

Your community CONNECTOR

VOLUNTEER WELLINGTON | TE PUNA TAUTOKO



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



Change the Tune!

International Volunteer Managers Day 2019



20th anniversary for International Volunteer Managers Day!

IVMDay is a chance to recognise and celebrate the vital work managers of volunteers provide to volunteers and volunteer-involving organisations through effective volunteer strategy, culture, communication and resources. Without this work, volunteers' time, talents and efforts would be wasted.

This year's theme **Change the Tune!** reflects the frustration experienced in many volunteer management circles, where we continue to have the same struggles and discussions year after year.

A light-hearted title but with serious undertones. This year's theme is a chance for us to think differently about how volunteer leadership is positioned – in the hope that we can change the dialogue ... and the general tone of our culture and place in the world

To celebrate and recognize Wellington's Managers of Volunteers we invite you to an inspiring breakfast event at KPMG on Tuesday 5 November from 7.30–9am. The theme **Change the Tune!**

has sparked many ideas for our small team of Managers of Volunteers who are planning a fun celebratory event.

Join us for delicious food, enjoyable networking and fun activities. You will head off to work feeling inspired, connected and energised!

Diary Tuesday 5 November now and ask your CEO, colleagues, managers and board members to support you by joining us at the event. Invitation coming soon...



EVAKAPRINAY

Working together is the most creative, fun and effective way of changing the tune!



**INTERNATIONAL
VOLUNTEER DAY
2019**

THURSDAY 5 DECEMBER

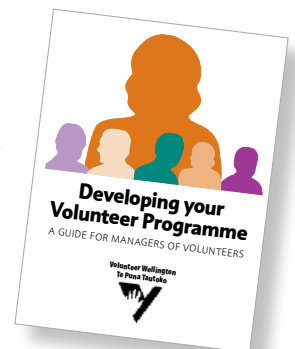
Another key date to diary. Get your creative juices going with ways to thank and acknowledge your volunteer teams come December. More information to come ...

Top Tips from the Volunteer Centres Network Aotearoa

- Be creative with voluntary role descriptions and use a snappy title to get people's attention. eg. Pooper-Scooper with a Smile.
- Write job descriptions so that potential volunteers can see themselves in the role.
- Tap into the motivation of the volunteer. What's in it for them?
- Start with the person, rather than the task. Ask "What can you/would you like to offer?"
- Make time to ensure that new volunteers are inducted well.
- Consider a good induction as an investment.
- Ensure volunteers understand how they contribute to the wider vision.
- Ask potential trustees to spend time in the office / programme before agreeing to join the board

- Share how the volunteers' efforts have impacted the communities you serve
- Ask volunteers for their input in decision making.
- Diarise regular catch-ups with volunteers or small groups of volunteers to get feedback on specific topics.

Make use of **Volunteer Wellington's** *Developing your Volunteer Programme: A guide for Managers of Volunteers* which is full of tips, tools and resources for each aspect of your volunteer programme – from set up to ongoing management. Access the guide and other resources [here](#)



CHAIR'S COLUMN



Volunteers and the amazing work that they do are critical to the running of not-for-profit organisations. Most people recognise the contribution of

volunteers, but volunteering does not succeed in a vacuum. Volunteer work is guided by managers who play an important role to ensure a volunteer programme is effective, engaging, fulfilling, and positive for everyone involved.

This is why we celebrate International Volunteer Managers Day (IVMD) on 5 November each year to let those professionals know that the spirit of volunteerism is enhanced and enabled by them – and to thank them.

The theme for IVMD this year is **Change the Tune!** to challenge our perceptions on volunteering and how it's changing.

At **Volunteer Wellington** we have a focus on building the capability of managers of volunteers through our professional development programme, which provides a wide range of training and support services for community organisations.

A well-run volunteer programme shows the community, including potential donors, that the organisation is not afraid of public scrutiny and involvement and endeavours to make the most efficient use of monetary assets. For leaders and board members, IVMD provides a timely reminder for us to review how well supported and resourced our volunteer programmes are; and to ensure contributions made by volunteers is reflected in our organisation's strategic plan and goals.

We thank KPMG for hosting **Volunteer Wellington's** IVMD celebration again this year and invite board members and CEOs to attend this event to show your support and appreciation for the hard mahi of managers of volunteers.

Kia kaha,
Ming-chun Wu

22 OCTOBER

Keeping it Legal

Volunteering and the Law – an overview and update

So many laws touch on how to treat volunteers and laws are constantly changing. Make sure you are up with the play – come along to this interactive half day workshop to get an update on Health and Safety cases, an overview of the Privacy Bill and learn about the many other areas where volunteers and the law interact. Topics covered include:

- Legally who is a volunteer?
- Health and Safety
- Privacy Bill
- Human rights and discrimination
- Police vetting
- Volunteers transporting passengers.

To find our more and register...

13 NOVEMBER

Effective orientation and training

There is a direct correlation between a volunteer's performance and the orientation and training they receive when starting in their role. Through interactive discussions this session will identify the key components of a thorough orientation and how to identify task-specific training for the volunteer's role.

Included will be practical tips so that new volunteers are well informed and confident to join the organisation. Ongoing training will be discussed and participants will leave with a good understanding of how to set up training sessions that are informative and fun.

To find our more and register...



At Volunteer Wellington's spring lunch, Kate and Fred from community organisation member Kaicycle, talked about how a thorough – and ongoing – orientation was leading to motivated volunteers and flourishing organisational development.

Look out for our 2020 Training Survey!

Look out for our Training survey... Start thinking about your professional development needs for 2020. Make sure you complete our training survey coming to you soon and be in to win!

Community Toolkit

The Community Toolkit is a practical legal resource designed to support organisations working in the community (not-for-profit) sector. It's aimed at those who are planning to set up a new community group, or are reviewing how their existing community group is structured and organised, or are involved in managing an existing community group and want information about their group's legal powers and obligations.

This resource has been developed by Community Law Wellington Hutt Valley with funding support from Wellington City Council <http://communitytoolkit.org.nz/>

Volunteering takes the cake!

'Thank you' cupcakes say it all.

Volunteer Hutt was thrilled to receive a delightful acknowledgement of the work they have done with students from Wainuiomata High School, by this gift of 'thank you' cup cakes (pictured).



It has been great to be able to support their year 12 and 13 students assess what they might consider for study or work, as they reach the end of their secondary schooling by getting some experience in their chosen fields of interest.

One student considering architecture was interested to volunteer as a guide for a Modernist Brutalist Architecture exhibition in the Hutt. (1950s architecture); an example of the many meaningful voluntary roles on offer. We look forward to working with the college next year and providing further valuable volunteering experiences for their students in 2020.

Building local relationships

Volunteer Porirua now offers its services to the people of Eastern Porirua from a convenient spot in Waitangirua. The Maraeroa Marae Health Clinic has generously welcomed us to use part of their facility to interview people who are interested in volunteering. We aim to connect people with volunteer roles in the same area, to reduce the need for travel, and build relationships within the community.

Julia, the branch manager of **Volunteer Porirua**, has been visiting schools and community organisations in Eastern Porirua to spread the word. 'I want to make sure everyone knows we're there, every Friday morning. We want to make it as easy as possible for people to find out about volunteering, because we see the difference it makes



Volunteer Porirua manager Julia outside Maraeroa Marae Health Centre ... 'matching local skills with local need'.

to people's lives. Whether the goal is to become more employable, to make new friends, learn new skills, or support the neighbourhood – a volunteer role can offer so much. We're going to match local skills with local need. The idea is to help expand the community services available in this part of the city, improve people's CVs, provide work experience, build social and business networks, and bring Porirua's diverse population into more frequent contact.'

Youth Vanguard members step up to debate challenge

There's nothing like an organised debate to wake up our thinking processes – and stimulate ideas.

On 18 September the Victoria Plus Programme partnered with Victoria Business School and **Volunteer Wellington** to run a public debate about the merits of Corporate Social Responsibility.

More than 80 students, academics and members of the public attended the debate titled *Corporate Social Responsibility is just greenwash*. Prof Ian Williamson, Pro Vice-Chancellor and Dean of Commerce moderated the debate which, based on audience response, ended in a draw.

Two members of the Volunteer Wellington Youth Vanguard, who help to steer the Employee Volunteering programme, stepped up to be part of the debate. 'Participating in the debate was an excellent opportunity to connect with business leaders, academics, and community members. It broadened my understanding of businesses' role in tackling social issues, and what can be done to push this envelope. But, above all, it reinforced the importance of the role that volunteers, such as myself, play.' Joshua Finegan



The teams for the debate

'I thought it was great that even though we were debating different points, a common theme from both sides was that CSR needs to be an activity that businesses don't only pursue for marketing purposes, but to make a tangible difference to their community.' Jordan Lankshear

Both teams ultimately argued that CSR has value, but needs to be refreshed to meet today's social, cultural, environmental and economic challenges. Louise Aitken from Ākina Foundation made an impassioned call for CSR that is grounded in impact. *'Impact that is contributing positive solutions, impact that is codesigned with the people benefiting from that activity, impact that is measured, valued, reported and improved. Without this, CSR is hollow, it is green-wash, and it is generally done for reasons other than for people or the planet. We challenge the attendees to think greater than this – think about a world where our economy is driven by impact. Where the economy contributes to the social and environmental solutions we all need. An economy that has people and the planet at its core. A human economy.'*

The idea for the debate came out of an event the Victoria Plus Programme ran with **Volunteer Wellington** in September 2018 where students and members of the community workshopped the future of employee volunteering.

Our Employee Volunteering programme offers businesses the opportunity to connect with our Community Member organisations – they are a valuable resource that can be harnessed in a variety of ways to help with the work that you do. We are always on the look-out for projects.

Please contact Lyne Pringle ev@volunteerwellington.nz if you have a project for a team of volunteers or a project that requires a specific skill such as a board member or strategic planner.

Peer support ... oasis of calm!

Ever feel isolated and out of your depth! Would you like to discuss issues and your professional development needs with a more experienced mentor? Or join a supportive group of managers of volunteers to discuss concerns, share ideas and resources and experience valuable collegial support. You can access both of these resources through **Volunteer Wellington's** mentoring programme and by joining one of the Managers of Volunteers peer support groups that have been established. If you'd like to know more email jo@volunteerwellington.nz

→ THANK YOU FOR FUNDING AND SUPPORT

Betty Campbell Trust, Christine Taylor Foundation, COGS, Department of Internal Affairs Support for Volunteering Fund, Roy Ferguson, Four Winds Foundation, Havana Coffee, Hutt City Council, Hutt Mana Charitable Trust, Infinity Foundation, John Iltott Charitable Trust, Lion Foundation, Lottery Community, Ministry of Social Development – Work and Income, Nikau Foundation, One 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

Finds the strengths in her volunteer team

Lorraine Sheenagh's (pictured front row) career as a Manager of Volunteers began with a counselling degree from WELTEC. A practicum involving mentoring through **Youthline** and other organisations working with at-risk youth introduced her to the community sector.

She recognized the experience gained through volunteering and her next step was involvement with the broader impact of a busy retail shop – Kilbirnie's Red Cross Shop. There were surprises in store. Combining her knowledge of psychology and now adding the supervision of teams of very different people, Lorraine found she had leadership and management qualities.

'I was so shy at first. It was the skill of my manager that drew me out of myself; gave me more confidence in my abilities.'

When this position became vacant Lorraine was encouraged to apply.

New Kaihautu/ Chief Executive for volunteering

Volunteering New Zealand has appointed a new Kaihautu/Chief Executive, Michelle Kitney, to lead its work promoting, supporting and advocating for volunteering in New Zealand Aotearoa.

Michelle has worked in a leadership capacity in the organisation for a number of years including as Acting CEO. She has previously worked in the public sector and within the training industry and holds several governance leadership roles in the community sector.

Volunteering New Zealand Board Chair Helga Wientjes says the Board is delighted with the appointment.

'I didn't think I was bold enough for such a role but went for it anyway!' For five years she was the manager of both the Newtown and Kilbirnie **Red Cross** stores, with an extraordinarily diverse team of volunteers to lead and direct.

'A baptism of fire,' she said. But quickly she knew her 'strengths-based' approach was going to pave the way for success. 'What did all these volunteers bring from their different backgrounds? How could I delegate out my role? I wanted the organisation to gain value and I wanted the volunteers to feel valued.'

Running two shops efficiently was a 'massive task' and Lorraine knew she would burn out if she didn't increase volunteers' responsibilities – in other words they had to become supervisors and trainers. The methodology worked leading to often vulnerable people becoming proficient and excited about specific tasks they may never have done before.

Early in 2018 Lorraine became manager of **Habitat for Humanity's** 1000 sq metre retail store in Lower Hutt.

With 55 volunteers Lorraine again uses her delegation skills – 'I was pushed and encouraged. I now do the same.' She notes people's interests and discovers their strengths. Trade Me, social media, a truck policy (rules and regulations around pick-up and distribution of goods), supervising of the different floor spaces are all taken on by volunteers.

Buddies who supervise and train others extend Lorraine's role by releasing her from 'having to do everything ... a common mistake in the voluntary sector. The volunteers feel



'I wanted the volunteers to feel valued.'

purposeful – and grateful.'

A group of 14 and 15-year-old boys come in regularly to take photographs for Instagram and Facebook. 'They're hungry to learn and have lots of cool ideas themselves.'

Lorraine talks about the inevitable issues which arise with such a varied workforce. 'Yes there were moments when I felt out of my depth,' she says. 'With one incident I sought out the wisdom of Katie Terris, manager of the nearby **Volunteer Hutt** office. She was incredible. And as a member of the Hutt Peer Support group for managers sharing of such experiences is invaluable. Talking through issues is always the way to find a solution.'

She looks out from her small office to the shop floor – there's a queue at the till, the volunteers are confident. 'They're running the place,' says Lorraine with a grin.



→ CONTACT US

Volunteer Wellington

Level 7, 186 Willis Street, Wellington.
PO Box 24130, Wellington 6142
Tel 499 4570.
Email info@volunteerwellington.nz

Porirua Office

Level 3, Pember House, 16 Hagley Street,
Porirua 5022. Tel 237 5355
Email managerporirua@volunteerwellington.nz

Hutt Office

Level 4, 21–23 Andrews Avenue,
Lower Hutt 5010. Tel 566 6786.
Email managerhutt@volunteerwellington.nz

Visit us at www.volunteerwellington.nz and
<https://www.facebook.com/volunteer.wellington>
REGISTERED CHARITY CC26471

→ 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, NZ Post Group, Parliamentary Counsel Office, Pynenburg & Collins Architects Ltd, The Treasury, Victoria University Wellington, Vinlink Marlborough, 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