

Your community CONNECTOR

VOLUNTEER WELLINGTON | TE PUNA TAUTOKO



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National Volunteer Week 'Te Hua o te Mahi Tahi – The benefit of working together'



National Volunteer Week (NVW) 2020 runs from June 21–27.

This year's theme is 'Te Hua o te Mahi Tahi – The benefit of working together'.

The power and potential of volunteering, Mahi Aroha, and social action shines through at times when our communities are stretched and challenged. New Zealand's COVID-19 response has highlighted courage and kindness in uniting us together.

Now more than ever, as a volunteering community we commit to manaakitanga and whakawhanaungatanga. NVW 2020 is an opportunity for everyone to recognise all volunteers: whether volunteering for an essential service, virtual volunteering, people thinking about volunteering or those that normally volunteer but have stayed home to save lives – every

volunteer is valued and contributes to strengthening our communities

Volunteering NZ have a fantastic array of resources and ideas on [their website](#) for NVW. Do your own thing with these and share them with us – you could even let us know if you want us to play photographer or reporter and cover your event for your social media, newsletter or web page!

Additionally we will be running a Viral Campaign to mobilise Volunteer Wellington supporters to show the heart logo on the palm of your hand in support of volunteering and to share that as a video or photo on your chosen social media channels. And to be involved in chalking hearts and quotes all over pavements in Porirua, Hutt Valley and Wellington at prominent public sites at designated times – we don't want to give too much of this away yet but will be contacting many of you to participate.

Celebrating Employee Volunteering

This year we will celebrate the culmination of the **Victoria University of Wellington Corporate Challenge** on **22 July**. Our Employee Volunteering programme goes from strength to strength as we connect our EV partners with our community member organisations.

The United Nations Sustainable Development Goals of reduced inequalities and life on land, have been the focus this year.

Our key speakers will include His Worship the Mayor Andy Foster and Stuart Brock – Vice Provost (Academic) 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.

Highlights this year include an ambitious project with an entire department in the Ministry of Innovation and Employment where 250 volunteers went out to several of our community members over 3 weeks just prior to we went into lock down.

Another milestone has been the implementation of a volunteering programme for staff at Victoria University. One group went to St Vincent de Paul to do invaluable volunteering in their warehouse.

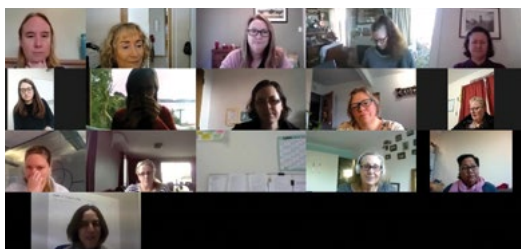
The Employee Volunteering programme is alive and well as we move into our 'new normal' post Covid.

Invite to event coming soon...

Managers of Volunteers connect

We kicked this new venture off to a great start this week with some wonderful sharing of experiences and learning, a whole lot of support extended so we thought we'd do it all again...

Join us at 11am on **Thursday 11 June** – head [over here](#) to register and we'll send



you a Zoom code closer to the time. Then you just need to BYO cuppa, screen and settle in for some valuable personal and professional development. Bring your experiences, bring your questions, and come ready to share!

CHAIR'S COLUMN



As we move into National Volunteer Week (NVW) in June, it is more important than ever before to be looking out for others in this

COVID-19 environment.

During these unprecedented times I want to acknowledge how well the **Volunteer Wellington** team under the leadership of Regional Manager Julie Thomson has managed to continue delivering our services remotely. The team has done an exceptional job in this time of crisis to flexibly work together in a collaborative way maintaining our community connector role.

We were grateful that our **Volunteer Hutt** Manager, Katie Terris, postponed her retirement to support Volunteer Wellington over the lockdown period. Katie has ensured that we were able to smoothly initiate the new manager, Kim Jansen, over this unusual period. Kim is a Hutt local and comes to us with extensive experience in the community and business sectors.

I also want to thank our retiring Board Member, Raewyn Sinclair, for her second stint on the **Volunteer Wellington** Board. Raewyn has had a long association with **Volunteer Wellington** having been an interviewer and mentor on the Board. She has been incredibly generous with her time and in sharing her professional expertise to support our organisation.

While we may not be able to celebrate NVW in large gatherings, we will continue to celebrate and recognise all volunteers with ongoing training, support; and by publishing volunteer profiles.

Te Hua o te Mahi Tahi. Let's work together to ensure volunteers, and those they support are kept safe and well!

Kia Kaha
Ming-chun Wu

Welcome to new Manager of Volunteer Hutt

Kim Jansen has joined the **Volunteer Wellington** team as the new Manager of **Volunteer Hutt**. From Kim, 'I first started volunteering about 10 years ago as an interviewer for Volunteer Hutt. This was my introduction to the not for profit sector where the majority of my paid work has been. I've worked for Arthritis New Zealand, Asthma Wellington and WellElder Counselling.



My volunteering includes the IHC Buddy programme and the Animal Rescue Action Network which rescue and rehome death row pound dogs of which I have two, Buzz and Zara.

I am passionate about holistic health and helping people reach their goals. I am excited by the opportunity my role here at **Volunteer Hutt** offers to help make a difference to our local communities. I look forward to meeting with our community members in the Hutt Valley during the coming weeks as life hopefully returns to some sort of normal.

Donor Fundraising

COVID-19 has changed the volunteering landscape with higher unemployment, changes in the workplace, and an associated increase in virtual connectivity. These are all contributing to greater demands and opportunities for volunteering. We are committed to embracing this challenge. To do so we need to increase our capacity for more activity and outcomes. Specifically we need to:

- maintain/add to our paid staffing hours
- invest more in our digital capacity to reach more people with better and easier engagement online
- diversify our funding streams to have a more sustainable funding mix matched to our current times.

In this environment, Volunteer Wellington's existing funding is being affected by COVID-19's impact on some of our current funders. So like most successful charities we need to expand our fundraising. You will see new initiatives seeking new donors to join our existing regular and cash donors. Please look out for more communications on this or visit our donations page on our [website](#) and support us where you can. That would be fantastic.

We value our donors hugely. As a donor stakeholder you will receive more specific details on the outcomes of your donations from us throughout the year and will be receipted so you can claim tax rebates.

→ 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, Hutt City Council, Hutt Mana Charitable Trust, Infinity Foundation, John Iltott Charitable Trust, Lion Foundation, Lottery Community, Ministry of Social Development – Work and Income, One Foundation, Pelorus Trust, Pub Charity, 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, New World Metro, St John's in the City Presbyterian Church, Southern Cross Garden Bar, Sushi B, Vertia

Donate: your support will enable us to continue to support the Wellington, Hutt Valley and Porirua diverse communities [donate here](#). As always thank you to our existing financial supporters for your support.

→ EMPLOYEE VOLUNTEERING PARTNERS

ACC; AJ Park Ltd; ANZ National Bank; AsureQuality; IAG New Zealand; IBM New Zealand; KPMG; Massey University College of Creative Arts; Mercer Ltd; Ministry of Business Innovation and Employment – Legal; Ministry of Business Innovation and Employment – Capability Services; Ministry of Foreign Affairs and Trade; Ministry of Justice; Parliamentary Services; Pynenberg & Collins Architects; Te Tumu Paeroa; The Treasury, Todd Corporation; Victoria University of Wellington; Vocus Group; Wellington Electricity Corporation; 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

"It's always been about the people" – Farewell to Katie Terris

At **Volunteer Wellington** it is time to farewell Katie Terris who has been the Manager of the **Volunteer Wellington Hutt Valley** office for 14 years.

During this time she has seen the reach of the office grow as well as the kinds of people looking for volunteer roles, particularly people from refugees and migrants backgrounds.

Alongside these changes has been the increased role that **Volunteer Wellington** plays in building capability through training for organizations and managers of volunteers. 'Reaching out to people is very important,' she explains, 'to change people's

perceptions of what they can achieve.' Katie has also noticed that employment patterns have changed over time and this has also affected the flux of volunteering.

She feels that finding a role for a volunteer 'requires careful brokering to tease out the particular skills of that person. This personal touch ensures that the appropriate organization is found for them.'

One of her highlights during these years of service has been working with migrants and refugees.

'There are many migrant stories'. She describes one highly skilled



migrant who had come with his large family from Syria via Dubai, who was feeling depressed and wanted to find a connection with his community. He became an interviewer at **Volunteer Hutt** for other volunteer seekers. Over time he developed a warm ongoing relationship with potential volunteers and Katie. 'Many people have recovered through a volunteering connection.'

Katie was raised in the United Kingdom. Her family valued community engagement, particularly her father who was innovative in adult education, with strong feelings about the need for social equality.

She is deeply embedded in her beloved Hutt community. Her very big heart is reflected in the care that she gives to each and every volunteer seeker coming through the doors. She has also valued the input and friendship with those who have worked as volunteers in the Hutt office

Alongside this is her rich understanding of the various community groups who rely on volunteers to fulfill their social aspirations. Katie 'knows everyone'. She worked for many years in adult education, with playcentre and spent nine years as the wife of the Lower Hutt Mayor. These connections are like gold and can only be accumulated over many tireless years of reaching out and listening to her community. By having her finger on the pulse, she was able to make the right match for volunteer seekers. She is a taonga who will be missed in her role.

Thank you Katie

An invite to Katie's farewell celebration will be sent soon...



'We're all in this together' – Katie hosting one of the many celebratory events she organised during her 14 years as Manager of Volunteer Hutt.

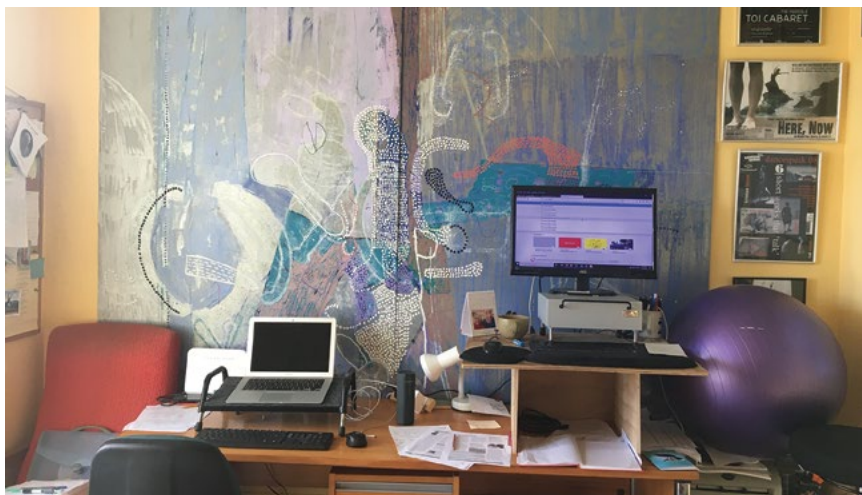
TUESDAY 9 JUNE

Coaching people in a virtual world

How are you and your team navigating our 'new' normal? At times like these your words and actions can help keep people safe, help them cope emotionally and help them navigate their way through the inevitable challenges they are facing. This virtual workshop provides you with skills to get the best out of the people you lead by taking a coaching approach to leadership. It will help you balance results and relationships so that things get done and people are looked after along the way. There is a special section on coaching people through crisis where people may need more intensive support.

The workshop is on **Tuesday 9 June from 1.00pm to 3.00pm** and as a Volunteer Wellington member you get a special rate of \$39+GST. Register now on our [website](#).





Reorganisation can be like dancing! Such as turning a bedroom into an office, learning more technical tricks ... and moving back again as the case may be.

Change for good

2020 eh? It goes without saying that this is going to be one of those years that stays in our memories for a very long time. The ways in which events of the past few months have impacted us are as diverse as we are ourselves. One thing is common to all of us though: at our own pace, we will need to adapt to our changed environment in order to keep thriving.

Wait, what? 'Adapt' is just a fancy word for 'change', right? Contemplating change can cause a knee-jerk reaction, though I tend to think that those niggly feelings of resistance come from negative experiences of change done badly, like having it sprung on us without real consultation or communication. Standing where we are now on the edge of our 'new normal' is the perfect place to review our work and realign it to these new circumstances. This doesn't need to be a grand reorganisation of every little thing you do – it can be a small-scale look at how your organisation dealt (or, just as importantly, didn't deal) with the situations forced on you by the pandemic response.

In [this article](#), writer Suzi Young sets out 5 key ways you can review what you do. I think it gives us a great tool for getting into thinking about why we do what we do, who for, who with and how we communicate. As I've said, I think how change processes are done has far more impact on the way we view change than the change itself, so I'm going to add in a few ideas for how you can make your experience of adapting a positive one:

1. Listen to everyone involved

Every single person who helps make your organisation tick has a perspective. This includes all volunteers and paid staff, and it also includes your clients. When you take the time to listen to and clearly take note of this diversity of insight and experience, you create a complete picture of where things are really at for the organisation and, most importantly, you encourage investment in the change process.

2. Address mistakes

The ability to openly address mistakes or missed opportunities, without attributing blame, invites constructive discussion about how to try again or try differently. When things not quite happening as planned is viewed as a learning opportunity, a culture of open communication and creativity is fostered in teams.

3. Encourage creativity

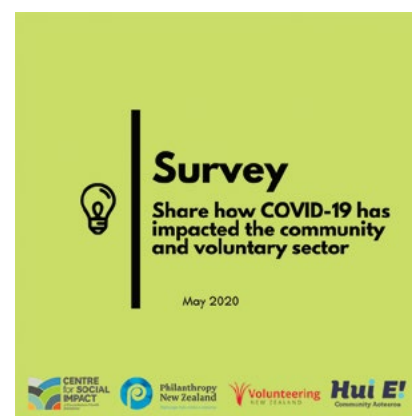
Often creating new volunteer roles is written off as too hard (it's easier to do it myself / I'd need to train them / etc.) but this is one of the greatest ways your organisation can adapt and thrive. What do you really want or need to do? What skills do you already have around you? Is there a new role here? Volunteers bring skills, passion and commitment to your organisation, and whatever ideas for roles you have, there is most likely a volunteer super keen to do it.

We can help you as you adapt to your new normal; in fact, this is what we love to do! Contact your local **Volunteer Wellington** office and we can organise a chat.

Nationwide Survey: COVID-19 impact on Community and Voluntary sector

The Centre for Social Impact, Hui E! Community Aotearoa, Volunteering New Zealand and Philanthropy New Zealand have initiated [this survey](#) as a result of enquiries from a number of sources for information about the impact of COVID 19 on the sector.

Your responses will help to pre-empt, record and respond to the impacts COVID 19 has had. This will help inform discussions and decisions around recovery, support and shaping the future of our sector. The combined story will be shared with funders, Government, supporters and the sector. The survey closes **Friday 12 June**.



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