and Income accrued revenue	2,900	—
Training fees	1,278	1,039
Lion Foundation	99	—
Hutt Mana Charitable Trust	—	3,500
	<b>137,148</b>	<b>96,771</b>

## 6. PROPERTY, PLANT AND EQUIPMENT

	Opening carrying amount	Additions	Disposals	Depreciation	Closing carrying amount
<b>2018</b>					
Furniture and fixtures	1,533		114	229	<b>1,190</b>
Computers (and software)	680	2,597	49	757	<b>2,471</b>
Office equipment	791	368		227	<b>932</b>
	<b>3,004</b>	<b>2,965</b>	<b>163</b>	<b>1,213</b>	<b>4,593</b>
<b>2017</b>					
Furniture and fixtures	1,864		33	298	<b>1,533</b>
Computers (and software)	1,365			685	<b>680</b>
Office equipment	1,183		73	319	<b>791</b>
	<b>4,412</b>	<b>—</b>	<b>106</b>	<b>1,302</b>	<b>3,004</b>

## 7. RESERVES

	31 March 2018	31 March 2017
Reserve fund	100,000	80,000
<b>Total reserves</b>	<b>100,000</b>	<b>80,000</b>

The reserve fund is comprised of 2.8 months of operating costs. The reserve fund was created to accumulate reserves up to six months of operating costs.

## 8. COMMITMENTS AND CONTINGENCIES

### Commitments

Total commitments for future lease rental agreements which have not been provided for in the performance report are as follows:

	31 March 2018	31 March 2017
<b>Office lease commitments</b>		
Within 1 year	21,407	42,359
Between 1 to 5 years	—	17,728
<b>Total commitments</b>	<b>21,407</b>	<b>60,087</b>

### Contingent liabilities and guarantees

There are no contingent liabilities or guarantees as at balance date. (2017: \$Nil)

## 9. RELATED PARTY DISCLOSURES

There were no transactions involving related parties during the financial year. (2017: \$Nil)

## 10. EVENTS AFTER BALANCE DATE

No events occurred after the balance date that would have a material impact on the performance report. (2017: \$Nil)





**VOLUNTEER WELLINGTON | TE PUNA TAUTOKO**  
Your Community Connector



**Volunteer Wellington**  
**Te Puna Tautoko**

YOUR COMMUNITY CONNECTOR