

Your community CONNECTOR

VOLUNTEER WELLINGTON | TE PUNA TAUTOKO



→ VISIT US AT www.volunteerwellington.nz → EMAIL info@volunteerwellington.nz

Celebrating the diversity of volunteers and volunteering

National Volunteer Week – 16–22 June

Whiria te tangata – weaving the people together



National Volunteer Week celebrates the collective contribution of the 1.2 million volunteers who enrich Aotearoa New Zealand. This year's theme is *Whiria te tangata – weaving the people together*.

Volunteering is a powerful movement. When we volunteer our time we send a message about what is important in our communities. This *National Volunteer Week* we celebrate the diversity of volunteers and volunteering, Mahi Aroha and social action in Aotearoa. We celebrate everyone who creates connections in their own communities from the Marae to the Mosque, from our biggest cities to our most remote communities.

Join us this *National Volunteer Week* to stand together in our differences and choose to connect.

At **Volunteer Wellington's National Volunteer Week** event on 19 June, we celebrate an incredible year of Employee Volunteering. Once again we will be hosted by KPMG for an awards evening to mark the culmination of the **Victoria University of Wellington Corporate Challenge**.

The United Nations Sustainable Development Goal number 11 – *sustainable cities and communities* – has been the focus this year.

The Challenge period now runs for 12 months, which means there will be even more volunteering efforts to celebrate.

One of our key partners in 2018/19 has been St Vincent de Paul, an organisation who use profits from recycled goods for essential programmes in the community.

We have also sent volunteers to a large number of conservation projects that ensure we sustain the biodiversity of our city. Perhaps the most unique project involved a team of volunteers from ANZ working on the Hikitia barge on the waterfront – this historic floating crane would come in handy in a major emergency.

Key speakers at this exciting event include His Worship the Major Justin Lester and Wendy Lerner – Provost Victoria University of Wellington. They will reflect on the value of volunteering partnerships with **Volunteer Wellington** which contribute to a civil society and a more sustainable future.



ANZ employee working on the Hikitia barge

Covering the region

VOLUNTEER WELLINGTON: A special promotional two page supplement has been organised in the Dominion Post. Look out for it on **Wednesday 19 June**. It is always a bright, catchy page highlighting the power of volunteering and communities. Limited advertising space is available so be in quick if you would like to promote your organisation and acknowledge volunteer contribution. For more information email jo@volunteerwellington.nz

VOLUNTEER PORIRUA: Join us for a celebration of volunteering, diversity, and the weaving together of cultures outside the Porirua Library, in the Spine of Pataka, **Friday 21 June** from 11.30 – 1.00pm. Community groups will set up displays, and will be available to talk to the public about their work and the volunteering opportunities they offer. Porirua groups that would like to be involved email Julia – managerporirua@volunteerwellington.nz

VOLUNTEER HUTT is celebrating this special week on **Tuesday 18 June from 11am to 1pm** with an interactive event that explores *Whiria Te Tangata – Weaving the People Together*. Held at the James Coe rooms at the Dowse people from diverse organisations, together with the general public, will depict the ways we connect with each other through events, speech, food, art, symbolism, shared experiences and successes. This promises to be a fun occasion as we look at how we interact with each other across our society and how we can create a more cohesive, inclusive community. Further information email Katie – managerhutt@volunteerwellington.nz

CHAIR'S COLUMN



This year's National Volunteer Week theme *Whiria te tangata – weaving the people together*, National Volunteer Week, focuses on celebrating the diversity of

volunteers and volunteering, Mahi Aroha and social action that weave people and communities together.

Now more than ever, as a volunteering community we commit to manaakitanga and whakawhanaungatanga. At **Volunteer Wellington** we are committed to caring and to building meaningful, enduring and inclusive relationships across our differences; and to make space for diverse voices. Our organisation prides itself in recognising the positive contributions people can make by playing a key role in connecting volunteers with communities and in supporting member organisations to deliver on their mission.

Wellington is a diverse and dynamic city. Managing diversity is a wide-reaching approach in which we include different perspectives and processes so that the work of the group or organisation can be as effective as possible while serving as wide a range of people as possible. Diversity should be at the heart of volunteer involvement – not an add-on to normal practice.

Over the past few weeks we have been recruiting for new board members who are prepared to dedicate their time and expertise to help shape the future of our organisation. We were impressed by the calibre of candidates that have applied for the trustee positions through **Volunteer Wellington's** recruitment process. I would like to take this opportunity to encourage you all to make full use of the range of services from **Volunteer Wellington**, including advertising voluntary roles through our platforms.

In closing, I would like to thank you all in our joint effort to create a diverse, inclusive, caring, kind and connected future.

Kia kaha,
Ming-chun Wu

Celebrating migrant volunteering Volunteer Connect Awards 2019



2018 Volunteer Connect Awards recipients

The Volunteer Connect Awards, which celebrate migrant volunteering, is always a wonderful event and a highlight of **Volunteer Wellington's** year. They are held annually in partnership with English Language Partners and Citizens Advice Wellington.

The 2019 awards will be presented by Deputy Mayor Jill Day on 18 July, 5.30 – 7 pm at the Southern Cross

Hotel in Abel Smith Street. Coming together with an 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 who have connected with their new communities. 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.

We are now putting the request out to our community members to nominate volunteers from a migrant background working for your organisations to receive an award certificate and be part of this inspirational event. To find out more about the Volunteer Connect Awards, contact Jo Nixon – jo@volunteerwellington.nz

Valued colleagues farewelled

Our team farewelled Aileen Davidson who left **Volunteer Wellington** recently after two and half years in the manager programmes role. Her community development background and her life-long involvement in grass roots communities had a strong influence on her work at **Volunteer Wellington**. We are grateful for the significant contribution Aileen made to further develop our programmes and initiate new projects. Aileen has moved on to her next chapter where she continues to have a positive impact on Wellington's communities through her work at Red Cross Refugee Services.

We also farewelled grant writer Katherine Narbey who joined us six months ago to support our fundraising programme. Katherine made a valuable contribution to **Volunteer Wellington** and we wish her all the best with her career development.



The Volunteer Wellington team farewell Aileen Davidson

→ THANK YOU FOR FUNDING AND SUPPORT

Betty Campbell Trust, Christine Taylor Foundation, COGS, Department of Internal Affairs Support for Volunteering Fund, Roy Ferguson, First Sovereign Trust, Four Winds Foundation, Havana Coffee, Hutt City Council, Hutt Mana Charitable Trust, John Ilott Charitable Trust, Lion Foundation, Lottery Community, Ministry of Social Development – Work and Income, Nikau Foundation, Pelorus Trust, Sargood Bequest, Tai Shan Foundation, T G McCarthy Trust, Trust House Porirua, Victoria University Wellington, Wellington City Council, Wellington Community Trust **IN-KIND SUPPORTERS:** CSG Technology, *Kapi-Mana News*, minimum graphics, St John's in the City Presbyterian Church, Southern Cross Garden Bar, Vertia

→ EMPLOYEE VOLUNTEERING PARTNERS

ACC, AJ Park Ltd, ANZ Bank NZ, BECA Ltd, IAG New Zealand, IBM New Zealand, KPMG, MAS, Massey University College of Creative Arts, Mercer Ltd, Ministry of Business Innovation and Enterprise, NZI, NZ Post Group, Parliamentary Counsel Office, Pynenburg & Collins Architects Ltd, The Treasury, Victoria University Wellington, Vocus Group, Wellington Electricity, Z Energy

→ FRIENDS OF VOLUNTEER WELLINGTON

BUSINESS FRIENDS: Symonite Wellington Ltd, Mosquito Consulting Services Ltd, House of Sabra
INDIVIDUAL FRIENDS: Sue Hine, Sue Hobbs, Ann Hodson, Colin Hyde, Pat Lakeman, Helen Middleton, Raewyn Sinclair, Chris Streatfield, Olwen Taylor, Celia Wade-Brown

Training topics for all...

MONDAY 24 JUNE

Conflict coaching

This practical workshop provides managers and leaders with skills and confidence to coach staff, both paid and volunteer, through conflict when it occurs. By the end of the workshop you will be able to:

- understand your own response to conflict
- extend your coaching model to explore the fundamentals of the conflict
- use strategies to prevent conflict in your organisation
- develop purposeful micro communication skills
- grow your courage when faced with conflict
- exert your concerns and gain commitment to going forward
- learn about other conflict management options

Further information and registration [here](#)

10 SEPTEMBER

Leading community-led change

Community-led development challenges our way of thinking, acting and leading. We need leadership from lots of different people, not just from a few exceptional people we call leaders. This workshop explores approaches and tools for thinking, acting and leading in complex situations, where leadership is possible for anyone committed to continuous learning on the job. In this workshop you will:

- Recognise your leadership strengths as an active citizen in your community.
- Identify strategies for growing the leadership of a diversity of people.
- Explore tools and strategies to make sense of challenging leadership situations.
- Apply frameworks that help you decide how, where and if you might act in complex situations.

Further information and registration [here](#)

Top Tips for successful volunteer engagement

TOP TIPS

Excerpt from: *Volunteers: how to get them, how to keep them*, Helen Little

A volunteer needs a good reason for doing the task. If work is not meaningful, don't ask volunteers to do it. Volunteers need to know that their contribution is important. They find time to work on projects that contribute to goals that they support. They are motivated when they gain in some way—a new skill, new relationships, a feeling that what they did made a difference.

Tell the volunteers that what they are doing is important to the organization. Help them understand the importance of their contribution—how each task fits into a bigger project or objective. Tell them what's at stake if the work is not done well and on time. Remind them of what's in it for them, based on their reasons for volunteering. Volunteers are more likely to complete tasks and do so on time when they know that others are counting on them. By communicating the importance of the task to volunteers, and by letting them know that others are counting on their contribution, they will feel a greater sense of importance and give a greater level of commitment to the task.

Never assume that volunteers know they are appreciated. Recognition of their contributions should be part of the formal and informal operations of the programme. Volunteers who do not receive frequent feedback and recognition begin to wonder if they are doing a good job and if anyone cares about the work they do. This often creates an unmotivating climate, and can result in high volunteer attrition.



Curiosity and conversation at Volunteer Wellington's May Volunteering Meetup

Speaking up about volunteering

A buzz of conversation, curiosity and enthusiasm make for a welcoming environment at the **Volunteer Wellington** volunteering meetups held on the 2nd Tuesday of the month at the Southern Cross hotel.

Volunteer seekers who come along to the events are always surprised at the wide range of volunteering opportunities available through our database of community organisation members. At the recent May meetup three of our community members, Ignite Sport, Pablos Art Studio and Arthritis NZ spoke enthusiastically about their organisations and the voluntary roles they have available. Connections were made on the spot and a new group of volunteers recruited!

An attendee at a recent meetup said: *'I didn't know there was so much going on in the Wellington community. I came to keep my partner company and have just signed up with one of the community groups.'*

If you would like to promote your organisation and voluntary roles at one of the monthly volunteering meetup events, contact

jo@volunteerwellington.nz

Volunteer Wellington was thrilled to receive \$500 through our [givealittle](#) page this week from a donor.

'Volunteer Wellington is an amazing group, connecting, valuing and changing lives.'

Welcome to new manager member services/volunteers



Jo Nixon has joined the **Volunteer Wellington** team as the new Manager Member Services/Volunteers. She

comes from a background in Learning and Development and has worked for private and public sector organisations large and small. One of her greatest achievements has been raising two human beings who are confident, happy, curious and future leaders!

Jo has always been involved in volunteering and most recently in the communities of Kilbirnie and Mornington. These recent volunteering roles have helped Jo to create networks, gain experience and transition into her current permanent position.

Jo says 'Having been a volunteer I know the amazing experiences, challenges, self-awareness and results that can come from giving your time to others. I am very excited to be working for an organisation that has the ability to make a positive contribution to our community every day.'

Contact Jo for any of your volunteering needs, whether it be support and advice on developing your volunteer programme, thinking creatively about involving volunteers, refreshing your current roles ... she would love to hear from you.

Email jo@volunteerwellington.nz

VOLUNTEER PROFILE

A push in the right direction

Hiyam and Zeinab Ali, two sisters with refugee backgrounds, came from their home in Sudan to New Zealand nearly 10 years ago. It's been difficult to navigate some of the challenges they have faced – particularly those associated with finding employment.

On the suggestion of a **Red Cross** work broker (both sisters are Work and Income clients) they came to **Volunteer Hutt** to find volunteering roles which would give them experience as well as opportunities to hone their English. They were also keen to volunteer, both said, because they wanted to give back to a community that was so generous upon their arrival. Now they are paving their way side by side at **Volunteer Hutt** as volunteer interviewers, helping place others in volunteer roles that fit their needs.

Hiyam has been to school here and studied Political Science and International Relations at Victoria University. A short-term internship with Z Energy has given her some work experience; but full-time employment remains hard to find. 'I want to work as a humanitarian,' she says.

Zeinab's only exposure to a work

environment in the 10 years she's been here is her current volunteering role. 'I am qualified to be an accountant and I was working in Sudan but it's not easy to find a job here,' she says. Both women are competent and share an ambition for full-time employment. But they have been faced with difficulties in their new home which has bruised their confidence.

Therefore it was reassuring to find that the sisters were adamant about the palpable change in their confidence since they began volunteering at **Volunteer Hutt**. Says Hiyam, 'I was terrified of phone calls when I started but I faced the fact and just went for it! I went from having a low voice to being assertive and that really helped in my internship.' Zeinab agrees that 'being face to face with people' is a push in the right direction.

Prior to **Volunteer Hutt**, volunteering was uncharted territory for Hiyam and Zeinab. They are grateful for the opportunity. 'The friendly and supportive work environment makes the role even more exciting. Even when I get a job I'll never stop volunteering,' Hiyam says.

The 'give back' experience which first took the sisters to **Volunteer Hutt**, has turned out to be a major booster for their confidence, interpersonal skills, as well as a reciprocal sharing of cultural awareness and sensitivity.

STORY AND PHOTO BY RICHA KOHLI



The golden 24 to 48-hour rule

If you want to give a negative impression of your organisation don't respond within 24 to 48 hours to a volunteer's application to work for your organisation.

Responding within this time is not simply a matter of common courtesy. Enthusiasm tends to wane with time, and the longer you wait to respond, the more you risk losing potential volunteers. Your delay in responding could be interpreted as indifference or a sign of ineptness.

If you are in the midst of a busy time, respond quickly to acknowledge this and to explain when you will be in contact again. The worst possible thing you can do when a volunteer contacts you is nothing. Such a first impression can lead to negative word of mouth about your organisation.

Volunteer Wellington's aim is to ensure that volunteering is accessible to all and a positive experience for both the volunteer and the organisation; so please show your appreciation and return volunteers' calls/emails/applications within 24 to 48 hours.

If time is an issue for you, recruit a volunteer to respond to volunteer referrals/applications by registering that specific role with us.

→ CONTACT US



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