

ANNUAL REPORT

2019–2020



Volunteer Wellington
Te Puna Tautoko

YOUR COMMUNITY CONNECTOR

Contents

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



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Front cover photos clockwise from top left: A business team from Massey planting in Houghton Bay. Long-time volunteer interviewer Peter Atkinson talks about volunteering roles with a group of new migrants. ‘Volunteering keeps the mind sharp, keeps the communication skills alive,’ says Graham Nelson, volunteer collector with SPCA. Volunteer Wellington staff team meet via Zoom during the lockdown.

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 (mahi aroha)
- 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 more than 370 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 and quarterly Employee Volunteering newsletter
- 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, public and business sectors

Paid staff team

- Julie Thomson, Regional Manager
- Katie Terris, Manager Volunteer Hutt
- Julia Donovan, Manager Volunteer Porirua
- Jo Nixon, Manager Member Services/ Volunteers (to February)
- Claire Teal, Manager Member Services (from February)
- Lyne Pringle, Employee Volunteering Coordinator
- Tracy Ward, Manager Engagement in the Community Programme
- Debra Roche, Office Administrator
- Graeme Milne, Funding Officer
- Anita Hawke, Assistant

Board of trustees

Joy Campbell, Dawn Ferguson, Debbie Gee, Tracy Johnson, Jordan Lankshear, Anton Samoilenko, Raewyn Sinclair, Fiona Smith, Ming-chun Wu (Chair), Jordan Tinsley (Board Secretary)

Key achievements

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

RECRUITMENT AND REFERRAL

2630 formal volunteer seekers – includes those interviewed face-to-face and those referred online

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

7255 volunteer referrals made

VOLUNTEER DIVERSITY AND INCLUSION

429 seeking paid work

122 registered with Work and Income

721 full-time employees

288 part-time employees

514 students

115 retirees

69 unpaid workforce

74 visitors

118 other

455 new migrants

105 people with refugee background

CAPACITY BUILDING IN THE WIDER COMMUNITY

371 active community organization members of **Volunteer Wellington**

15 professional development workshops organised by our three offices (two postponed due to Covid-19)

403 training participants

307 liaison visits and calls with greater Wellington community organization members

35 Managers of volunteers peer support group meetings held in the Wellington region

9 mentor/mentee relationships continued through our Mentor Programme

101 employee volunteer projects with business friends connecting with our community members

1005 employees participating from 20 businesses

PROMOTION AND ADVOCACY

6 bi-monthly newsletters and quarterly Employee Volunteering newsletters produced and distributed to approximately 700 stakeholders

12 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

7 monthly meetups held at Southern Cross Garden Bar to promote volunteering with our community members



Chair's report

It is my pleasure to present the 2019/20 annual report. I am proud of how **Volunteer Wellington** continued to make a difference in the community and voluntary

sector through our services, including the Covid-19 lockdown period. I have been impressed with the mahi that was creatively carried on by the staff (paid and unpaid) admirably led by Regional Manager Julie Thomson.

In our 28th year, **Volunteer Wellington** continued on with its goals to recruit and refer volunteers for community organisations across the Wellington Region. Volunteer diversity and inclusion continued to be our strength and focus, alongside promotion and advocacy, and capacity building of the wider community.

This year we have seen personnel changes in our staff including our Board. I want to acknowledge **Volunteer Hutt** manager Katie Terris who retired this year after 14 years, and board member Raewyn Sinclair, for their professional support and significant contributions to our organisation over the years. I also thank Jo Nixon Manager Member Services for her contribution this year. Fortunately, we had a number of exceptional new staff and board members join our team this year.

Due to the generosity of donors and funders and a lower salary expense, we have achieved a higher surplus than expected. This has enabled us to increase our reserves to 4.2 months of average operating expenditure which moves us closer to our goal of six months' reserves to ensure our organisation's long term financial health. This surplus will increase our resilience as we head into a challenging economic environment.

I look forward with optimism to the year ahead as we work through the consequences of this global pandemic. Together we are making the most of working differently and better.

Finally, I want to extend my appreciation for the continued support of our community members, funders, our business partners, staff, and my fellow board members for continuing to make a positive difference to diverse communities across the wider Wellington Region.

Nga mihi nui
Ming-chun Wu

Diversity, inclusiveness and a need to connect

When Carolyn Stubbs, manager of Thumbs Up, spoke at **Volunteer Hutt's** 2019 International Volunteer Day celebration she mentioned all the key values of the voluntary sector: inclusiveness, respect, reciprocity, taking turns, being grateful, being valued and valuing others.

Whether an organisation exists to support refugees, to safeguard the environment, to give budget advice or to ensure there's a decent meal at the end of the day, these core human ingredients will be included somewhere in the mission statement of all our member community organisations – all 371 of them.

As we completed our 2019–2020 financial year the world was being thrown into disarray by the Covid-19 crisis; but we continued our services, working remotely from home offices across the city. We reached out to our community member organisations to assess their needs for volunteers ... and how they could work according to the various alert levels. We emphasised our support during the difficult times ahead. Staying connected became more important than ever.

Our four goals

The four goals which connect our work are: recruitment and referral, volunteer diversity and inclusion, capacity building wider community, promotion and advocacy ... with volunteer diversity and inclusiveness inherent in every project and programme we initiate.

Every one of our community members – plus several other organisations as well – have been



'Volunteering promotes inclusion and diversity and volunteers play a key role in reducing inequalities in society,' said Julie Thomson (pictured right with councillors, Rebecca Mathews (left) and Deputy Mayor Sarah Free) at **Volunteer Wellington's** celebration of International Volunteer Day on 5 December.

supported throughout 2019–2020 via these goals.

As a resilient and responsive community sector is our overall mission, our quality professional development is always of the utmost importance. Besides workshops and networking events our capacity building programme included managers of volunteers' mentoring, regular peer support groups and, introduced during the Covid-19 emergency, virtual online training and regular Zoom Connect sessions. As a result of our dynamic communication with members, these developmental events were in demand throughout the year.

Our annual members' survey gave us reassurance, ideas and thoughts about the future. Findings showed that the community sector works extremely hard, will always need volunteer teams and that ongoing training for managers of volunteers, and governance boards/committees, is vital.

Throughout the survey, communities commented on all **Volunteer Wellington's** services and programmes. I include some examples here.

'They provide a fantastic service – easy to access, helpful, and great advocacy for volunteerism.'

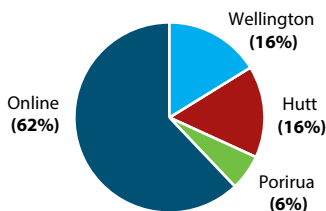
'A one-stop place to go for anyone looking to volunteer. To a potential volunteer – this would be the 'go to' area in my opinion. To an organisation – absolutely find it the most helpful and practical place when working with and managing volunteers.'

'A service that can bridge staff resource gaps.'

Programmes

Our programmes and associated projects have all been geared towards pushing our mission forward. Connecting and building capacity and capability of the community and voluntary sector

Distribution of volunteer registration by office



Volunteers by ethnicity

Pakeha/NZ	1,116
Maori	147
Pacific Peoples	84
India	243
China	152
South East Asia	130
East Asia	75
South Asia	36
Middle East	31
Australia	34
Western Europe	247
Eastern Europe	24
Russia/Baltic States	19
North America	68
South/Central America	48
Caribbean	2
Africa	24
South Africa	37
Not Stated	113

is our driving force; and these, along with our values, are always examined as we develop new initiatives and continue with ways of maximising our four goals. These will be covered in more detail on the following pages – the results and impact of our mahi.

Our team has put in a fantastic effort this past year to continue our mahi in what has been a challenging and evolving environment. With staff changes, the Covid-19 impact and gaps to be filled, I am grateful for the flexibility and commitment of team members.

The silver lining of Covid-19 has been the immense increase in collaboration and connections ... let's ensure we continue to work together to effect lasting change. The lockdown – rāhui in Maori terminology – gave us the chance to pause, review and rethink our services. Emphasis on being flexible and innovative about how we connect with volunteer seekers and managers of volunteer programmes so that mentoring and support are accessible – and contact with us easy – will be included in our 2020–2021 work plan.

Volunteers have played a key role in all aspects of our work bringing their diversity, skills, enthusiasm and energy ... adding to our capacity. A list of those who made a difference to our services this year is on page 17.

A special mention to Katie Terris who, after 14 years as manager of our branch **Volunteer Hutt**, has retired. Through Katie's leadership **Volunteer Hutt** has extended its reach and had a significant impact on building strong and resilient communities in the Hutt Valley. Even though Katie has retired, she is a stalwart of the Hutt community and her legacy will live on ... He Tangata He Tangata. We thank you Katie for the tremendous contribution you have made to **Volunteer Wellington**. Note: Early in the new financial year Kim Jansen was appointed to the role of manager of **Volunteer Hutt**.

Tracy Ward has further developed and refined our Engagement in the Community Programme and built strong relationships with our community member network to ensure the best possible outcome for the Work and Income clients. Inspiring profiles have been published telling the positive impact volunteering has had on these clients' lives. Our Hutt clients have been well supported in achieving their goals by Anita Hawke.

Julia Donovan, manager of **Volunteer Porirua**, and volunteer Stan Tampeau responded to a need and established an outreach at Maraeroa Marae to make volunteering more

“ They organise a much needed professional development programme which always has something to offer everyone in the sector.”

accessible to the local community. Our Porirua office also saw an increase in Work and Income clients participating in our Engagement in the Community Programme.

Employee Volunteering had a bumper year under the helm of Lyne Pringle. 1005 employees from businesses and public services organisations were connected with 101 projects within our community network. Lyne's project management skills and creativity ensured projects both large and small went without a hitch. The happy faces captured in photos and videos show the positive impact team volunteering has on employee relationships.

Graeme Milne, funding adviser, kept the



IT specialist Chris Streatfield and Office Administrator Debra Roche.

funding applications rolling and worked on the development of a donor programme which we plan to launch in the next few months. The diversification of funding sources is more essential than ever in these changing and uncertain times.

Jo Nixon, who joined us for part of the year, brought flair and innovation to her role as Manager Member Services/volunteers. Celebratory events held to raise the profile of volunteering were a highlight of the year. We were delighted to welcome Claire Teal in February to our team as the new Manager Member Services. Claire brings with her a wealth of knowledge and experience in leadership and the management of volunteer programmes.

Office administrator Debra Roche has done a sterling job juggling myriad tasks to keep the engine humming, including the preparation of our annual accounts. She worked closely with Chris Streatfield, volunteer extraordinaire, who is our fixer of all things ICT!

What a year it has been! Our team is invigorated and excited about the difference we've made this year to the communities we've served; the learning from Covid-19 and the positive changes we are making as we move into the next year.

A sincere thank you to our supporters, funders and stakeholders. We couldn't achieve what we do without your support. Your belief and confidence in our mahi is motivating for our team and ensures **Te Puna Tautoko Volunteer Wellington** remains a 'pivotal connector and builder' of strong diverse communities in the Wellington region.

Nga mihi nui

Julie Thomson, Regional Manager

Recruitment and referral

Volunteer Wellington's most visible and highly used service is recruitment and referral. In the **Volunteer Hutt** and **Volunteer Porirua** areas most contacts concerning role description and referral were face-to-face. In Wellington use of the online option was higher.

The variety of volunteer roles requested is surprising. Included are short-term, events, one-off, casual, skill based, project-based and long-term regular and ongoing. The number of roles open on our database at any time is around 550.

According to our members' survey, when a specialist role was successfully filled the benefits to the organisation were 'invaluable'. However, simply keeping the volunteers 'coming through' meant the difference to many, of either providing their service – or not.

*'I have been coordinating a mentoring programme called Challenge for Change for the past 17 years. During that time I have felt so much wonderful support from **Volunteer Wellington**, particularly for recruiting mentors. At least 50% of the wonderful and inspiring mentors who approach me have been referred by **Volunteer Wellington**. Thank you for the support with all of the volunteers who come through our doors.'* Jacinta Kreft, BGI

Although demand for online connecting grows – and was especially important during Covid-19 levels – all our offices talked about the 'great results' from face-to-face connections. According to Jo Nixon, Manager Member Services, 'we have inside knowledge about our community member network and when an interesting set of skills comes our way we can often find something unique for that volunteer seeker.'

Managers Katie Terris of the Hutt office and Julia Donovan of Porirua had similar stories.

"If someone was looking to volunteer and didn't know where to go and where to start, then this would be a great starting point for them, contact Volunteer Wellington."



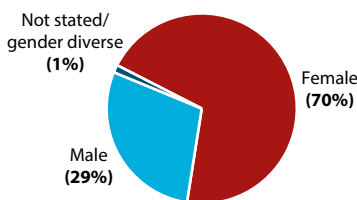
Volunteer Porirua manager, Julia Donovan, outside Maraeroa Marae Health Centre ... 'connecting local skills with local need'.

Arathy Nair came into the Hutt office after migrating from South India and found that with no local experience, gaining employment was impossible. Katie immediately spotted her as a potential interviewer.

'The training and mentoring at the Hutt office was good and I was learning a lot and loving my volunteering role so much I wanted more.' The additional positions she took on included email administrator for Plunket, data entry work with Hutt City Council archives, reception at Lower Hutt's CAB and a stint as area co-ordinator for Mary Potter Hospice's annual fundraising event. As a result of volunteering she said: 'I am not an outsider now – but rather an involved participant in community life. I have a voice.'

Similarly in Porirua, among interviews with positive outcomes during the past year was Ayesha Ratanpal, who landed two very different roles. One was supporting women through Dress for Success, often long-term unemployed, and who want to look confident – and well-dressed – for a job interview. The other role, explains manager Julia Donovan, was 'dancing up a storm Bollywood style' at the local disability support Service, Whitford Brown Community Trust. She

Volunteers by gender



So many possibilities through volunteering

"I'm developing new skills, learning lots and am part of a team."

Philippa Kenealy had become unemployed and 'needed to get out of her head'. It's too easy, she said, to think the worst of yourself when the employment odds are against you.

A Work and Income client, Philippa had a helpful case manager who introduced her to the idea of volunteering through **Volunteer Wellington's** Engagement in the Community Programme. She also realised she wanted to meet new people, develop different skills – and offer something back to her local community.



Her talk with **Volunteer Wellington** was revealing. So many possibilities. Getting out of her head – and the house – was going to be no problem. **ESOL** 'native New Zealand speaker' conversation partners; and **Vinnies Re Sew**, a project with **St Vincent de Paul's** in Kilbirnie stood out as interesting choices. The **ESOL** role has shown Philippa new aspects of communication. 'It's made me much better at understanding different accents as well as giving me more knowledge of other cultures. And at **Vinnies Re Sew**

I'm excited by seeing so much dedicated creativity and ways of restoring and recycling used clothing and materials.'

Philippa's past study and working experience have involved acquiring IT skills. These are appropriate now for her main **Vinnies Re Sew** task which is to sell quality donated fabrics through Trade Me. Funds raised support the **Vinnies Re Sew** mission of restoring clothing which has seemingly 'had its day' into new items of desire!

When Philippa talked about her original drive to volunteer she described anxiety and depression with deep feeling and emotion. At the time of this interview, as she showed me around her **Vinnies Re Sew** workplace, there was no doubt about her newfound motivation and cheerfulness as a result of her current involvement. 'When there are too many hours spent at home you can get fixated on negative thoughts – a downhill spiral.'

So much had been happening at **Vinnies Re Sew** during her time there. A fashion show of restored jerseys, skirts and shirts and the pleasure of seeing 'past it' garments transformed into fashion items have been highlights.

An outcome from her developed communication skills via **ESOL** is that she now finds it easier to have conversations with the migrant staff who are regular volunteers at the **St Vincent de Paul** shop situated below the **Vinnies Re Sew** workshop. 'I've enjoyed teaching those interested how to make tiny craft objects – a hobby of mine. I've been commended for my patience! One staff member even suggested a future career in early childhood teaching.

And as Philippa happily says 'who knows what the future will bring. I'm optimistic now. I'm developing skills, learning lots and am part of a team.' This is all important stuff for getting back into the paid job scene during 2020. ■

is known there as ‘the dance lady,’ and everyone ‘lights up’ when she arrives.

Alex, a young Australian traveller in Wellington, arrived knowing no one and without immediate job prospects. Her talk with a volunteer interviewer from the Wellington office led her to three surprises – plus an ongoing loyalty to **Volunteer Wellington**. Research work

for one of the organisation’s publications came first. ‘I could see then that the roles were varied and interesting; and I could really get involved with my new community – so back I came for more.’ She worked as a volunteer telephone supporter with Wellington Samaritans and also took on a governance role on the Young and Hungry Trust for young playwrights.

Volunteer diversity and inclusion

The theme for International Volunteer Day 2019 was *Volunteer for an inclusive future – e whai wāhi ai te katoa, kia tūao te tū*. This story from a connection made through **Volunteer Hutt** is an example of how it happens.

*Charles and Kerry visited **Volunteer Hutt** not long after they migrated to New Zealand. They wanted to find ways to integrate into local society but they presented us with an unusual challenge. Both are profoundly deaf.*

Once we had found a role for Kerry using her photography skills, we searched for roles that would suit Charles. He enjoys physical activity and spotted a role with Thumbs Up supporting some of their clients at the local gym. Charles fitted in exceptionally well with the clients, people who live with various types of physical disabilities. They were not

at all bothered by Charles’ difficulties with hearing and speech. Through his enthusiasm he encouraged several of their clients to be more active, developing muscles and balance through the programme.

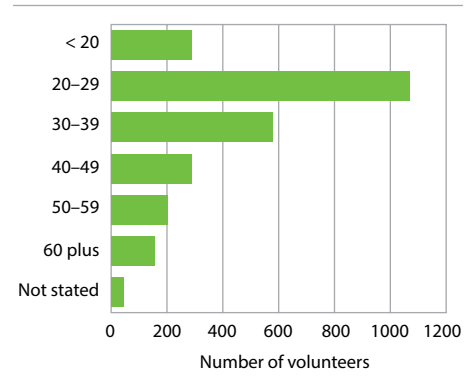
As we have seen from examples in our referral and recruitment goal, connecting migrants and those with refugee backgrounds with volunteer roles is a significant part of our annual work plan. From the beginning of their communication with our three offices, the approximately 500 who came our way seeking volunteering roles during the past year experienced the possibilities and potential of involvement with the community.

Similarly with those who are Work and Income clients, often vulnerable and alienated from everyday community life. Tracy Ward, manager of **Volunteer Wellington’s** Engagement in the Community Programme, a partnership with Work and Income, has worked closely throughout the year with managers of volunteers from among our communities, ensuring client placement fits well with role descriptions and the needs of both sides of the story – organisation and volunteer.



The 2019 *Volunteer Connect Awards*, held at the Southern Cross Hotel, celebrated the contributions of 16 migrant volunteers in front of family, friends and colleagues. This year’s group of award recipients came from Brazil, Chile, China, Colombia, Ethiopia, India, Iran and the Philippines. They worked in roles ranging from translating for lawyers representing asylum seekers, running clinics, stakeholder communication management, mentoring others, supporting others into work, relationship building, database management, fundraising, community engagement, social media management, administrative support, to transporting people to meetings and ensuring others are not isolated or forgotten about.

Volunteers by age



Tracy has first-hand evidence through the in-depth followup she carries out with all Work and Income clients engaged in volunteering. 'As people grow in confidence their chances of finding paid employment improve hugely.'

A key to the success of this programme, says Tracy, has been that the volunteering placements clients take on 'are real work experiences'.

*One creative initiative was with our colleagues at Work and Income. The volunteers were tasked with designing promotional material for **Volunteer Wellington's** Engagement in the Community Programme. Harry and Dion had graphic design expertise and developed*



Julie and Tracy with Work and Income poster designers Harry and Dion.

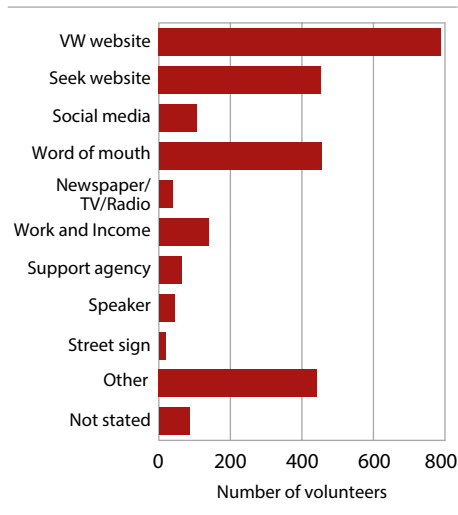
a range of posters that we can use throughout Work and Income service centres. As their case manager said 'it put them behind the wheel and gave them motivation'. Skills were developed and a tangible product to use in their portfolios resulted.

Young and old

The high representation of students, from primary through to university, in our volunteer numbers during the past year bodes well for an inclusive future within the voluntary sector. The Victoria Business School partnered with **Volunteer Wellington's** Employee Volunteering programme in September 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 ... geared to wake up our thinking processes and stimulate ideas in the volunteering space.

More than 50 students from Hutt Valley High

How volunteers heard of Volunteer Wellington



became involved, through **Volunteer Hutt**, with a variety of activities with the elderly. 'They saw that they were able to bring joy to a sector of the population that was often lonely – and needed to see younger faces,' said manager Katie Terris. Activities came to a halt later in 2020 with the Covid-19 situation, 'but the enthusiasm is there, when the time is right we will reconnect.'

Other schools who engaged with projects organised through **Volunteer Wellington** were Wellington College, Rongotai College, Wellington East Girls' College and Queen Margaret College.



Students from Hutt Valley High listening to Katie Terris talking about the 'joy' of volunteering.

Always finds a place in the team

“It’s a very nice business model.”

Che Cormack (pictured between Anna Chesterfield and volunteer Damien Campbell) is the skilled manager of the **Salvation Army Family Store** in Petone. He has the ability to ‘find a place in the team’ for all the volunteer seekers who come his way. ‘I put together a mixture of people with a variety of weaknesses and strengths. The results are high-level functioning partnerships.’

Che’s career with the **Salvation Army** began five years ago as a truck-driver in Upper Hutt. As a member of the **Salvation Army**, volunteering had always been part of his life, so when he took over the management of the shop in Petone a couple of years later, building a diverse volunteer team was his main aim.



With none to begin with he ‘wore a lot of hats’. He also missed the communal aspect that a group of volunteers gives to a store with a mission of social justice and social action. In fact he admitted that not working with diverse volunteers could be considered as unprofessional within the community sector.

At the time of this interview he had a team of 20 volunteers ... and a continual stream of others who are interested and able to take up the slack when people move on. ‘So now I

have the time to train new people, set them up with buddies – and also talk with them so that they do feel included and part of an interesting environment.’

Those who make up the Petone team cover every sector of society. There are those new to New Zealand, keen to improve their English speaking skills. ‘They will usually move on to paid jobs after six months or so,’ said Che. Others may have social anxiety and lack of confidence, retirees want to build routine and interaction into their week, those in transition may have had an illness or been at home with small children for a while ... all want to be part of something worthwhile; and to develop and learn according to their abilities.

A maxim from Che which illustrates his trusting and inclusive style of volunteer management is to let customers know there is a 25% chance that the person serving them may have trouble giving the correct change. Everyone has been completely happy to accept this, he said. And they cheerfully check their change! Ironically, since bringing in this ‘policy’, store income increased noticeably.

Anna Chesterfield was out the back sorting, pricing and labelling. Che asked her to help out with some photographic technicality required for this profile story. She was happy to talk about her experiences and how she had ‘found’ the shop via an interview with Anita who works with Work and Income clients at **Volunteer Hutt**. ‘I had been at home with my small children for a few years and didn’t feel very confident. This retail volunteering is perfect – such a great and supportive atmosphere. I’m learning so much.’ Anna also had high praise for the ongoing support being given by Anita. ‘She rings me to see how I’m getting on. I really appreciate this encouragement.’

That’s the sort of feel you get at the Petone **Salvation Army Family Store**. Everyone is happy – the volunteers, the donors, the customers. And the more Che gives over responsibility to his team, the more the sales go up. ‘It’s a very nice business model,’ he says. ■

Capacity building in the wider community

Managing volunteers is a hugely rewarding task, but it's not without its challenges. **Volunteer Wellington's** professional development programme of workshops and forums during the past year has been geared to meeting these challenges on every front.

In order for managers/leaders of volunteers to be able to share information and strategies, and to prevent feelings of isolation, our Managers of Volunteers peer support groups have been regularly organised and held within the communities of our branches **Volunteer Hutt** and **Volunteer Porirua** as well as in Wellington. This continued support and advice to leaders of volunteers has meant that organisational capacity and resilience keeps growing.

Through our newsletter, *Your community connector*, our website and very active social media, we emphasised our accessibility, encouraging community members to contact our staff team for more information about the depth of our integrated services; reminders that they cover all aspects of the needs of a community organisation. These services reach into recruitment and referral of volunteers, professional development for managers/facilitators/administrators, peer support, one-on-

one advice and advocacy, and team volunteers from the business and public sectors.

'As a manager, I am always on the look-out for courses and workshops and the chance to upskill our volunteers, so the training workshops you provide are very valuable.'

*'Hi Julie – thank you so much for the support! It's been a whirlwind month for sure. I attended the training **Volunteer Wellington** put on yesterday. It was really great to meet people and think about things in a less demanding, more overall way. Thank you for hosting.'* Elena Rowen, adviser, Volunteer programme, Presbyterian Support



Jo Nixon with Kelly of IHC discussing creative volunteer roles.



Manager Member Services, Claire Teal, getting to know community member SPCA's clients!

'Hi Jo, It was lovely to meet you yesterday and also to take part in the day. It was such a valuable day and I took a lot from it. I do enjoy these sessions as we get time to learn and reflect, and it is so nice to spend time with likeminded not-for-profit communities!'

'Thanks to your excellent site we now have a full contingent of volunteers.' Cath Lyders, Heart health Advocate, Heart Foundation

In late February Claire Teal took over the role of Manager Member Services. After five years as a board trustee with **Volunteer Wellington** – 2008 until 2013 – she said: 'It is a privilege to be back working among Wellington's wonderful volunteer-involving organisations again.'

Soon immersed in connecting and providing member services while the country was bracing for lockdown, her aim has been to 'creatively leverage the positive changes and new learning



Lyne Pringle dines with the **Volunteer Wellington** EV Youth Vanguard.

acquired during our time of having to do things differently'. Among initiatives she developed was a weekly e-newsletter for members. She broadened ways of networking with our members via Zoom; and she also used the opportunity Level 4 offered to begin an audit of the information about members which is held on our database. This latter exercise was, she said, an excellent chance to talk with a wide selection of our membership. 'I am looking forward to more connection and collaboration with you all during the rest of our "new normal" year to come.'

Employee Volunteering (EV) has had a 'bumper' year, said co-ordinator Lyne Pringle. More than 100 projects have now taken place involving 1005 business and government employee volunteers. And prior to the Covid-19 lockdown in April, the 2020 year began with 31 projects in the pipeline deploying almost 300 volunteers.

The capacity of the 'wider community' is strengthened in many unexpected ways through the partnerships developed via the EV programme, says Lyne.

Earlier in 2020 a whole department from the Ministry of Business, Innovation and Employment headed off to do social service and conservation projects with a wide representation of our member communities. The projects selected were particularly interesting. Two examples are a small team who helped Perinatal Anxiety and Depression Aotearoa with their strategic planning; another was offering advice on a planned extension into Porirua of Pablos Art Studio.

Victoria University partners with Volunteer Wellington

A highpoint of the **Volunteer Wellington** Employee Volunteering year has been the Victoria

University of Wellington Corporate Challenge which culminated during National Volunteer Week 2019; and has continued through for a further year with a timeframe of June until July.

The United Nations sustainable development goals of *reduced inequalities* and *life on land* have been the focus.

The partnership has ensured that as well as Victoria University staff volunteering with our community members, the **Volunteer Wellington** Youth Vanguard has also emerged. In September this enthusiastic group of students partnered with Victoria Plus and the Victoria Business School to run a public debate examining the merits of Corporate Social Responsibility.



Victoria University volunteers at St Vincent de Paul warehouse in Newtown.

Two members of the youth vanguard stepped up to be part of the debate. *'Participating in this event 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 the envelope. But, above all, it reinforced the importance of the role that volunteers, such as myself, play in the community.'* Joshua Finegan.



The teams for the debate.

'Collecting' mission after security work career

*"Volunteering ... keeps the mind sharp.
Keeps the communication skills alive."*

Graham Nelson has been involved with security and bodyguard work for more than 40 years. He has worked with big bands, embassies and entertainment venues in New Zealand and several countries around the world.

With martial arts as his base and an ability to smile and communicate with anyone, when unemployment hit, Graham was determined to remain cheerful and engaged with people. 'After all life is a journey – not a destination,' he grins. Even if he didn't have paid work he wanted to keep meeting people and being useful.



So he headed for **Volunteer Hutt** and was impressed with the friendly welcome he received from manager Katie and interviewer Anita. Through their Work and Income programme they talk in depth with clients to find the most appropriate and meaningful roles. **Foodbank** was Graham's volunteering starting point. 'The food people brought in would put a supermarket to shame,' he said. And the team spirit among the volunteers was strong. He loved that.

'We were all getting to help others and enjoying doing it together.'

Then his 'collecting' mission began with, at the time of this interview, every weekend booked for the entire month.

The **Child Cancer Foundation** was last weekend, next week it's the **SPCA**, then **Blind Low Vision NZ** and finally **NZ Red Cross**. He will be on a course for dealing with emergencies with **NZ Red Cross** as an extra. What could be better than having a former security guard around in an emergency, the organisation had said.

Heading for 60, age has been a barrier in the paid work field; whereas voluntary organisations understand the value of experience and knowledge gained during a dedicated working life. And as Graham reiterated it's the meeting of new people that he likes. 'Keeps the mind sharp. Keeps the communication skills alive.'

As he does his standing-with-his-collection-box stunts among the varied roving crowds there could be a politician, a sporting elite, an entertainer who will greet Graham with a smile of recognition, recalling that this was the friendly man whose job was to keep them safe.

Or it could be a patched gang member who will also recognise that here is a 'strong man' – and that he is standing where he is to collect funds for the community. 'Yes they gave a donation to the **Child Cancer Foundation** and we exchanged greetings and hongis,' said Graham. His cheerfulness has a far reach...

Having spent so much of his life in so many parts of the world, often exposed to huge crowds and vastly diverse populations, Graham knows it's important now 'to get out of the house'. He needs to be part of life and the community. That's what's keeping up his spirits and giving him the motivation and confidence to stay in the paid job seeking circuit. ■

Promotion and advocacy

Volunteer Wellington's dialogue with both our members and the wider community takes us down many avenues and via many media. An interactive cross-cultural awareness training day in May set the scene for ways of working and communicating with people who may have very different world views and perspectives. Managers, team leaders, volunteers and paid staff all took part. Said one participant: 'Yes I do feel more confident now in working productively with clients and colleagues from different cultures.'

The annual **Volunteer Wellington Volunteer Connect Awards** is a case of ongoing advocacy increasing a community-based understanding between organisations and migrant and refugee background volunteers. Then deputy mayor, Jill Day, presented certificates at the Southern Cross Hotel with record numbers of recipients, families and friends, and community organisations joining together in a 'grand celebration'.

The Southern Cross also provided a welcoming environment throughout the year for the regular **Volunteer Wellington** volunteering meetups. Two to three community members speak at each gathering (around 20 represented during the year) and connections take place 'on the spot' with volunteer seekers who come along.



Curiosity and conversation at **Volunteer Wellington's** May volunteering meetup.

Among the eight celebratory and educative events that took place throughout our region – Wellington, Hutt and Porirua – *International Volunteer Managers Day* was held for the 20th time worldwide. **Volunteer Wellington** traditionally organises a breakfast and creates a dynamic event around the chosen theme – this



year *Changing the tune*. Perhaps a chorus line for the later part of 2020, and an example of how appropriate training and advocacy based on knowledge of the pulse of your community, sustainability and having the ability to change and adapt, produces the skills to continue to lead and work effectively with volunteers.

Our publications of the year – *Your community connector*, 12 volunteer and manager of volunteer's profiles, the *Employee Volunteering* newsletter – have all endorsed and promoted these concepts.

Thanks to initiatives from funding adviser Graeme Milne and his team, digital engagement has increased in visibility with high use of Facebook, Instagram and LinkedIn. He has also worked on developing a donor programme in



Hutt volunteers enjoy the celebratory meetup with Mayor Campbell Barry and around 60 people present.



Katie signs off after 14 years as the Manager of Volunteer Hutt.

order to ensure **Volunteer Wellington's** long-term sustainability and expand funding options matched to our current times.

Porirua

International Volunteer Day in Porirua was about conversations with locals. As so many volunteers have stated in their stories of the past year, finding out about volunteering is about talking to one another, getting to know each other and telling your own story.

Julia Donovan, manager of **Volunteer Porirua**, left the office to locate and thank the volunteers who keep our community ticking. In

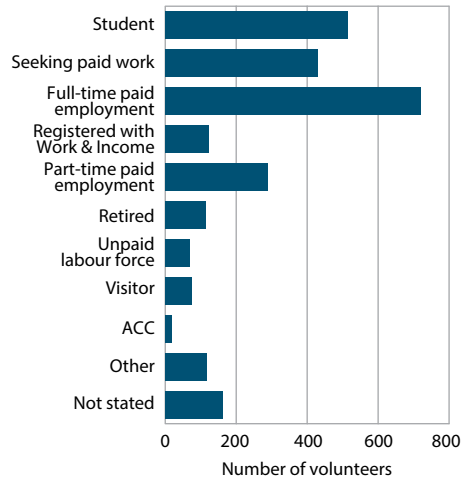


Julia Donovan with volunteer enthusiasts she met in the streets of Porirua on IVD 2019.

the mall, on the streets and in small businesses, she found many Porirua residents who were able to talk about the voluntary work they had done in formal and informal settings.

From a guide leader of 19 years, to a young woman making it possible for an older woman to do her Christmas shop, to a guy coaching football – the people of our city are generous with their time and skills, she said.

Volunteers by labour force



Volunteers keep on keeping on!

A chance meetup in the streets of Petone with a volunteer of nine years ago says it all: 'I had been made redundant from a management position and was not enjoying being unemployed,' said Elizabeth. 'My Work and Income case manager told me about **Volunteer Wellington** and rather gloomily I made my way to their offices to be interviewed. I took on a followup communications role and loved the work. It took me through those months of searching for the right job. I was so much happier and more positive. When I did land full-time employment I realised how much I had enjoyed volunteering. I've been with Zealandia ever since and, in addition, do special projects – like bird counts and the like – during the summer.'

Once a volunteer – always a volunteer; if the experience has been a good one.



A vibrant first board meeting of the new decade.

Cooking up a great CV – and community connections

“My family is glad to see me out doing something, moving towards paid work.”



Petra-Li Torea grew up watching her mum and her aunt bake for the family, and knew that she'd found something she'd love to do. 'They're amazing bakers, and did all the family events. I started learning from them.'

After training in food preparation at Weltec, Petra-Li started looking for work, but like many young people, she found it's hard to get a job when you don't have work experience. Making conversation with customers was also challenging.

Work and Income suggested volunteering, and Petra-Li came to **Volunteer Porirua** to see what her options were. Some of the retail roles sounded interesting, but as soon as she heard 'café and community volunteer', Petra-Li knew that was the one.

Josie Olsen runs the **Oasis Community Café** in Waitangirua, and was very happy to welcome Petra-Li as a new volunteer. 'She's doing really well,' Josie says, 'she's becoming more confident, making more conversation with the people who come to the café. We're working on making sure she knows all the different tasks that need doing, so that she can check what needs doing, and prioritise.

'We're working on goal-setting for all our volunteers,' Josie adds. 'We want to have goals for the organisation, but also individual goals for each person.'

For Petra-Li, baking for the café is a natural goal. She already enjoys preparing food such as sandwiches (ham is popular!), and making hot drinks, but she really loves to whip up muffins and cakes.

She's also considering tackling the **Oasis Café's** magnificent commercial espresso machine, but admits that it's a bit scary. 'It's easy to get a steam burn, especially with the milk part.' 'You learn the coffee side,' suggests Josie, 'and I'll look after heating the milk!' Petra-Li smiles and agrees.

'My family is glad to see me out doing something, moving towards paid work,' she says. 'And I've got to know more of the people who live around here. I know all the regulars now.' She plans to come to a musical event the café is hosting soon. With the experience and skills she's gaining, and with Josie to provide a reference, Petra-Li's CV is getting more and more impressive. She is better prepared than ever to find work in a café or bakery.

'**Volunteer Porirua** has helped the **Oasis Café** so much,' says Josie. 'Petra-Li is coming along great. She's definitely helping us more than we're helping her.' It's good to see the pride in Petra-Li's face as her work is acknowledged and her presence is valued.

If you're in Waitangirua and fancy a coffee, pop in to the **Oasis Community Café**, at the back of the Waitangirua Mall. You'll find plenty of people to talk to, good coffee, and if you're lucky, some of Petra-Li's baking. ■

Thank you ... Thank you ... Thank you

Funders

Betty Campbell Trust, Christine Taylor Foundation, COGS, Department of Internal Affairs Support for Volunteering Fund, Four Winds Foundation, Hutt City Council, Infinity Foundation, Lion Foundation, Lottery Community, Ministry of Social Development – Work and Income, Nikau Foundation, One Foundation, Pelorus Trust, Pub Charity, Tai Shan Foundation, T G McCarthy Trust, Trust House Foundation, Victoria University Wellington, Volunteering NZ – Migrant Support Programme, Wellington City Council, Wellington Community Trust

Business Friends

House of Sabra
Mosquito Consulting Services Ltd
Symonite Consultants

Individual Friends

Roy Ferguson
Pauline Harper
Sue Hine
Sue Hobbs
Ann Hodson
Colin Hyde
Raewyn Sinclair
Chris Streatfield
Olwen Taylor

Thanks for catering support

Mayor's Office, Wellington City Council
Mayor's Office, Hutt City Council
Metro New World
Sushi Bi

Thank you to these organisations and individuals whose skills, enthusiasm and support have made a difference to our services during the 2019–2020 year

Poto Williams, Minister for the Community and Voluntary Sector
Hon Peeni Henare, former Minister for the Community and Voluntary Sector
Andy Foster, Mayor Wellington
Justin Lester, former Mayor Wellington
Campbell Barry, Mayor Lower Hutt
Ray Wallace, former Mayor Lower Hutt
Anita Baker, Mayor Porirua
Mike Tana, former Mayor Porirua
Paul Eagle MP
Chris Bishop MP
Ian McKinnon, Greater Wellington Regional Councillor
Wendy Larner, Provost Victoria University of Wellington
Linda Trenberth, Vice Provost Victoria University Wellington
Jane Fletcher, Charlie Devenish, Victoria University Careers Services
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Community Comms Collective
Lead Centre for NFP Governance and Leadership
BGI
St Peter's Church
Whittaker's
CSG
DLA Piper
Kapi Mana News
KPMG
Lions Club Lower Hutt
minimum graphics
Southern Cross Hotel
St Johns In The City Presbyterian Church
Volunteering New Zealand
English Language Partners
CAB Central Wellington
Vertia
Riegers Copiers

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 follow-up communicators

Hyam Ali Okud
Zeinab Ali Okud
Peter Atkinson
Annette Bronkhurst
Margarita Dimitrievska
Preeti Gamba
Jenny Greer
Penny Griffiths
Manisha Guria
Judith Hatton
Anita Hawke
Phil Hollis
Mary Jaison
Gilliane Jen-Marie-Luce
Billee Mutton
Arathi Nair
Avo Patlon
Christine Richardson
Tasha (Natasha) Sharpe
Stan Tampeau

Administration and liaison

Joyce Chao-Hsing Chen
Jonathan (Jonno) McPike

ICT

Chris Streatfield
Chhandak Bandopadhyaya
Dion Fowler
Jun Lu
Glenn Todd
Felicia Clarke

Comms/Social media

Dianne Amolong
Annette Bronkhurst
Jennifer Monk

Projects

Rajashree Chakraborty
Emma Green

Writers/researchers/photographers

Penny Griffiths
Pauline Harper
Eva Kaprinay
Jo Lucre
Jeanna Thomson
Shona Watson
Lynne White

Statistician

Kylie Capundan

Story tellers

Moira Wairama
Tony Hopkins

Graphic design

Sue Hobbs

Mentors

Sue Hine
Ann Hodson
Paula Connolly

Facilitators/trainers

Sue Kobar, IHC
Keith Vaughan
Professor Karen Smith

Board of Trustees

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Debbie Gee
Tracy Johnson
Jordan Lankshear
Anton Samoilenko
Raewyn Sinclair
Fiona Smith
Ming-chun Wu (Chair)

Board Secretary

Jordan Tinsley

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Aiofe Crumley
Joshua Finegan
Emma Green
Lucy Kenner
Michaela Hing
Jordan Lankshear
Nga Nguyen
Sarah Sazali
Sunny Shen

Victoria University Corporate Challenge Steering Committee

Charlie Devenish
Jordan Lankshear
Raewyn Sinclair
Karen Smith

Dancing to a new tune

"I feel it's a chance to spread much needed aroha around us."

Ayesha Ratanpal needed to take a break from a career in insurance spanning 25 years. Through **Volunteer Porirua** she found an amazing assortment of choices and landed two very different roles. One is supporting women, often long-term unemployed and who want to look confident – and well-dressed – for a job interview through **Dress for Success**; and the other is



dancing up a storm 'Bollywood' style at the disability support service, **Whitford Brown Community Trust**.

Ayesha said she chose to volunteer as she was looking for something meaningful. It offered her a chance to give back to the community and make a difference while developing new skills, building on existing ones and meeting new people. Her husband's suggestion to work on her 'life portfolio' was a catalyst for change.

After spending four weeks training to be a stylist, and having worked at **Dress**

for Success for more than five months at the time of this interview, Ayesha says the sheer task of going through clothing bags to sort clothes for clients, sale, or to donate, is massive.

'I am learning so much about the quality of clothes, style, and if a piece of clothing is good enough for a client to wear for a job interview.'

Within **Dress for Success** there were various aspects to understand and learn. It has been one step at a time learning each new step process, she says. 'A bit scary but there's nothing like giving it a shot and trying something new.'

Ayesha's endeavours have certainly not gone unnoticed. She has recently become a board member and secretary for the organisation.

At **Whitford Brown** she is equally appreciated. People wait for her on Fridays with many asking the manager if 'Dance Lady' is coming today. She says seeing their happy faces and enthusiastic energy to dance lights up her face and makes her feel happy too.

Sometimes she finds herself dancing alone – 'it seems a bit daunting, but I'm okay with it. I feel it's a chance to spread much-needed aroha around us.'

'If my specialised skills can bring betterment to society, women, welfare and the community in general – then why not?'

Recently Ayesha started a new six-month contract where management supported her desire to continue her volunteer work. ■

STORY BY JO LUCRE

Those who have used our services

- 4abettercity
- Accent Learning
- Access Radio
- Achieve 2B
- Activation
- Addiction Practitioners Assn of Aotearoa NZ
- African Communities Council of Wellington
- Agape Budgeting Service
- Age Concern New Zealand
- Age Concern Wellington
- Altrusa International of Wellington
- Anglican Parish of Miramar
- Ara Taiohi
- Aro Valley Community Centre
- Arthritis New Zealand
- Arts Access Aotearoa
- Asert Tatou Development Trust
- Atareira
- Auckland Medical Museum Trust
- Baggage Arts Charitable Trust
- Bedtime Stories from Inside Bellyful NZ
- Berhampore Centennial Community Centre
- BGI Challenge for Change
- Birtright New Zealand
- Birtright Hutt Valley
- Birtright Wellington
- Bishop Viard College
- Blind Low Vision NZ
- Brain Injury Association Wellington
- Buddies Peer Support Service
- Cancer Society of New Zealand National Office
- Cancer Society of New Zealand Wellington Division
- Canine Friends Pet Therapy
- CanTeen
- Catholic Social Services
- Cats Protection League
- CCS Disability Action
- Centre for Marriage and Family Challenge 2000
- Changemakers Refugee Forum
- Chelsea Day Care Trust
- Child Cancer Foundation
- Christ Church Cottage Museum Trust
- Christ Church Preservation Society
- Christian Medical Fellowship of New Zealand
- Churton Park Community Centre
- Citizens Advice Bureau Lower Hutt
- Citizens Advice Bureau Petone
- Citizens Advice Bureau Porirua
- Citizens Advice Bureau Upper Hutt
- Clubhouse Naenae
- Coeliac New Zealand
- Common Knowledge Trust
- Community Law Wellington & Hutt Valley Te Awa Kairangi Office
- Community Networks Aotearoa
- Community Networks Wellington
- Conservation Volunteers NZ
- Cook Islands (NZ) Society
- Crafty Volunteers of NZ Charitable Trust
- Diabetes Wellington
- Diabetes Youth Wellington
- Downtown Community Ministry
- Dress For Success
- Earthlink
- Employment Connections/ Emerge
- 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
- Every Body is a Treasure
- Exhibition Coexistence
- Film for Change Aotearoa
- Focus Trust (Workmates)
- Footy For All Charitable Trust
- Caring Families Aotearoa
- Friends of Bolton Street Cemetery
- GirlGuiding New Zealand
- Graeme Dingle Foundation
- Greenstone Doors
- H2O Xtream
- Habitat for Humanity
- Hataitai Community House
- Heart Kids
- Hearth Trust
- Holocaust Centre of New Zealand
- House of Science Wellington Charitable Trust
- Hutt City Budget and Advocacy Service
- Hutt City Council
 - Animal Control
 - Archives
 - CBD Development
 - City Services & Parks
 - Community Arts & Culture
 - Events & Outdoors
 - Mayors Task Force/Youth Inspire
 - Hutt City Library
 - Hutt City Safety & Guides
 - Hutt Science Centre
 - Koraunui Stokes Valley Community Hub
 - Leisure Active Business Unit
 - Road Safety
 - Wainuiomata Library
- Hutt City Womens Refuge
- Hutt Valley Activity Centre
- Hutt Valley Benefit Education Service Trust
- Hutt Valley DHB
- Hutt Valley Horticultural Society
- Hutt Valley Riding For The Disabled
- Hutt Valley Sexual Abuse Support & Healing
- IDEA Services
- IHC New Zealand
 - National Office
 - Porirua, Hutt and Kapiti
 - Wellington
- Inclusive Education Action Group

International Muslim Association of NZ
 Interpreting Wellington
 Island Bay Community Centre
 Island Bay Natural Heritage Trust
 Kahurangi Friends
 Kaibosh Charitable Trust
 Kaibosh Food Rescue Lower Hutt
 Kaicycle
 Kapiti Womens Health Collective
 Karori Community Centre
 Karori Normal School
 Karori Youth Centre
 Kemp Home & Hospital
 Khandallah Plunket Toy Library
 Kilbirnie Business Network
 Kilbirnie Lyall Bay Community Centre
 Kites Trust
 KittyCat Rehoming
 KiwiClass
 Kiwi Community Assistance Charitable Trust
 Laura Fergusson Trust Wellington
 Lesbian and Gay Archives of NZ
 Library and Information Association of NZ
 Literacy Aotearoa Charitable Trust
 Lower Hutt Community Foodbank
 Lower Hutt Womens Centre
 Makara Peak Supporters
 Manaaki Ability Trust
 Manawa Karioi Society
 Manawatu PARS (Prisoners Aid & Rehabilitation Society)
 Maraeroa Marae Health Clinic
 Maritime Heritage Trust of Wellington
 Marsden Day Care Trust
 Mary Potter Hospice – Shops
 – Cuba Street
 – Karori
 – Kilbirnie
 – Miramar
 – Newlands
 – Paraparaumu
 – Porirua
 Media Matters in NZ
 Miramar and Maupuia Community Trust

Miramar Peninsula Community Trust
 Moera Community House
 MOSAIC
 Mt Vic Hub
 Naku Enei Tamariki
 National Collective of Independent Women's 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 Federation of Multicultural Councils
 Porirua Green Bike Trust
 New Zealand Police Museum
 New Zealand Red Cross
 New Zealand School of Dance
 Newlands Community Centre
 Newtown Budgeting & Advocacy Service
 Newtown Community and Cultural Centre
 Newtown Park Flats
 Community Sewing Group
 Ngā Hau e Whā o Paparārangī
 Nikau Foundation
 North Wellington Football Club
 Northland Kidz Club
 NZ Red Cross National Office
 NZ Red Cross Humanitarian Services
 – Community Programmes
 – Refugee Services
 NZ Red Cross Refugee Trauma Recovery
 NZ Red Cross Shops
 – Kilbirnie
 – Petone
 – Tawa
 – Upper Hutt
 Oasis Community Cafe/Centre
 Waitangirua
 Oasis Network
 Old Saint Pauls
 Open Home Foundation International
 Opportunity for Animals / The Animal Protection Society
 – Miramar
 – Newtown
 Otari-Wilton Bush

OuterSpaces
 Pablos Art Studio
 Parent Help Wellington
 Parkinson Action Group Wellington
 Partners Porirua Charitable Trust
 Perinatal Anxiety & Depression Aotearoa
 Petone Community House
 Petone Settlers Museum
 Philanthropy NZ
 Plunket Johnsonville
 Porirua Activity Centre
 Porirua City Council
 Porirua City Council Library
 Porirua Pasifika Community Patrols
 Porirua Sexual Abuse HELP Foundation
 Pregnancy Counselling Services
 Presbyterian Support
 – Cashmere Heights
 – Cashmere Home
 – Central Offices
 – Huntleigh Home
 – Longview Home
 – Woburn Elderly Home
 Presbyterian Support Central Family Works
 Rimutaka Renegades Inline Hockey
 Ronald McDonald House
 Royal New Zealand Plunket Trust
 Sailability Wellington Trust
 Samaritans of Wellington
 Save The Children New Zealand – National Office
 Save The Children New Zealand – Lower Hutt
 SeniorNet Upper Hutt
 Shakti Wellington
 Sing Your Lungs Out Choir
 SPCA
 Special Olympics Hutt Valley
 Special Olympics Wellington
 Sport Wellington
 St John – Retail Lower Hutt
 St John – Retail Porirua
 St John Greater Wellington District
 St John of God Hauora
 Clouston Park
 St John of God Hauora Trust
 St Michael's School

- St Vincent De Paul Society Shops
- Aro Valley
- Island Bay
- Johnsonville
- Porirua
- Kapi-Mana
- Karori
- Kelburn
- Khandallah
- Kilbirnie
- Miramar
- Newtown
- Petone
- Strathmore Park Community Centre Trust
- Summer Shakespeare
- Supergrans Charitable Trust Hutt Valley & Wellington
- Supergrans Charitable Trust
- Surrogate Grandparents New Zealand Charitable Trust
- Sustainability Trust
- Suzanne Aubert Compassion Centre
- Taita Clubhouse
- Te Hopai Trust Hospital
- Te Omanga Hospice
- Te Whare Rokiroki
- Team Naenae Trust
- The CanInspire Charitable Trust
- The Downse
- The Hearing Association Hutt Valley
- The New Zealand Breast Cancer Foundation
- 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 Naenae
- Family Store Newtown
- Family Store Petone
- Family Store Porirua
- Family Store Upper Hutt
- The Umbrella Project
- The Whitireia Foundation
- Thumbs Up Charitable Trust
- Titahi Bay Lions Club
- Trade Aid
- Trelissick Park Group
- UnionAID
- Upper Hutt City Council
- Upper Hutt City Library
- Upper Hutt Housing Trust
- Upper Hutt Womens Centre
- Upstream – Friends of Central Park
- Vibe
- Victim Support
- Kapiti
- Lower Hutt
- Porirua
- Upper Hutt
- Wairarapa
- Wellington
- Village Green Charitable Trust
- Vincentian Home for the Elderly
- Vincents Art Workshop
- Vogelorn Community Group
- Voice Arts
- Volunteer Service Abroad
- Volunteering New Zealand
- Vulnerable Support Charitable Trust
- Wainuiomata Community Hub
- WellElder Counselling Trust
- Wellington After-Care Association
- Wellington Citizen Advice Bureau group:
- Central City
- Eastern Suburbs
- Johnsonville
- Newtown
- Wellington Budget Service
- Wellington West
- Wellington City Council
- Linden Social Centre
- Tawa Community Centre
- 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 Native Plant Restoration Nursery
- Wellington Pride Festival
- Wellington Regional Emergency Management Office
- Wellington Regional Prisons
- Wellington Riding For The Disabled
- Wellington Rugby Football Union
- Wellington Sexual Abuse HELP Foundation
- Wellington Student Volunteer Army
- Wellington Volunteer Fire Support Unit
- Wellington Welfare Guardianship Trust
- Wellington Women's Boarding House
- Wellington Women's Health Collective
- Wellington Women's Refuge
- WellME
- Wesley Community Action
- Hutt Valley
- Porirua
- Whitford Brown Community Trust
- Yodart
- Young and Hungry Arts Trust
- Youthline
- Zeal
- Zealandia

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 Employment-Legal, Ministry of Business Innovation and Employment – Capability Services, Ministry of Foreign Affairs and Trade, Ministry of Justice, Parliamentary Counsel Office, Parliamentary Services Ltd, Pynenberg & Collins Architects, The Treasury, Victoria University of Wellington, Vocus Group, Wellington Electricity Corporation, Z Energy

Independent Reviewer's Report

To the Trustees of Wellington Volunteer Centre

Report on the Performance Report

Opinion

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

- Statement of financial position as at 31 March 2020
- 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 2020
- Notes to the performance report, including a summary of significant accounting policies and other explanatory information.

Based on our review, nothing has come to our attention that causes us to believe that these financial statements do not present fairly, in all material respects, the financial position of Wellington Volunteer Centre as at 31 March 2020, and of its service performance, financial performance, movements in equity and cash flows for the year then ended, in accordance with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standards issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our review 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 Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, and the review 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 Reviewer's Responsibilities for the Review 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 evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. Other than in our capacity as reviewer, 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 reviewed 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.

Use of this Review Report

This report is made solely to the Trustees of the entity, and must be read in conjunction with the entity's performance report. Our review has been undertaken so that we might state to the Trustees those matters that we are required to state to them in our Reviewer'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 review 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.

Reviewer's Responsibilities for the Review of the Performance Report

Our responsibility is to express a conclusion on the accompanying financial statements. We conducted our review in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, Review of Historical Financial Statements Performed by an



Aurora Financials Limited
Qualified Statutory Auditors
Wellington, New Zealand
7 August 2020

Assurance Practitioner who is not the Auditor of the Entity, and International Standard on Assurance Engagements (New Zealand) (ISAE (NZ)) 3000 (Revised).

ISRE (NZ) 2400 requires us to conclude whether anything has come to our attention that causes us to believe that the financial statements, taken as a whole, are not prepared in all material respects in accordance with the applicable financial reporting framework. This Standard also requires us to comply with relevant ethical requirements.

A review of financial statements in accordance with ISRE (NZ) 2400 is a limited assurance engagement. The assurance practitioner performs procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly, we do not express an audit opinion on these financial statements.

Statement of financial performance

FOR THE YEAR ENDED: 31 MARCH 2020

	Note	Actual this year \$	Actual last year \$
Revenue			
Donations, fundraising and other similar revenue	1	318,464	263,738
Fees, subscriptions and other revenue from members	1	70,193	67,225
Revenue from providing goods or services	1	113,340	94,774
Interest, dividends and other investment revenue	1	6,049	4,909
Total Revenue		508,046	430,646
Expenses			
Volunteer and employee related costs	2	340,481	324,220
Costs related to providing goods or services	2	102,336	93,237
Other expenses	2	7,917	8,911
Total Expenses		450,734	426,368
Surplus/(Deficit) for the Year	7	57,312	4,278

Statement of cash flows

FOR THE YEAR ENDED: 31 MARCH 2020

	Note	Actual this year \$	Actual last year \$
Cash Flows from Operating Activities			
Cash was received from:			
Donations, fundraising and other similar receipts		286,520	310,060
Fees, subscriptions and other receipts from members		82,192	70,457
Receipts from providing goods or services		114,584	114,469
Interest, dividends and other investment receipts		7,345	3,429
Net GST		(6,801)	(9,091)
Cash was applied to:			
Payments to suppliers and employees		443,311	413,430
Net Cash Flows from Operating Activities		40,529	75,894
Cash was applied to:			
Payments to acquire property, plant and equipment		1,949	4,076
Net Increase / (Decrease) in Cash:		38,580	71,818
Opening Cash		292,671	220,853
Closing Cash		331,251	292,671
This is represented by:			
Bank Accounts and Cash		331,251	292,671

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

Statement of financial position

FOR THE YEAR ENDED: 31 MARCH 2020

	Note	Actual this year \$	Actual last year \$
Assets			
Current Assets			
Bank accounts and cash	3	331,251	292,671
Debtors and prepayments	3	42,416	51,911
Other current assets	3	872	2,167
Total Current Assets		374,539	346,749
Non-Current Assets			
Property, plant and equipment	4	4,661	5,891
Total Non-Current Assets		4,661	5,891
Total Assets		379,200	352,640
Liabilities			
Current Liabilities			
Creditors and accrued expenses	3	1,000	1,599
Employee costs payable	3	23,014	21,400
Income carried forward	3	156,747	180,996
Other current liabilities	3	17,942	25,460
Total Current Liabilities		198,703	229,455
Total Liabilities		198,703	229,455
Total Assets less Total Liabilities (Net Assets)		180,497	123,185
Accumulated Funds			
Accumulated surpluses or (deficits)	5	60,497	13,185
Reserves	5	120,000	110,000
Total Accumulated Funds		180,497	123,185

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

Dated: 7 August 2020

Trustee 

Ming-chun Wu

Trustee 

Debbie Gee

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

Statement of accounting policies

FOR THE YEAR ENDED: 31 MARCH 2020

Basis of Preparation

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

Goods and Services Tax (GST)

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

Income Tax

Wellington Volunteer Centre is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank Accounts and Cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 225 days or less.

Depreciation

Depreciation is calculated so as to write off the cost of assets over the period of their useful economic lives. The following depreciation rates have been adopted in line with those permitted under the Income Tax Act 2007 : Furniture & Fittings : 13%–19.2% DV and Computers & Equipment : 16%–67% DV

Tier 2 PBE Accounting Standards Applied (if any)

The board has not adopted any Tier 2 PBE Accounting Standards in the Preparation of these accounts.

Changes in Accounting Policies

There have been no changes in accounting policies during the financial year (last year – nil).

Notes to the performance report

FOR THE YEAR ENDED: 31 MARCH 2020

Note 1: Analysis of Revenue

	This year \$	Last year \$
REVENUE ITEM: Donations and other similar revenue		
ANALYSIS		
Betty Campbell Trust	8,500	8,500
Christine Taylor Foundation	1,000	2,000
Colin Hyde	600	600
Department of Internal Affairs – COGS	11,000	12,000
Department of Internal Affairs – Support for Vol Fund	66,017	64,536
Four Winds Foundation	3,300	3,223
Geoffrey Marsland	—	519
Holcim NZ	—	5,000
House of Sabra	300	300
Hutt Automatics	—	840
Hutt City Council – Community Development Fund	5,000	5,000
Hutt Mana Charitable Trust	—	1,000
Infinity Foundation	251	—
Lion Foundation	13,342	3,442
Lions Club Lower Hutt	46	0
Lottery Grants Board	55,000	50,000
Mosquito Consulting	260	260
Nikau Foundation	13,515	7,788
One Foundation	1,240	0
Other Donations	903	160
Pelorus Trust	5,000	—
Pub Charity	665	—
Roy Ferguson	5,000	5,000
Sargood Bequest	—	2,500
Symonite	480	440
Tai Shan Foundation	15,000	10,000
T G Macarthy Trust	15,000	4,500
Trust House Foundation	9,410	12,000
Victoria University	29,635	16,932
Volunteering NZ – Migrant Support Programme	3,000	0
Wellington City Council	40,000	37,198
Wellington Community Trust	15,000	10,000
Total	318,464	263,738
REVENUE ITEM: Fees, subscriptions and other revenue from members		
Fees & subscriptions from NFP members	35,443	34,858
Fees & subscriptions from corporate members	34,750	32,367
Total	70,193	67,225

	This year \$	Last year \$
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REVENUE ITEM: Revenue from providing goods or services

ANALYSIS		
Training fees	17,312	9,307
MSD – Work and Income	89,827	79,350
Book sales	—	17
Office sublease	6,201	6,100
Total	113,340	94,774

REVENUE ITEM: Interest, dividends and other investment revenue

Interest	6,049	4,909
Total	6,049	4,909

Note 2: Analysis of Expenses

EXPENSE ITEM: Volunteer and employee related costs

ANALYSIS		
Salaries and wages	328,376	311,901
Volunteer costs	7,472	6,179
ACC levies	788	699
Staff training and recruitment	3,845	5,441
Total	340,481	324,220

EXPENSE ITEM: Costs related to providing goods or services

Advertising	3,099	2,700
Client training costs	10,982	9,862
Office supplies and postage	7,559	4,208
Premises costs	5,788	5,527
Printing and photocopying	4,148	2,973
Rental of premises	50,018	49,399
Telephone and internet	3,888	7,696
Travel and meeting costs	16,854	10,872
Total	102,336	93,237

EXPENSE ITEM: Other expenses

Bank / professional / membership fees	1,458	1,515
Depreciation and assets written off	3,179	2,778
Fundraising consultants	780	4,618
Audit / review fee	2,500	0
Total	7,917	8,911

Note 3: Analysis of Assets and Liabilities

	This year \$	Last year \$
ASSET ITEM: Bank accounts and cash		
ANALYSIS		
Current account balance	39,014	58,604
Deposit account balance	92,237	34,067
Term deposits	200,000	200,000
Total	331,251	292,671
ASSET ITEM: Debtors and prepayments		
Accounts receivable	37,865	44,237
Prepayments	4,551	7,674
Total	42,416	51,911
ASSET ITEM: Other current assets		
Accrued Interest	354	1,649
Bonds receivable	518	518
Total	872	2,167
LIABILITY ITEM: Creditors and accrued expenses		
Accounts payable	386	1,551
Accrued Expenses	614	48
Total	1,000	1,599
LIABILITY ITEM: Employee costs payable		
Annual leave accrual	23,014	21,400
Total	23,014	21,400
LIABILITY ITEM: Income carried forward		
Corporate subscription Fees	22,128	15,378
Not-for-profit membership fees	37,100	36,667
Wellington Community Trust	10,000	15,000
Training fees	248	1,711
Lottery Grants Board	55,000	55,000
Work and Income	20,933	22,000
Lion Foundation	3,315	6,657
Victoria University	5,433	15,068
Nikau Foundation	—	13,515
Trust House Foundation	2,590	—
Total	156,747	180,996
LIABILITY ITEM : Other current liabilities		
GST payable	17,942	25,460
Total	17,942	25,460

Note 4: Property, Plant and Equipment

Asset Class	Opening carrying amount	Purchases	Sales/ disposals	Current year depreciation and impairment	Closing carrying amount
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THIS YEAR

Furniture and fixtures	1,327	216	32	208	1,303
Office equipment	893	696	198	371	1,020
Computers (including software)	3,671	1,037	15	2,355	2,338
Machinery	—	—	—	—	—
Heritage assets	—	—	—	—	—
Total	5,891	1,949	245	2,934	4,661

LAST YEAR

Furniture and fixtures	1,190	520	185	198	1,327
Office equipment	932	371	23	387	893
Computers (including software)	2,471	3,185	146	1,839	3,671
Machinery	—	—	—	—	—
Heritage assets	—	—	—	—	—
Total	4,593	4,076	354	2,424	5,891

Note 5: Accumulated Funds

Description	Capital contributed by owners or members	Accumulated surpluses or deficits	Reserves	Total
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THIS YEAR

Opening Balance		13,185	110,000	123,185
Surplus/(Deficit)		57,312	—	57,312
Transfer to Reserves		(10,000)	10,000	—
Transfer from Reserves		—	—	—
Closing Balance		60,497	120,000	180,497

LAST YEAR

Opening Balance		18,907	100,000	118,907
Surplus/(Deficit)		4,278	—	4,278
Transfer to Reserves		(10,000)	10,000	—
Transfer from Reserves		—	—	—
Closing Balance		13,185	110,000	123,185

BREAKDOWN OF RESERVES

		Actual this year \$	Actual last year \$
Name	Nature and Purpose		
Reserve Fund	Up to 6 months operating costs. Currently 3.2 months (average \$37,500 monthly costs)	120,000	110,000
	Total	120,000	110,000

Note 6: Commitments and Contingencies

COMMITMENT	EXPLANATION AND TIMING	At balance date this year \$	At balance date last year \$
Commitments to lease or rent assets	Wellington office rent (up to 1 year)	37,604	40,111
	Hutt office rent (up to 1 year)	1,417	2,125
	Porirua office rent (up to 1 year)	1,541	1,554
	Wellington office rent (1-3 years)	16,713	56,824
	Hutt office rent (1-3 years)	0	0
	Porirua office rent (1-3 years)	0	0
	Total	57,275	100,614

Wellington: Current lease 16/9/18-15/9/21. Covid rebates: 50% April, 25% May

Hutt: 3 months' notice clause in place in case of insufficient funds. Covid rebates: 50% April, 50% May

Porirua: 3 months' notice clause in place in case of insufficient funds. Covid rebates: 50% April, 20% May

Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at balance date (last year – nil).

Notes 7-12

Related Party Disclosures:

There were no transactions involving related parties during the financial year (last year – nil).

Surplus for the Year

Abnormal surplus being transferred into Reserve Fund.

Events After the Balance Date:

There were no events that have occurred after the balance date that would have a material impact on the Performance Report (last year – nil).



Volunteer Wellington
Te Puna Tautoko

YOUR COMMUNITY CONNECTOR