

# ANNUAL REPORT

## 2020-2021



**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 from top left: Chalk drawings outside New World Metro on Willis Street were part of our National Volunteer Week 2020 promotion. Our youngest volunteer of the year taking part; A presentation to English Language students on the opportunities offered through volunteering; Z Energy and AJ Park at Upstream in Central Park; Vic Uke set a cheerful scene for the 2020 AGM cementing our theme of the past few difficult months – warm connections in an evolving environment.

# 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 vision

A strong and connected community and voluntary sector

## Our Mission

To connect and build capacity and capability of the community and voluntary sector, to advocate for and champion volunteering in the Wellington region.

## Our values

- Embrace diversity
- Advocate for inclusiveness
- Act with respect
- Champion 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 360 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 newsletters with up-to-date information about volunteering and the management and leadership of diverse volunteers
- Support networks of managers of volunteers and voluntary organisations in the Wellington region
- Establish and support Managers/leaders of Volunteers peer support groups
- Maintain and develop accessible resources and publications
- Promote, manage and facilitate Employee Volunteering
- Work with corporates, government agencies and other businesses to encourage volunteering and ongoing relationships with the community and public and business sectors

## Paid staff team

- Julie Thomson, Regional Manager
- Kim Jansen, Manager Volunteer Hutt
- Claire Teal, Manager Member Services
- Tracy Ward, Manager Engagement in the Community
- Debra Roche, Office Administrator
- Julia Donovan, Manager Volunteer Porirua (until 28/8/20)
- Zosia Parder, Manager Volunteer Porirua (until 29/1/21)
- Dianne Boyce, Manager Volunteer Porirua (from 1/3/21)
- Melanie Vautier, Manager Volunteer Services (until 8/1/21)
- Lyne Pringle, Employee Volunteering Co-ordinator (until 25/3/21)
- Heidi Quinn, Employee Volunteering Co-ordinator (from 1/3/21)
- Graeme Milne, Fundraiser (until 24/7/21)
- Vanessa Palmer, Fundraiser (3 month contract)
- Rebecca Macfie, Fundraiser (from 3/11/2021)

## Board of trustees

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

# By the numbers

## Volunteer Wellington's key achievements during 2020–2021

- 2563** formal volunteer seekers – includes those interviewed face-to-face and those referred online
- 403** informal volunteer seekers – students (secondary and tertiary) connected to community projects
- 6635** volunteer referrals made
- 429** seeking paid work
- 119** registered with Work and Income
- 677** full-time employees
- 307** part-time employees
- 526** students
- 101** retirees
- 81** unpaid workforce
- 30** visitors
- 293** other
- 323** new migrants
- 119** people with refugee background
- 360** active community organisation members of **Volunteer Wellington**
- 11** professional development workshops organised by our three offices, and a series of e-learning opportunities
- 283** training participants
- 360** liaison visits and calls with greater Wellington community organisation members
- 30** meetings held to organise and strengthen mentor programmes and managers of volunteers' peer support groups.
- 9** mentor/mentee relationships continued through our Mentor Programme
- 44** employee volunteer projects with business friends connecting with our community members
- 515** employees participating from 20 businesses
- 24** newsletters produced and distributed to approximately 700 stakeholders
- 6** profiles/case studies written about volunteers and managers of volunteers and used for advocacy and promotion
- 7** celebratory and educative events held in Hutt, Porirua and Wellington on International Volunteer Managers Day, National Volunteer Week, International Volunteer Day.

# Introduction

**Volunteer Wellington's** staff team and board of trustees have worked on re-thinking and re-wording the organisation's strategic goals for 2021–2024. These are connected to every aspect of our services to ensure we achieve our mission: to *connect and build capacity and capability of the community and voluntary sector, to advocate for and champion volunteering in the Wellington region.*

The four strategic goals are:

- We innovate and adapt to ensure the benefits of volunteering are accessible to all
- We provide our members with skilled and comprehensive support and services
- We lead and demonstrate best practice across volunteering
- We advocate to broaden understanding of the power of volunteering

These aims, and the actions which logically follow, will be captured and described as outcomes of the 2020–2021 year, throughout this annual report. They will be in bold type to further identify how strategy becomes action.

## Chair's report



I am delighted to present the **Volunteer Wellington** Annual Report for 2020/21. The past year has been a busy one, as it has been for the country. Through the volatility of Covid, I am proud of the efforts of our paid staff at **Volunteer Wellington**, and the willingness of our volunteers to contribute at a time when assistance was most needed throughout our community.

In these challenging times, a prudent approach to the safety of our staff and volunteers, our financial management, and future plans, became essential. Our financial results reflect this, but also illustrate that we have aspirational goals and an ability to resource them for the future.

This year, **Volunteer Wellington** partnered with InternetNZ and the Domain Name Commission as sponsors of the freshly rebranded .nz Mahi Aroha Awards. After successive years of recognising contributions by organisations involved in employee volunteering through the annual Corporate Challenge event, we have extended the scope of this award to recognise the wider impact of volunteering throughout the Region. We look forward to continuing the relationship with InternetNZ.

Our volunteer seeking base continues to be strong with consistent registrations across all three of our offices. Diverse volunteers have also continued to add value to our own teams; even in such a turbulent year, these volunteers have been loyal and their work has had an impact on our services. The results of this sustained team effort have been fantastic; and I commend our Regional Manager Julie Thomson and her team for their mahi during an uncertain and challenging year.

I would like to thank Lyne Pringle for her passion in building the Employee Volunteer programme during the past five years; and Anton Samoilenko and Raewyn Sinclair whose term on the Board finished this year. Their valuable contribution was appreciated. We are blessed with new talents with staff members (Heidi Quinn and Dianne Boyce) and board members (Doug Newdick and Nicola Gallacher) joining the team.

This annual report represents my final as the Board Chair. It has been an honour to serve over the past eight years with the Board, and I look forward to watching **Volunteer Wellington** continue to move from strength to strength.

Aroha nui,  
**Ming-chun Wu**

“The membership support you provide is priceless; being able to reach out and seek your support, input and guidance has a huge impact on our organisation.”



EMILY KAPRINWAT

This year awards were presented to three outstanding and long-term volunteers from the Volunteer Wellington team. They were Sue Hobbs, Chris Streatfield and Peter Atkinson. Sue and Chris pictured above. Peter appears on page 6.

# Championing and connecting



Julie Thomson, Regional Manager, and Zlata Sosa, Manager English Language partners Wellington Community Centre with Governor-General The Rt Hon Dame Patsy Reddy at an event to celebrate the Wellington Community Sector at Government House.

## Volunteers by ethnicity

Pakeha/NZ	1,177
Māori	112
Pacific Peoples	98
India	226
China	116
South East Asia	128
East Asia	48
South Asia	37
Middle East	29
Australia	30
Western Europe	221
Eastern Europe	29
Russia/Baltic States	14
North America	65
South/Central America	47
Caribbean	2
Africa	21
South Africa	27
Not Stated	136

## People with volunteering

Kia ora Tatou: Centuries ago, Heraclitus said ‘change is the only constant’. Change has certainly been the ‘constant’ of **Volunteer Wellington**’s past year. We’ve had major staff changes, many of our working systems and structures have changed; some because of situations related to Covid, and others because we’ve found better ways of working together as a team, and as a pivotal connecting organisation within the greater community. Even community related vocabulary has changed to some extent ... ‘new normals’ are now regular Zoom meetings with outreach offices and volunteer-focused groups throughout New Zealand and internationally.

In fact, finding creative solutions to issues which arose from the pandemic crisis, has transformed our team dynamic and led to positive strategic development for our organisational culture. Online training, the exciting community leadership and mentoring pilot programme, and a refugee and migrant outreach which is making volunteering accessible to those with limited English and at risk of being isolated from mainstream activities, are key developmental actions. Progress in these fields will be discussed later in this Report.

## Organisational and team culture

Our Te Tiriti o Waitangi journey has progressed this year through the work we’ve been doing with Hilary Star-Foged on our culture as an organisation and as a team; and how this impacts and contributes to how we live and express the Treaty partnership. As well as these workshops we also took part in a series of Te Reo Māori learning sessions. Being introduced to the language has given us many cultural insights ... as well as being a valuable and fun team-building experience. We are grateful to Wellington Community Trust who supported these sessions through their LIFT fund.

Our goal to ‘**champion and connect people through volunteering**’ came to the fore during the lockdown and continued social distancing in the early part of our 2020–21 financial year. As a high proportion of our community members support vulnerable people, the need for their services was amplified. Loneliness, isolation, food requirements caused by poverty and increased unemployment meant that more volunteers were needed with the ability to communicate using different methods and more resilient technology.

Murray Edridge, Wellington City Missioner, was one of the speakers at **Volunteer Wellington**’s 28th AGM held in August last year, with social distancing still in place, at St Peter’s Church in Willis Street. Demands for their services increased 500% during the height of the pandemic. The government’s edict of kindness led to some amazing results, he said. ‘We have been able to celebrate wonderful financial support, and very generous volunteer assistance. We are in awe of what **Volunteer Wellington** does. You keep volunteering to the forefront of the community.’

## Being adaptable

A key priority of the past year was to support our community members to navigate the unknown and unpredictable Covid environment. A survey to members informed us on how we could tailor resources, training and other forms of support to help them to navigate the unknown and unpredictable Covid environment. Due to the Covid lockdown, and later necessity for social distancing, we adapted our training programme with several online workshops taking the place of our usual forums and workshops. We delivered 11 professional development events, maintaining our commitment to supporting the growth of our members’ capacity and capability.

Through our strong partnership with LEAD Centre for Not for Profit Leadership and Governance and Volunteering Waikato, we were able to offer our community members a further range of e-learning opportunities that complemented our professional development programme.

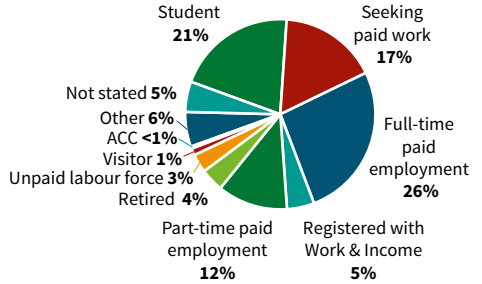
An example of an important workshop held during this changed environment , was ‘Coaching people in a virtual world.’ This virtual workshop was geared to provide participants with ways to navigate their way through the inevitable challenges they were facing.

## National relationships

Relationships with Volunteering New Zealand and the Volunteer Centre Network Aotearoa have further strengthened as we came together to respond to the Covid pandemic at a national and regional level, providing critical information and support to the local communities of Aotearoa.

For our teams working through the Employee Volunteering programme, we also had to find new ways of communicating and staying active during the long weeks of social distancing. Our reward was that in the last quarter of the year enthusiastic groups came out

### Volunteers by labour force



EVA PAPPINAY

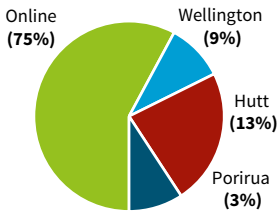
Vanisa Dhuru and Claire Teal enjoying the Volunteer Wellington 2020 International Volunteer Day celebration.

“We are in awe of what **Volunteer Wellington** does. You keep volunteering to the forefront of the community.”

Murray Edridge,  
Wellington City Missioner



## Distribution of volunteer registration by office



in full force, completing before the end of 2020 close to 65 projects involving 693 volunteers from 23 businesses and government departments. At last year's 2020 Corporate Challenge celebration, held in July and sponsored by Victoria University, more than 1000 employees had participated with outstanding results. An innovative move was the Covid Volunteering Heroes awards. These went to Kiwi Community Assistance, Kaibosh, Victoria University Student Volunteer Army, Wellington City Mission and St Vincent de Paul.

We are now developing a new way of offering our annual awards. Called the .nz Mahi Aroha Awards and sponsored by InternetNZ and the Domain Name Commission these will be presented at a celebratory event during National Volunteer Week in June 2021.

Our team has put in a fantastic effort this year to continue our mahi in what has been a challenging and evolving environment. I am grateful for everyone's flexibility and commitment. And this includes more than 70 volunteers involved in the delivery of our services.

I also want to recognise and thank our community members, our funders, our business partners, supporters and our board of trustees. Your support and confidence in our mahi ensures that **Volunteer Wellington** continues to play a pivotal role in building a strong and connected community and voluntary sector.

Finally, a special thanks goes to Ming-chun Wu who has been our able Chair for the past two and half years; as well as an enthusiastic supporter and trustee for the previous six. All of us at **Volunteer Wellington** are grateful for Ming-chun's valuable contribution.

Nga mihi nui

**Julie Thomson, Regional Manager**



Paul Eagle MP with long-service award recipient Peter Atkinson and Julie Thomson at Volunteer Wellington's International Volunteer Day celebration 2020.

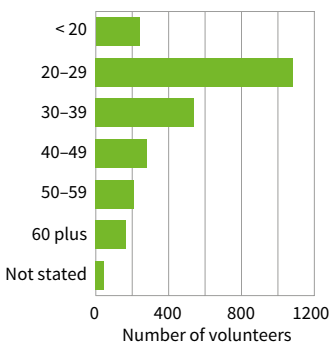
## Leadership and best practice across volunteering

Claire Teal, Manager of Member Services, leads **Volunteer Wellington's** work with communities. 'As the connecting hub for so many diverse communities across the Wellington region it is critical that we lead and demonstrate best practice that covers the broad spectrum of volunteering.'

During this year of development and internal change **Volunteer Wellington's** strategic goals for 2021 to 2024 have been re-worded with an emphasis on depth of engagement with our members; and through our advice, support and personal conversations, we are able to **advocate for a broadened understanding of the power of volunteering.**

Claire has initiated a year-long pilot leadership programme covering the Hutt Valley and Wellington. Nine managers of volunteers are currently participating in five workshops which will take place during 2021. 'With topic-based discussions planned, there will be time to think deeply about the sector and the role of leadership ... how to ensure diversity and

## Volunteers by age





inclusion, accessibility to meaningful volunteering opportunities, increase equity.'

Peer support mentors are working alongside the leadership group. Sharing of experiences and ways to develop in order to meet the challenges of today's community sector, will result in increased resilience – which in turn means a happier workplace and happier volunteers, said Claire.

*'When we bring a topic, idea or question to the table, it is reassuring to know that others often face similar challenges. We are able to share ideas with each other, learn new approaches and gain new insights. We always leave with at least one "nugget" we can take away with us to adapt for our own organisation.'*

"B. Comm graduate Tobi Travena acquired valuable transferable skills through his two volunteer roles, one as an admin assistant with **Volunteer Wellington**, and the other as prevention support team member at Take 10, an organisation designed to keep young people safe, who are out and about late at night in Courtenay Place. *Asking the right questions, not taking over and never being judgemental is all part of it.*"

## Outreach with refugees and migrants

'Being there' is positive proof of '**ensuring we innovate and adapt to ensure the benefits of volunteering are accessible to all**'. Effects of Covid led to increased feelings of trauma, marginalisation, loneliness, anxiety, depression and financial stress among the migrant and former refugee communities. Engagement and inclusion in local community life became needed more than ever before. Conversations during lockdown led to collaborative partnerships being planned with organisations who work regularly with refugees and migrants.

Fortnightly outreach sessions with **Volunteer Wellington** team members will take place to discuss roles and match migrants and former refugees with community organisations. The impact on people's lives will be discussed and a buddy system established to walk and talk with people when further support is needed. **We advocate to broaden understanding of the power of volunteering.**

Possibly there will be more hangouts, or conversation groups, in the suburbs in the year to come. We need to 'be there', said Claire.



An entertaining but always informative Volunteer Wellington organised breakfast at KPMG to celebrate International Managers of Volunteers Day 2020, took the form of a flight into Wellington complete with cabin crew and pilot (pictured). Putting self-care into practice was the focus. From left Leigh Keown, Karen Smith (pilot), Claire Teal, Julie Thomson and Amanda Ashby.



Melanie talks with new migrants about the opportunities offered through volunteering.

"The time you spent supporting me to unravel what felt like a jumble of priorities was a godsend. It helped me to gain clarity on steps to take to organise resources when I felt I had nowhere else to turn. Thank you."

# Experience gained from a challenging volunteer role

*“Asking the right questions.”*

**Tobi Trevena** is a cheerful and engaging young man who recently graduated with a Bachelor of Commerce from Victoria University. He studied accounting, management and commercial law; and is now looking to secure paid work relating to his degree, as are so many other former students in this time of post Covid lockdown.

2020 is a tough time to be job hunting says Tobi, but Work and Income’s suggestion to be part of **Volunteer Wellington’s** Preparation for Employment Programme ‘is adding much valuable learning to my days’.

Having been in his weekly volunteering role as a Prevention Support Team Member at **Take 10** for several weeks, Tobi says he has learnt much about active listening, working with aggression and the sort of dialogue needed to de-escalate situations which could lead to potential harm.

**Take 10** was set up as a ‘safe space’ in central Courtenay Place, opening from 10 pm until 4 am to help people from all walks of life who are vulnerable; and to prevent incidents often caused by excessive alcohol. It is literally a place to take time out ... to **Take 10**.

A mobile unit set up with AstroTurf, games, water and a team of volunteers – like Tobi – it’s friendly and accessible to everyone who comes along. Tobi explains more about how he learnt during his training to intervene calmly and pleasantly, to be observant and have the confidence not to be afraid, even in the face of confrontation and possibly eruptive situations.

‘Asking the right questions, not taking over and never being judgemental is all part of it.’ These are valued transferrable skills. As a lover of watching sport Tobi is also a night owl – another useful prerequisite for working at **Take 10**.

In fact it’s because AstroTurf has such a



positive vibe that Tobi has recommended to his friends to come along to **Take 10**; he has even used it himself on a non-volunteering night!

‘Just some pleasant space to spend a bit of time, drink some water, think through the next part of an evening – like getting home safely.’

Tobi also has a regular role with **Volunteer Wellington’s** administration team, mainly doing follow-up discussions with current and past volunteers. Documenting such findings provides valuable information about the impact of volunteering for both the individual and the organisation.

All done via email and telephone transactions, this is a very different field of communication from his night-time talks with often voluble party-goers. ‘Neither of these forms of conversation is always easy,’ he says, ‘but I’ve become much more aware of how to work through something and find a point of engagement.’ And the same goes for either a telephone chat or an early morning ‘helping out’ discussion.

He even uses the tools he had learnt to ‘check in’ with himself more now in everyday life. This degree of emotional intelligence in one so young will take Tobi Trevena far. The right job included.

## We view involvement in volunteering as a key aspect of wellbeing

Tracy Ward, Manager of **Volunteer Wellington's** Engagement in the Community programme works in partnership with Work and Income encouraging unemployed people to take up volunteering opportunities. Her aim in her one-to-one conversations 'is to get her clients excited about getting up in the mornings. That's the gold I'm seeking.'

It's been a tricky year for young graduates, she said. 'Since Covid and so many workplaces reducing staff numbers, the usual places which soak up these young people, have disappeared. Because we have had such a long-term relationship with Work and Income we have received many more referrals this past year from former students who were desperate for work experience.'

With the added focus and promotion of the importance of management/leadership in volunteer teams during the past year, referred clients are always amazed at the varied and meaningful volunteering positions available with **Volunteer Wellington's** member communities.

'I search for the transferable skills possible within the diverse roles.' Tracy gave an example of an unemployed graduate architect she matched with an environmental organisation needing additional capacity within their sustainability field. Skills and experience are developed, she said, as well as more understanding of the values which build better communities. These will all be taken into future workplaces.

Referrals also include beneficiaries from supported living, sole parent, job seeker and older age group/redundancy categories. Needs are different but all are looking for hopeful, positive community involvement. 'Everyone can shine with the right role and the right encouragement.'

## Big picture perspective includes Volunteer Hutt and Porirua

**Volunteer Hutt** is working to develop leadership of others in the community. Manager Kim Jansen says that being involved in the leadership programme with key Hutt Valley member organisations is building the capacity of the whole community.

Deeper relationships are being developed and everyone has more knowledge of the complex role of manager of volunteers, she said. By **understanding the infrastructure needed to ensure volunteer programmes run as well as possible**, a calmer workplace with less pressure is the result. Kim has observed positive results for members who have access to the professional development and support services offered by **Volunteer Hutt**.

"Our in-person conversations with people enable us to understand their goals and motivations and connect them with meaningful opportunities."



Tracy talks with a Work and Income client 'to find the gold' which will lead to the right volunteering opportunity to gain skills and be engaged.

"**Volunteer Wellington** is very knowledgeable and amenable to helping us get the volunteer support we require across the business. Awesome value for money!"



Kim(second from left) with the leadership programme group members getting together for lunch.

### Engagement in the community

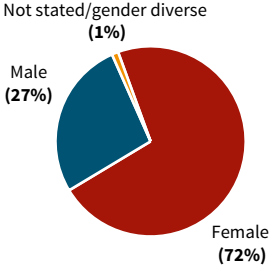
Volunteer seekers referred through **Volunteer Wellington**'s Work and Income partnership are welcomed with enthusiasm by Kim and her team of interviewers. 'I love working with this group and helping develop their potential through finding the right volunteer role. Our team has established excellent relationships with case managers throughout the Hutt Valley and right up to Upper Hutt. We work with mental health issues, disability, new migrants and refugees – and some wonderful and very creative managers of volunteers who are dedicated to being inclusive.'

Mary Potter Hospice shop in Upper Hutt and the Salvation Army shop in Petone are brilliant examples, she said. 'The managers in these shops make a point of creating tasks for people who may otherwise be isolated from community life. They see the mission of their organisation being fully recognised.'

**Our service works to support the needs of both volunteer role seekers and organisations** is summed up with the diversity of communities undergoing leadership development in the Hutt, as well as the diversity and varied needs, of volunteer seekers.

*'The time and energy Volunteer Hutt put into helping us find volunteers and interview people means we have more time to focus on delivering our services. They also coordinate regular events so managers of volunteers have the opportunity to meet and connect and collaborate. This is invaluable. They are great at connecting people and organisations including training which helps keep our costs down. Kim and the team at Volunteer Hutt are an immense asset to the community organisation in the Hutt Valley.'* Hutt Valley community member

### Volunteers by gender



## Volunteer Porirua

Staff changes have been among some of the year's challenges for **Volunteer Porirua**. The team of committed volunteers have been able to give support to new manager, Dianne Boyce. 'Their fund of local knowledge is invaluable,' said regional manager Julie Thomson.

Tracy Ward, Engagement in the Community Manager, talks regularly with case managers at Porirua's Work and Income offices encouraging volunteering involvement. Many local members have benefited from these placements. Whitford Brown Community Trust is a recent example. 'The Whitford Brown Community Trust values the volunteers that come in and support our programmes ... we currently have two staff employed who started out as volunteers from **Volunteer Porirua**.'

## Employee teams supply people power to communities

Te Rito Gardens in Porirua is a case where **Volunteer Wellington**, through its Employee Volunteering programme, is carrying out a suite of goals: **we view involvement in volunteering as a key aspect of well-being – we take the lead on collaborative projects that align with our strategic objectives – we work to broaden the understanding people have about volunteering, its variety, its opportunities and its power.**

The purpose of Te Rito gardens under the leadership of Steve Wilson, is to facilitate a training and work environment in which all people are given opportunities to learn the life skills of growing food and acquiring an income in a sustainable way. Surrounded by the construction 'mayhem' of the building of Transmission Gully the nearby gardens continued to function even though the encroachment came closer and closer. Then a new site further south and near Keneperu Hospital was offered and re-development had to take place very quickly in order to keep the scheduled programme going.

An epic effort, during the past financial year, by 40 volunteers from Z Energy across one day helped with clearing and sorting the new site as well as the installation of a drainage system for the orchard – now planted. 'Miracles can happen,' said Lyne. A 'superman' manager able to inspire volunteer teams, supplied the magic.

"Thank you so much **Volunteer Wellington!** Without your help, and the help of amazing volunteers, we wouldn't have been able to get to where we are today, supporting so many families in Aotearoa in the mental health of parents in pregnancy, childbirth and early parenting."



Volunteer Porirua connects with Porirua Mayor, Anita Baker, to discuss how we can work well together to serve the diverse communities of Porirua. Pictured are Ming-chun Wu (Board Chair), Julie Thomson (Regional Manager), Julia Donovan (former Manager Volunteer Porirua) and Mayor Anita Baker.



Epic volunteering for the Te Rito gardens re-build.



A crew from AsureQuality had a wonderful day with Huntleigh Home Residents. Their feedback: 'Thank you for yesterday Lyne. We had a blast.'

## Confidence gained through volunteering with Salvation Army

*“I love it here ...”*

Volunteering has brought new patterns and new networks into **Regan McHugh's** weekly timetable.

Regan is an organised young man who has been long-time client and worker with Earthlink in the Hutt Valley (Earthlink is an organisation committed to recycling and environmental care which supports people who have employment challenges.)

I met Regan as he was beginning his volunteering work for the day at the Salvation Army shop in Petone. He had already vacuumed the floor and soon it would be time for the truck to arrive and he would be loading the heavy boxes stacked in the storeroom.

‘I love it here,’ he said. ‘Especially loading the trucks.’

When the possibility of volunteering cropped up, Regan made an appointment with **Volunteer Hutt** for an interview with manager Kim Jansen. **Volunteer Hutt** runs a supportive programme with Work and Income where clients develop personal goals for volunteer work and are then matched with suitable roles. After Kim spent time with Regan she knew the Salvation Army presented a perfect fit for him.

Kim has worked closely with the team at the **Salvation Army Store** in Petone, recognising their ability to be inclusive and creative in the way they find interesting roles for everyone keen to volunteer.

Regan said he was ‘a bit nervous at first’ but the friendliness of the office and ‘nice people’ won him over. His current role at the **Salvation**



**Army** has added to his balanced, active daily life programme. And it gives him energy, he said.

In fact, Regan has gained so much confidence through talking to customers and being part of the **Salvation Army** team, that he spoke publicly at **Volunteer Hutt's** International Volunteer Day celebration at the Dowse Art Museum last December.

Any notes? I asked. ‘Oh no,’ was his quick reply. ‘I could remember everything I wanted to say.’

The truck was due to arrive any moment. Time for me to sign off. With his winning grin Regan began his next task; picking up boxes and boxes of books ready for a morning of loading the truck.

STORY BY PAULINE HARPER

# Massive effort from Ministry Of Business Innovation & Employment

As with most businesses and communities during the pandemic-enforced lockdown of last year, projects involving social contact were halted until the latter part of the year. Support took on a different shape with more individual volunteering ensuring food distribution and support when there was loneliness via zoom calls and telephone.

New Zealand’s success with minimising the effects of Covid brought us to Level 1 by July. And it was MBIE who set the public sector alight by working with **Volunteer Wellington’s** EV programme to engage 220 employees over three weeks with 22 community projects. ‘They wanted to put on a show and lead the way for government agencies to be involved. They see volunteering as a way to becoming active members of civil society,’ said Lyne.

At her farewell earlier in the year, Lyne talked about how much she had enjoyed, during her five years with **Volunteer Wellington’s** EV programme, the cross-fertilisation that happens between sectors. ‘The opportunity to reach out and have experiences outside of the

office environment is central. It means getting away from the ubiquitous screens that dominate our lives. Equally it gives **Volunteer Wellington’s** community members a chance to connect with people in government and



Heidi and Lyne...



business – often these connections lead to long-lasting relationships.’

Heidi Quinn, welcomed as the new Employee Volunteering Coordinator shortly before the end of the financial year, retains Lyne’s passion and enthusiasm for ‘cross-pollination.’ She loves the fact



Matiu/Somes Island with Victoria University staff



Te Rito Gardens with MBIE

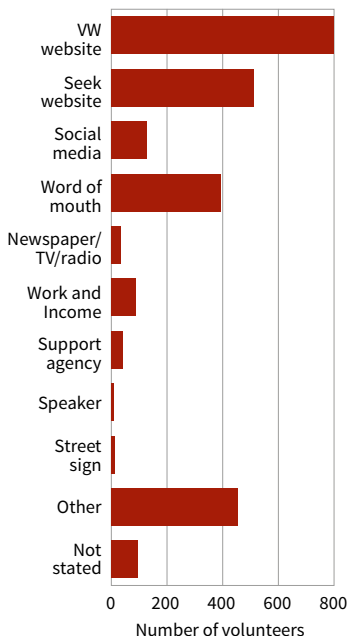


St Vincent de Paul and Victoria University staff

“We are very grateful to have had the opportunity to volunteer for the Vinnies warehouse yesterday. It gave us great insight into what is involved in your organisation and how you reach out to all groups in the community.”

Marie Paterson,  
Student Learning

## How volunteers heard of Volunteer Wellington



that this position is for her ‘90% relationship management’. People change through volunteering, she says. It is transformative and through employee volunteering, there is a ‘triple win.’ The volunteer, the business and the host organisation all benefit from the volunteer experience.

## Volunteer Wellington’s communities and business partners to celebrate new Mahi Aroha Awards

**Volunteer Wellington** is thrilled to announce that National Volunteer Week 2021 will take us into the new financial year with the all-encompassing **Mahi Aroha Awards**. These new awards will be sponsored by InternetNZ and the Domain Name Commission under the title **.nz Mahi Aroha Awards**.

After successive years of recognising contributions by organisations involved in employee volunteering through the annual Corporate Challenge event, the scope has now been extended to recognise the wider impact of volunteering.

Nominations from our community organisation members and business partners were flowing in as this Annual Report was being completed. The awards will cover three categories: Volunteer of the Year, Team Governance, Employee Volunteering Community Partnership. A new face, a new year, a new energy – always **providing our members with skilled and comprehensive support and services**.

## Strategic development supports and informs funding initiatives

Rebecca Macfie enjoys her role as **Volunteer Wellington**’s Fundraiser. ‘By supporting **Volunteer Wellington**, the whole community is being supported by default,’ she said. ‘We work with so many diverse people and organisations; and we are continually seeing so much change and transformation happening in people’s lives both through volunteering, and as a result of a volunteering action.’

The strong staff team all have stories to tell about the impact of their mahi, she said. These are passed on to both the ‘wonderful traditional funding organisations and agencies’ as well as new possibilities. One-off donations, regular monthly gifting, potential bequests ... are all included in ensuring a variety of revenue streams, and therefore **Volunteer Wellington**’s ongoing security and sustainability.



Fundraiser Rebecca Macfie (left) and Office Manager (right) Debra Roche, examine the funding table for the forthcoming year.



“My take on the interface between businesses and the community is that it’s a growing area with a lot of potential. Since signing up with **Volunteer Wellington** I feel like AsureQuality has gained stronger ties to the community and I feel like these ties are going to continue to strengthen.”

Adelle Nancekivell, scientist at AsureQuality



Former Minister for the Community and Voluntary Sector Poto Williams (centre) with Volunteer Wellington board members, Mayor Andy Foster (2nd left) and 2020 Corporate Challenge award recipients.

## Volunteering impact

Ashley Joy is a skilled ranger and leader of volunteer teams at Zealandia Ecosanctuary. ‘I love working with the teams. They help



with urgent projects which would usually take months to complete; plus the employee volunteers get to spend time in nature, further their skills and experience this truly educational experience.’ He sees the impact they have on the sanctuary and values their contribution.’



IAG volunteers at Zealandia



## Volunteer Wellington Te Puna Tautoko

Your community connector

### THREE YEAR GOALS: 2021-2024

**Our vision:** A strong and connected community and voluntary sector

**Our mission:** To connect and build capacity and capability of the community and voluntary sector; to advocate for and champion volunteering in the Wellington region

**Our Values:**  
Embrace diversity  
Advocate for inclusiveness  
Act with respect  
Champion mahi aroha  
Operate with integrity



## Volunteering roles give confidence to new migrant from South India

*“I was so scared at the beginning. By the end I had gained a lot of confidence.”*

**Mary Grace Jaison**'s first volunteering roles in Wellington were stitching with **Working Bee**, an organisation dedicated to making re-usable bags; and helping out for the day with a Gin Festival – known as **Gindulgence** – held in Frank Kitts Park.

A new migrant from Kerala in South India, with her husband working all day, Mary was alone and feeling ‘intimidated and with no courage’ when it came to going out into the unfamiliar streets of Wellington.

Her brother encouraged her to volunteer. ‘It’s the thing to do,’ he told her. ‘It will help you to know the society – as well as meet people and gain more local communication ability.’

The Gin Festival was a full-scale introduction to her new home. The Kiwi accent was strange and difficult, understanding the protocols of such a festive celebration – and being an Eftpos operator were all part of Mary’s ‘customer service’ day. ‘Everything was a first,’ she said. ‘I was so scared at the beginning. By the end I had gained a lot of confidence.’

Conservation volunteering followed, with another surprise. From among the volunteers Mary met, one was to become a ‘best friend’. With these experiences giving her some newfound bravery Mary was ready to come for an interview with **Volunteer Wellington** in order to find a longer term position.

‘Would you like to take on a role with this office,’ she was asked. ‘Of course, was my reply.’ To be in an office environment and, in turn, interviewing other volunteer seekers, was perfect for Mary, who graduated with an MBA from the university of Kochi before leaving India.



For two years (at the time of this conversation) she had been interviewing people from many ethnic backgrounds and with equally as varied skill bases. ‘I have matched professionals working with government ministries to volunteer positions. Their reasons are to balance their lives and have added happiness; and there are others who find communication difficult but want to be useful – and learn more.’ The not-for-profit retail stores were wonderful, open-minded employers for volunteers with such difficulties, she said.

And like her earlier, first few weeks in Wellington, when she suffered from ‘sitting depressed at home’, Mary understands how ‘getting out and being with new faces changes everything’.

She will continue applying for full-time employment, her aim for the future. But now with confidence and belief in herself. The fear and trepidation of the past have long gone – thanks to volunteering, she said.

STORY BY PAULINE HARPER

# Thank you ... Thank you ... Thank you

## Funders

Betty Campbell Trust  
Christine Taylor Foundation for  
Mental Health  
Department of Internal Affairs  
COGS – Wellington, Whitireia  
& Hutt  
Department of Internal Affairs  
Support for Volunteering Fund  
Four Winds Foundation  
Hutt City Council  
Hutt Mana Charitable Trust  
Lion Foundation  
Lotteries Community Fund  
Lotteries COVID-19 Community  
Wellbeing Fund  
Ministry of Social Development –  
Work and Income  
Ministry of Social Development  
– COVID-19 Community  
Awareness and Preparedness  
Grant Fund  
NZCT  
One Foundation  
Tai Shan Foundation  
Trust House Foundation  
Wellington City Council  
Wellington Community Trust  
Victoria University Wellington

## Business Friends

House of Sabra  
Symonite  
Mosquito Consultancy

## Individual Friends

Roy Ferguson  
Pauline Harper  
Sue Hine  
Sue Hobbs  
Ann Hodson  
Colin Hyde  
Raewyn Sinclair  
Fiona Smith  
Chris Streatfield

## 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 support has made a difference to our services during the 2020–2021 year

Hon Priyanca Radhakrishnan, Minister for the Community and  
Voluntary Sector  
Hon Poto Williams, former Minister for the Community and Voluntary  
Sector  
Andy Foster, Mayor Wellington  
Campbell Barry, Mayor Lower Hutt  
Anita Baker, Mayor Porirua  
Paul Eagle MP  
Chris Bishop MP  
Wendy Larner, Provost Victoria University of Wellington  
Jane Fletcher, Charlie Devenish, Victoria University Careers Services  
Professor Karen Smith  
InternetNZ/Domain Name Commission  
Community Comms Collective  
Hilary Star-Foged, Aly McNicoll – Lead Centre for NFP Governance  
and Leadership  
St Peter's Church  
Whittaker's  
CSG  
DLA Piper  
Community Law Wellington and Hutt Valley  
Isaacs Financial Planning  
Kapi Mana News  
KPMG  
minimum graphics  
Southern Cross Hotel  
St Johns In the City Presbyterian Church  
Volunteering New Zealand  
English Language Partners  
Vertia  
Riegers Copiers  
Chris Streatfield

# 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

Peter Atkinson  
Annette Bronkhurst  
Margarita Dimitrievska  
Merani Davis  
Alexandra Echaluze  
Preeti Gamba  
Jenny Greer  
Penny Griffiths  
Judith Hatton  
Anita Hawke  
Phil Hollis  
Mary Jaison  
Maria Karini  
Doris Kwok  
Hiyam Ali Okud  
Billee Mutton  
Arathi Nair  
Tasha (Natasha) Sharpe  
Stan Tampeau  
Tobi Trevena  
Leonard Wong

## Administration and liaison

Virginie Hespel  
Sara Kian  
Katie McGregor  
Jonathan (Jonno) McPike  
Yoshani Midipolawatta  
Vidhya Srinivasan

## ICT

Chris Streatfield  
Glenn Todd

## Comms/Social media

Dianne Amolong  
Jennifer Monk  
Shona Watson

## Projects

Chhandak Bandopadhyaya  
Rajashree Chakraborty  
Rishab Kumar  
Christine Richardson

## Outreach project

Nikki Bristol  
Swarna Gill  
Tilly Harford  
Antoinette Lathbury  
Ina Werner

## Writers/researcher/photographers

Pauline Harper  
Simon Hoult  
Eva Kaprinay  
Lynne White

## Statistician

Kylie Capundan

## Graphic design

Sue Hobbs

## Leadership programme mentors

Aileen Davidson  
Biddy Harford  
Sue Hine  
Jacinta Krefft  
Kate Mitcalfe  
Claire Teal

## Facilitators/trainers

Sue Hine  
Ann Hodson  
Professor Karen Smith  
Keith Vaughan

## Board of Trustees

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

## Board Secretary

Jordan Tinsley

## Employee Volunteering/ Youth Vanguard

Jason Bell  
Aiofe Crumley  
Emma Green  
Jordan Lankshear  
Nga Nguyen  
Sarah Sazali  
Karen Smith

## Victoria University Corporate Challenge Steering Committee

Charlie Devenish  
Jordan Lankshear  
Raewyn Sinclair  
Karen Smith

## Storyteller

Maira Wairama

## Those who have used our services

4abettercity	— Wellington West	Hataitai Community House
Accent Learning	— Johnsonville	Heart Kids
Access Radio	— Wellington Budget Service	Hearth Trust
Activation	Citizens Advice Bureau Lower Hutt	Holocaust Centre of New Zealand
Addiction Practitioners Assn of Aotearoa NZ	Citizens Advice Bureau & Budget Service Petone	House of Science Wellington Charitable Trust
African Communities Council of Wellington	Citizens Advice Bureau Porirua	Hutt City Budget and Advocacy Service
Agape Budgeting Service	Citizens Advice Bureau Upper Hutt	Hutt City Council
Age Concern New Zealand	Clubhouse Naenae	— Animal Control
Age Concern Wellington	Coeliac New Zealand	— Archives
Altrusa International of Wellington	Common Knowledge Trust	— CBD Development
Ara Taiohi	Community Law Wellington & Hutt Valley Te Awa Kairangi Office	— City Services & Parks
Aro Valley Community Centre	Community Networks Aotearoa	— Community Arts & Culture
Arthritis New Zealand	Community Networks Wellington	— Events & Outdooros
Arts Access Aotearoa	Conservation Volunteers NZ	— Mayors Task Force/Youth Inspire
Asert Tatou Development Trust	Cook Islands (NZ) Society	— Hutt City Library
Baggage Arts Charitable Trust	Crafty Volunteers of NZ	— Hutt City Safety & Guides
Bellyful NZ	Crafty Volunteers of NZ Charitable Trust	— Hutt Science Centre
Berhampore Centennial Community Centre	Diabetes Wellington	— Koraunui Stokes Valley Community Hub
BGI Challenge for Change	Diabetes Youth Wellington	— Leisure Active Business Unit
Birthingright New Zealand	Downtown Community Ministry	— Road Safety
Birthingright Hutt Valley	Dress For Success	— Wainuiomata Library
Birthingright Wellington	Earthlink	Hutt City Inline Hockey
Blind Low Vision NZ	Edible Earth	Hutt City Womens Refuge
Cancer Society of New Zealand National Office	Ekta NZ	Hutt Valley Activity Centre
Cancer Society of New Zealand Wellington Division	Employment Connections/ Emerge	Hutt Valley Benefit Education Service Trust
Canine Friends Pet Therapy	English Language Partners Hutt	Hutt Valley DHB
Caring Families Aotearoa	English Language Partners Porirua	Hutt Valley Horticultural Society
Catholic Social Services	English Language Partners Wellington	Hutt Valley Riding For The Disabled
Cats Protection League	Environment & Conservation Organisations of NZ	Hutt Valley Sexual Abuse Support & Healing
CCS Disability Action	Epilepsy New Zealand	IDEA Services
Centre for Marriage and Family Challenge 2000	Ethiopian Community	IHC New Zealand
Changemakers Refugee Forum	Evans Bay Intermediate	— National Office
Chelsea Day Care Trust	Events NZ Charitable Trust	— Porirua, Hutt and Kapiti
Child Cancer Foundation	Every Body is a Treasure	— Wellington
Christ Church Cottage Museum Trust	Focus Trust (Workmates)	Inclusive Education Action Group
Christ Church Preservation Society	Footy For All Charitable Trust	International Muslim Association of NZ
Christian Medical Fellowship of New Zealand	Free for All Charitable Trust	Interpreting Wellington
Churton Park Community Centre	Gallery Music Centre	Island Bay Community Centre
Citizens Advice	GirlGuiding New Zealand	Island Bay Natural Heritage Trust
— Central City	Graeme Dingle Foundation	Kaibosh Charitable Trust
— Eastern Suburbs	Greenstone Doors Hutt	Kaibosh Food Rescue Lower Hutt
— Newtown	Greenstone Doors Upper Hutt	Kaicycle
	H2O Xtream	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  
Kiwi Community Assistance Charitable Trust  
KiwiClass  
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  
Mafutaga Tagata Matutua PIPC Newtown  
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  
KiwiClass  
Media Matters in NZ  
Miramar and Maupua Community Trust  
Miramar Peninsula Community Trust  
Moera Community House  
MOSAIC  
Mt Vic Hub  
Mountain to Sea Wellington  
Multiple Sclerosis Society  
Naku Enei Tamariki  
National Collective of Independent Womens Refuges

National Council of Women of New Zealand  
National Heart Foundation Of NZ  
Neighbourhood Support Wellington  
New Zealand Blood Service  
NZ Breast Cancer Foundation  
New Zealand CCS  
New Zealand Federation of Multicultural Councils  
New Zealand Police Museum  
New Zealand Red Cross  
Newlands Community Centre  
Newlands Paparangi Progressive Association  
Newtown Budgeting & Advocacy Service  
Newtown Community and Cultural Centre  
Newtown Park Flats Community Sewing Group  
Nga Hau e Wha o Paparangi  
Nikau Foundation  
Northland Kidz Club  
Nuku Ora  
NZ Association of Citizen Advice Bureaux  
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  
– 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  
Parent Help Wellington  
Partners Porirua Charitable Trust  
Perinatal Anxiety & Depression Aotearoa  
Petone Community House

Petone Settlers Museum  
Porirua Activity Centre  
Porirua City Council  
Porirua City Council Library  
Porirua Green Bike Trust  
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  
– Wellington/Wairarapa  
– Johnsonville/Newlands  
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  
SPCA  
Special Olympics Hutt Valley  
Special Olympics 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 Michaels 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
- Strengthening Families
- 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 Maori Womens Refuge
- Team Naena Trust
- The CanInspire Charitable Trust
- The Dowse
- The Free Store
- The Hearing Association Hutt Valley
- The Peer Tree
- The Road Forward Trust
- The Salvation Army Central Division
- The Salvation Army Wellington South Corps
- The Salvation Army Boutique
- The Salvation Army Community Ministries
  - Boutique Store Kaiwharawhara
  - Family Store Kilbirnie
  - Family Store Lower Hutt
  - Family Store Miramar
  - Family Store Naena
  - Family Store Newtown
  - Family Store Petone
  - Family Store Porirua
  - Family Store Tawa
  - Family Store Upper Hutt
  - Family Store Wainui
- 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
- Vincenian Home for the Elderly
- Viti (NZ) Council e Aotearoa
- Vogelmorn Community Group
- Volunteer Hutt
- Volunteer Porirua
- Volunteer Service Abroad
- Volunteer Wellington
- Volunteering New Zealand
- Vulnerable Support Charitable Trust
- Wainuiomata Community Hub
- WellElder Counselling Trust
- Wellington After-Care Association
- Wellington Bird Rehabilitation Trust
- 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 Pasifika
- Wellington Pride Festival
- Wellington Regional Emergency Management Office
- Wellington Regional Prisons

- Wellington Riding For The Disabled
- Wellington Sexual Abuse HELLP Foundation
- Wellington Student Volunteer Army
- Wellington Womens Health Collective
- Wellington Womens Refuge
- WellIME
- Wesley Community Action
  - Hutt Valley
  - Porirua
- West Park School
- Whanau Family Support Services Trust
- Whitford-Brown Community Trust
- Yodat
- Young and Hungry Arts Trust
- Youthline
- Zeal
- Zealandia

### **Employee Volunteering partners:**

- ACC
- AJ Park
- ANZ Bank
- AsureQuality
- GNS Science
- IAG New Zealand
- IBM New Zealand
- Jarden New Zealand
- Massey University College of Creative Arts
- Ministry for the Environment
- Ministry of Business Innovation and Employment – Capacity Services
- Ministry of Business Innovation and Employment – Legal
- New Zealand Post
- Pynenburg and Collins Architects
- Todd Management Services
- The Treasury
- Victoria University of Wellington
- Vocus Group
- Wellington Electricity
- 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 2021
- 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 2021
- 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 2021, 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 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.



### **Aurora Financials Limited**

Qualified Statutory Auditors  
Wellington, New Zealand  
25 June 2021

# Statement of financial performance

FOR THE YEAR ENDED: 31 MARCH 2021

	Note	This Year \$	Last Year \$
<b>Revenue</b>			
Donations and fundraising	1	317,424	318,464
Fees and subscriptions	1	70,496	70,193
Provision of goods and services	1	95,381	113,340
Interest	1	3,940	6,049
<b>Total Revenue</b>		<b>487,241</b>	<b>508,046</b>
<b>Expenses</b>			
Volunteer and employee related costs	2	351,253	340,481
Costs related to providing goods and services	2	72,269	102,336
Other expenses	2	15,994	7,917
<b>Total Expenses</b>		<b>439,516</b>	<b>450,734</b>
<b>Surplus / (Deficit) for the Year</b>		<b>47,725</b>	<b>57,312</b>

# Statement of cash flows

FOR THE YEAR ENDED: 31 MARCH 2021

	Note	This Year \$	Last Year \$
<b>Cash Flows from Operating Activities</b>			
<b>Cash was received from :</b>			
Donations and Fundraising		295,754	286,520
Fees and Subscriptions from Members		72,765	82,192
Provision of Goods and Services		96,095	114,584
Interest		4,168	7,345
Net GST		(4,943)	(6,801)
<b>Cash was applied to:</b>			
Payments to Suppliers and Employees		(437,593)	(443,311)
<b>Net Cash Flows from Operating Activities</b>		<b>26,246</b>	<b>40,529</b>
<b>Cash was applied to :</b>			
Acquisition of Equipment		(8,328)	(1,949)
<b>Net Increase / (Decrease) in Cash</b>		<b>17,918</b>	<b>38,580</b>
Opening Cash		331,251	292,671
Closing Cash		349,169	331,251
<b>This is represented by:</b>			
Bank Accounts and Cash		349,169	331,251

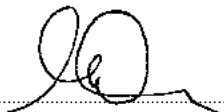
# Statement of financial position

FOR THE YEAR ENDED: 31 MARCH 2021

	Note	This Year \$	Last Year \$
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts	3	349,169	331,251
Debtors and prepayments	3	49,195	42,416
Other current assets	3	642	872
<b>Total Current Assets</b>		<b>399,006</b>	<b>374,539</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	8,852	4,661
<b>Total Non-Current Assets</b>		<b>8,852</b>	<b>4,661</b>
<b>Total Assets</b>		<b>407,858</b>	<b>379,200</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accrued expenses	3	2,678	1,000
Employee costs payable	3	19,575	23,014
Income carried forward	3	143,849	156,747
Other current liabilities	3	13,534	17,942
<b>Total Current Liabilities</b>		<b>179,636</b>	<b>198,703</b>
<b>Total Liabilities</b>		<b>179,636</b>	<b>198,703</b>
<b>Net Assets</b>		<b>228,222</b>	<b>180,497</b>
<b>Accumulated Funds</b>			
Accumulated surpluses	5	68,222	60,497
Reserves	5	160,000	120,000
<b>Total Accumulated Funds</b>		<b>228,222</b>	<b>180,497</b>

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

**Dated: 25 June 2021**

Trustee   
Ming-chun Wu

Trustee   
Debbie Gee

# Statement of accounting policies

FOR THE YEAR ENDED: 31 MARCH 2021

## 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

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 2021

## Note 1 : Analysis of Revenue

	This Year \$	Last Year \$
<b>REVENUE ITEM: DONATIONS &amp; FUNDING</b>		
<b>ANALYSIS</b>		
Betty Campbell Trust	8,500	8,500
Christine Taylor Foundation	500	1,000
Colin Hyde	600	600
Dept Internal Affairs: COGS	11,000	11,000
Dept Internal Affairs: Support for volunteering	58,017	66,017
Four Winds Foundation	3,342	3,300
House of Sabra	200	300
Hutt City Council: Community Development	5,000	5,000
Hutt Mana Charitable Trust	2,000	—
Infinity Foundation	—	251
Lion Foundation	3,315	13,342
Lions Club Lower Hutt	—	46
Lottery Grants Board	61,192	55,000
Ministry of Social Development : Covid	53,488	—
Mosquito Consulting	260	260
Nikau Foundation	—	13,515
NZ Community Trust	3,000	—
One Foundation	1,000	1,240
Other Donations	373	903
Pelorus Trust	—	5,000
Pub Charity	—	665
Roy Ferguson	5,000	5,000
Symonite	480	480
Tai Shan Foundation	15,000	15,000
T G Macarthy Trust	—	15,000
Trust House Foundation	8,732	9,410
Victoria University	5,433	29,635
Volunteering NZ: Migrant Support Prog	—	3,000
Wellington City Council	40,992	40,000
Wellington Community Trust	30,000	15,000
<b>Total</b>	<b>317,424</b>	<b>318,464</b>
<b>REVENUE ITEM: FEES &amp; SUBSCRIPTIONS</b>		
Not for Profit Members	35,019	35,443
Corporate Members	35,477	34,750
<b>Total</b>	<b>70,496</b>	<b>70,193</b>
<b>REVENUE ITEM: GOODS &amp; SERVICES</b>		
Training Fees	6,150	17,312
MSD: Work and Income	82,889	89,827
Office Sublease	6,342	6,201
<b>Total</b>	<b>95,381</b>	<b>113,340</b>

	This Year \$	Last Year \$
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### REVENUE ITEM: INTEREST

Bank Interest	3,940	6,049
<b>Total</b>	<b>3,940</b>	<b>6,049</b>

## Note 2 : Analysis of Expenses

### EXPENSE ITEM: VOLUNTEER & EMPLOYEE

ANALYSIS		
Salaries and Wages	328,424	328,376
Volunteer Costs	5,663	7,472
ACC Levies	791	788
Staff Training and Recruitment	16,375	3,845
<b>Total</b>	<b>351,253</b>	<b>340,481</b>

### EXPENSE ITEM: GOODS & SERVICES

Advertising	890	3,099
Client Training Costs	4,531	10,982
Office Supplies and Postage	3,475	7,559
Premises Costs	5,353	5,788
Printing and Photocopying	1,985	4,148
Rental of Premises	46,829	50,018
Telephone and Internet	3,113	3,888
Travel and Meeting Costs	6,093	16,854
<b>Total</b>	<b>72,269</b>	<b>102,336</b>

### EXPENSE ITEM: OTHER

Bank / Professional / Membership Fees	10,858	1,458
Depreciation and Assets Written Off	4,136	3,179
Fundraising Consultants	—	780
Audit / Review Fee	1,000	2,500
<b>Total</b>	<b>15,994</b>	<b>7,917</b>

## Note 3 : Analysis of Assets

### ASSET ITEM: BANK & CASH

ANALYSIS		
Current Account Balance	9,798	39,014
Deposit Account Balance	139,371	92,237
Term Deposits	200,000	200,000
<b>Total</b>	<b>349,169</b>	<b>331,251</b>

### ASSET ITEM: DEBTORS & PREPAYMENTS

Accounts Receivable	44,250	37,865
Prepayments	4,704	4,551
Accrued Income	241	—
<b>Total</b>	<b>49,195</b>	<b>42,416</b>

	This Year \$	Last Year \$
<b>ASSET ITEM: OTHER</b>		
Accrued Interest	124	354
Bonds Receivable	518	518
<b>Total</b>	<b>642</b>	<b>872</b>

### Note 3 : Analysis of Liabilities

#### LIABILITY ITEM: CREDITORS & ACCRUED EXPENSES

<b>ANALYSIS</b>		
Accounts Payable	2,678	386
Accrued Expenses	—	614
<b>Total</b>	<b>2,678</b>	<b>1,000</b>

#### LIABILITY ITEM: EMPLOYEE COSTS PAYABLE

Annual Leave Accrual	19,575	23,014
<b>Total</b>	<b>19,575</b>	<b>23,014</b>

#### LIABILITY ITEM: INCOME CARRIED FORWARD

Corporate Subscription Fees	14,901	22,128
Not for Profit Membership Fees	35,370	37,100
Wellington Community Trust	—	10,000
Training Fees	2,608	248
Lottery Grants Board	33,808	55,000
Work and Income	21,304	20,933
Lion Foundation	10,000	3,315
Victoria University	—	5,433
Trust House Foundation	5,858	2,590
Domain Name / Internet NZ	20,000	—
<b>Total</b>	<b>143,849</b>	<b>156,747</b>

#### LIABILITY ITEM: OTHER

GST Payable	13,534	17,942
<b>Total</b>	<b>13,534</b>	<b>17,942</b>

## Note 4 : Property, Plant & Equipment

Asset Class	Opening	Purchases	Disposals	Depreciation	Closing
<b>THIS YEAR</b>					
Furniture	1,303	—	—	190	1,113
Equipment	1,020	—	41	293	686
Computers	2,338	8,328	13	3,600	7,053
<b>Total</b>	<b>4,661</b>	<b>8,328</b>	<b>54</b>	<b>4,083</b>	<b>8,852</b>
<b>LAST YEAR</b>					
Furniture	1,327	216	32	208	1,303
Equipment	893	696	198	371	1,020
Computers	3,671	1,037	15	2,355	2,338
<b>Total</b>	<b>5,891</b>	<b>1,949</b>	<b>245</b>	<b>2,934</b>	<b>4,661</b>

## Note 5 : Accumulated Funds

Description	Accumulated Surpluses	Reserves	Total
<b>THIS YEAR</b>			
<b>Opening Balance</b>	60,497	120,000	180,497
Surplus / (Deficit)	47,725	—	47,725
Transfer to Reserves	(40,000)	40,000	—
<b>Closing Balance</b>	<b>68,222</b>	<b>160,000</b>	<b>228,222</b>
<b>LAST YEAR</b>			
<b>Opening Balance</b>	13,185	110,000	123,185
Surplus / (Deficit)	57,312	—	57,312
Transfer to Reserves	(10,000)	10,000	—
<b>Closing Balance</b>	<b>60,497</b>	<b>120,000</b>	<b>180,497</b>

## Note 6 : Commitments and Contingencies

COMMITMENT	EXPLANATION & TIMING	At Balance Date This Year \$	At Balance Date Last Year \$
Lease Commitments	Wellington (up to 1 year)	18,384	37,604
	Hutt (up to 1 year)	2,125	1,417
	Porirua (up to 1 year)	2,010	1,541
	Wellington (1 to 3 years)	0	16,713
	Hutt (1 to 3 years)	0	0
	Porirua (1 to 3 years)	0	0
	<b>Total</b>	<b>22,519</b>	<b>57,275</b>

Wellington: Current lease 16/9/18 – 15/9/21

Hutt: 3 months' notice clause in place in case of insufficient funds

Porirua: 3 months' notice clause in place in case of insufficient funds

### 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 related parties transactions during the financial year (Last Year – Nil)

### **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