

ANNUAL REPORT

2021–2022



Volunteer Wellington
Te Puna Tautoko

YOUR COMMUNITY CONNECTOR

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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: Wellington City Council staff members feeling exhilarated after a day of planting, mulching and weeding at Bring Back the Natives; The Volunteer Wellington team: From left: Claire Teal, Julie Thomson, Tracy Ward, Heidi Quinn, Rebecca Macfie; Claire Teal working with a migrant and former refugee group from English Language Partners; Mahi Aroha awards' sponsors InternetNZ and Domain Name Commission – Vanisa Dhuru, Nicole Barlow (Volunteer of the year winner), Brent Carey and Ciara Arnot.

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 volunteering
- 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 347 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, Volunteer Porirua
- Claire Teal, Manager Member Services
- Tracy Ward, Manager Engagement in the Community
- Debra Roche, Office Administrator
- Dianne Boyce, Work and Income Programme Assistant
- Heidi Quinn, Employee Volunteering Co-ordinator
- Rebecca Macfie, Fundraiser
- Joanna Li, Team Leader Volunteers/Events

Board of trustees

Joy Campbell, Nicola Gallacher, Debbie Gee (Chair), Tracy Johnson, Jordan Lankshear, Doug Newdick, Craig Parker, Fiona Smith, Ming-chun Wu

Accountant

Jonathan Maharaj, Aurora Financials Limited, www.aurorafinancials.com

By the numbers

Volunteer Wellington's key achievements during 2021–2022

- 2096** formal volunteer seekers – includes those interviewed face-to-face and those referred on-line
 - 5291** volunteer referrals made
 - 197** seeking paid work
 - 86** registered with Work and Income
 - 692** full-time employees
 - 278** part-time employees
 - 376** students
 - 117** retirees
 - 62** unpaid workforce
 - 9** visitors
 - 15** ACC clients
 - 264** other
 - 198** new migrants
 - 86** People with refugee background
 - 347** active community organization members of **Volunteer Wellington**
 - 14** professional development workshops organised by our three offices
 - 401** liaison visits and calls with greater Wellington community organization members
 - 33** meetings held to organize and strengthen mentor programmes and managers of volunteers' peer support groups.
 - 9** mentor/mentee relationships continued through our Mentor Programme
 - 42** employee volunteer projects with business friends connecting with our community members.
 - 490** employees participating from 13 businesses
 - 22** newsletters produced and distributed to approximately 700 stakeholders
 - 9** profiles/case studies written about volunteers and managers of volunteers and used for advocacy and promotion
- Celebratory and educative events/social media campaigns held for International Volunteer Day, International Volunteer Managers Day, National Volunteer Week, Student Volunteer Week.

Introduction

Volunteer Wellington's strategic goals for 2021–2022 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 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 described by members of the **Volunteer Wellington** staff team, throughout this report.

Chair's report



It gives me great pleasure to present the **Volunteer Wellington's** Annual report for 2021/22 – my first since becoming Board Chair.

Volunteer Wellington, and the communities we serve tackled another turbulent year of changes, challenges and uncertainty arising from the continued impacts of Covid. Our response was to focus attention on our strategic goal of

leading and demonstrating best practice to strengthen our own organisational culture, cohesion, resilience and agility and further develop our systems and processes. This solid foundation enabled us to advance our other strategic goals.

We also continued to direct our energy towards achieving our mission: To connect and build capacity and capability of the community and voluntary sector; advocate for and champion volunteering in the Wellington region.

We launched new initiatives to support volunteer seekers and community member organisations to navigate through this time: we ran a professional development programme of high-quality, affordable training workshops to build capacity and capability in the staff of community organisations; and we ran a new Leadership programme for managers of volunteers.

Our regular work with volunteer seekers, migrants and former refugees also continued, but in different forms in response to the circumstances, and we were delighted to be able to deliver the .nz Mahi Aroha awards as a face-to-face event.

I also believe that this year, more than ever, we breathed life onto our values: *embrace diversity; advocate for inclusiveness; act with respect: champion volunteering; and operate with integrity.*

I would like to thank my fellow Board members for their continuous support during this past year.

I am extremely proud of the efforts of our staff – paid and volunteers, who despite their individual challenges, continued to contribute at a time when assistance was most needed by others throughout our community. A strong, supportive, and collaborative team culture has emerged. For that, I wholeheartedly thank the whole team and, in particular, the determination, patience and perseverance of our Regional Manager Julie Thomson, whose leadership during these testing times ensured the team remained stable, positive and supportive of one another.

Aroha nui,
Debbie Gee



The governance team, with Regional Manager Julie Thomson (pictured 3rd from right) take time out for dinner to farewell previous chair, Ming-chun Wu.

Regional Manager's report



Kia ora koutou: The big question of the past year has been how to persevere with our 'mission' ... *to connect and build capacity and capability of the community and voluntary sector, to advocate for and champion volunteering across the Wellington region* ... during the uncertainties of a nation continuing to live with Covid-19.

As our financial year ended in March 2022, the **Volunteer Wellington** team was able to look back with pride, and an ongoing sense of fortitude and strength. We have cultivated a strong, supportive wellbeing culture which has made us a more resilient organisation. Systems and processes changed to increase our efficiency and new initiatives were developed. We have become more agile and pivoted to respond quickly to make changes to programmes, events and ways of doing things. Together we kept our programmes happening and achieved some great outcomes.

Because of further lockdowns and health and safety protection restrictions, changing communication methods and reaching out differently, kept us all nimble and responsive.

Our aim, as we began to see there would be many ups and downs during the later months of 2021, was to keep close contact with member organisations; really let them know we were available with ideas, suggestions, training – and to listen. Different tools were needed to be sure, but there were always answers. Zoom became a key for so many activities – meetings, seminars, workshops, interviews.

A highlight of our year of 'making it virtual' was the one-day Volunteer Centres Network Aotearoa hui, hosted by **Volunteer Wellington**. Needing to pivot from an in-person event due to Covid-19 restrictions, we were very pleased at how successful the one-day virtual hui was. A smooth event without technical hitches, and a full turnout of the 17 volunteer centres and Volunteering New Zealand. It was an enjoyable and productive day with valuable information sharing and networking, professional development and a focus on selfcare and wellbeing.

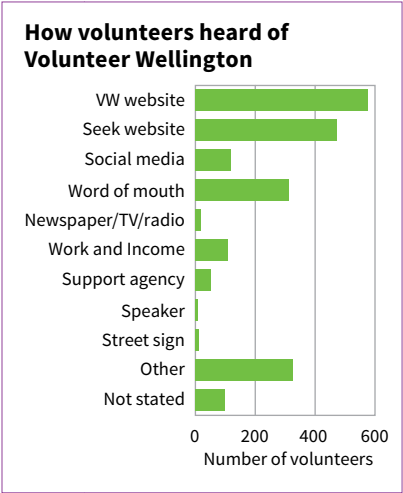
For those of our clients searching for a volunteering role who are digitally excluded, the telephone came into its own. All our interviewers were equipped to be confident about telephone Interviews with potential volunteers and Zoom when possible. We kept in touch with our own volunteer team members unable to come into the office, and there were regular calls to all community members. This is how we learnt about changing needs and could again change tack in order to support people appropriately, preventing isolation and that sense of grief and loneliness which can happen when we cannot move about freely and physically connect with others.

Volunteers by ethnicity

Pakeha/NZ	1,061
Māori	124
Pacific Peoples	97
India	167
China	82
South East Asia	81
East Asia	32
South Asia	29
Middle East	29
Australia	29
Western Europe	121
Eastern Europe	24
Russia/Baltic States	3
North America	39
South/Central America	32
Caribbean	1
Africa	14
South Africa	22
Not stated	109

Professional development workshops flourished with 14 held throughout the year, including topics to support our members with ways to navigate their way through the inevitable challenges they were facing with Covid-19. A new initiative was a year-long Leadership pilot programme for managers of volunteers, delivered with a ‘very high satisfaction’ rate with participants reporting that they felt it had been instrumental in positively developing their leadership skills and confidence.

Following on from this series of workshops we have worked on new initiatives which will continue through 2022 – a Mentoring programme and a Facilitation series which will give the managers/leaders of volunteers with our member community organisations the chance to develop further skills and capacity. We are excited about the prospect of a new diverse group of facilitators stepping up to lead events and network meetings, and developing a database of trained and properly supported mentors who will be able to support leaders of volunteer programmes to develop their practice.



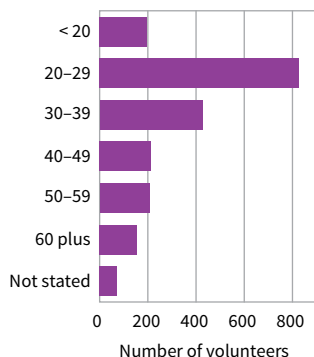
From left: Claire Teal, Julie Thomson, Tracy Ward, Heidi Quinn, Rebecca Macfie.

Volunteer Wellington has always been proud of our volunteering celebratory events, such visual and fun ways of keeping the profile of volunteering alive in the wider community. When Covid levels rose again last-minute cancellations, sadly, became a norm.

This is when the co-operative spirit of the **Volunteer Wellington** team shone. Multi-messaging, catering already organised so giving canapés and the like to our food recovery member the Free Store, guest speakers’ speeches spread through social media. On we

“It wasn’t until I started the leadership programme that I realised just how important it is to get one-on-one mentoring support; and it’s definitely helped me deal better with some of the challenges of working with volunteers. I think that everyone in the sector needs this kind of support ... and am so grateful to be part of it.”

Volunteers by age



IT specialist Chris Streatfield, always at the ready, assisting team member Tracy Ward with an IT issue.

went, finding another way, another date, always positive and optimistic.

As the 2021–2022 year began, we were able to host – unusually, with face-to-face guests – our first .nz Mahi Aroha Awards with our new sponsors InternetNZ and the Domain Name Commission.

These were held during National Volunteer Week Te Wiki Tuao a-Motu, with more than 100 people present. A sparkling success. The .nz Mahi Aroha Awards will again be held during National Volunteer Week 2022.

Now, as I write this brief overview of the past year and look back at a time of changing tactics and determined relationship building and communication, I feel that all of us at Volunteer Wellington can move this great organisation into its 30th year with a smile of gratitude; and be very happy with our pivotal place in the wider Wellington community.

And this is because of such solid and loyal support from our board of trustees, our amazing staff – volunteers and all team members – our funders, sponsors and donors, our community organisation members and business partners – and our friends.

I would like to acknowledge here the significant contribution of two staff members and one of our long-term volunteers, who this year have moved on to other chapters in their lives. Debra Roche was **Volunteer Wellington's** Office Administrator for 18 years. She kept the 'engine room' running smoothly, and worked alongside IT volunteer Chris Streatfield, on database maintenance. Over the years she was a loyal supporter of volunteers in the admin team with different needs.

Claire Teal, Manager of Member Services, went on to further her studies in the social services sector. Always creative and innovative she led the way with several impressive training and advocacy developments.

Volunteer interviewer Peter Atkinson received, last year, a long-service award. He said, as he was leaving shortly after one of the lockdowns, 'my 20 years with **Volunteer Wellington** were happy and Interesting. As I grew older, I loved talking to the many young people, and those from other cultures, who came through seeking volunteer positions. They kept me in touch with younger thinking. A privilege.'

A huge thank you to you all. **Volunteer Wellington** begins its 30th year a resilient and agile organisation with a strong cohesive team who love their mahi, and are excited about the challenges and opportunities the next decade will bring. Long live **Volunteer Wellington – your community connector!**

Nga mihi nui
Julie Thomson, Regional Manager

Communities

We provide our members with skilled and comprehensive support and services

We lead and demonstrate best practice across volunteering

Claire Teal, Manager of Member Services, has led **Volunteer Wellington**'s work with communities, for two years. Shortly before the end of our financial year she left to continue post graduate studies. But her creative mark on the past year has far-reaching outcomes, her biggest highlight being the year-long leadership programme. Nine committed participants met (virtually) regularly throughout the year with coaching and facilitation expert Aly McNicoll. Both workshops and one-on-one mentoring were included.

‘It was so successful,’ said Claire ‘that now the series will flow on every second year, with the in-between year dedicated to programmes covering aspects of mentoring and facilitation.’

Accessibility

During one of the ‘minimal contact’ phases Claire initiated, with a team of lively volunteers, a project to find out more about those communities who did not know about **Volunteer Wellington**.

‘We want a strong and connected community sector – to be accessible and inclusive. We have to keep spreading the word.’ Substantial surveys took place resulting in long lists of possibilities. ‘You mean there is such a place where we can find more volunteers!’ was a repeated comment.

Contacts across the three offices – Porirua, Hutt and Wellington – then began in earnest. From among the now very active new members who came out of this communication project are Big Brothers and Big Sisters, a teen mentoring service based in Upper Hutt, Dementia Wellington, Recreate NZ, Walk Wellington, Lower Hutt Parents Centre, Hutt Horticultural Society and a fertility support/information organisation.

Wellbeing

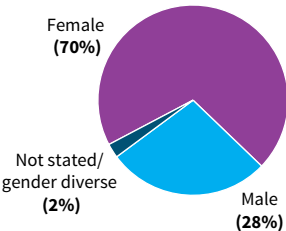
Claire talked about the ‘whole of organisation’ cultural sessions which have been a strengthening process throughout the year. ‘It was important to us that as an advising and consulting service, we were able to lead and demonstrate best practice across all aspects of volunteering. We had to make sure our staff team really understood our values and, themselves, felt safe, supported and happy to come to work! The basis of wellbeing.’

With weekly staff get-togethers (via Zoom and with Porirua and Hutt always included) topics such as diversity, how to understand varying gender orientation, how can team members support one another through ill health, both physical and emotional, has evolved, said Claire, ‘the best team ever!’

Claire also had much praise for Julie Thomson’s leadership

“I am part of this year’s pilot **Volunteer Wellington** Leadership Programme and feel honoured to be matched with a wonderful mentor who has values that totally align with my own ... I have found that having a mentor has provided me with additional support, especially as we navigate our way through some very difficult and uncertain times; as well as deal with the increase in demand due to Covid often causing additional anxiety.”

Volunteers by gender



Discovers career pathway through volunteering

Misty Yates has acquired an impressive list of achievements since she began, several months ago, her volunteering work at the **Upper Hutt Red Cross Shop**. For starters, she now likes talking to people. ‘I was really shy before I came to work here – an introvert I think. Never talked to strangers.’

Manager Teresa Crowhurst says, ‘Misty’s good. She watches and learns. She’s a people person and very suited to the variable work required in a retail outlet.’

Misty’s background has had a few setbacks with family issues and illness keeping her from considering any sort of career path. She became a Work and Income beneficiary with no idea of what direction to take. When her case manager suggested talking with **Volunteer Hutt** about finding a volunteer placement, she was aware she knew nothing about her local region – or that volunteering was ‘real work’ but with the freedom to learn and gain experience.

‘Kim (manager of **Volunteer Hutt**) recommended this shop. She said the people who worked here were really nice and very friendly. That helped me to choose. The staff team gave me freedom to find an area I liked and gradually I began to do all sorts of tasks. I liked the feeling of responsibility – and that I was doing something useful.’

Misty listened to how people answered the telephone – with a friendly, matter-of-fact greeting. She watched how they smiled and talked to customers. She began to get a sense of the value of different goods and how to price accordingly. And the cash register was no problem once she had observed the process a couple of times.



“Now I have direction. I know the area I want to work in.”

‘Now I have direction. I know the area I want to work in.’ This is customer service, a call centre maybe or a retail shop. She was ready to begin a course the week after I talked with her. ‘I will miss the **Red Cross Shop** as this is the place where I have learnt so much – and also met such friendly people.’

Her family have noticed the changes too. They are surprised at Misty’s ‘amazing personal development’, the way she now talks confidently to strangers – and the way she likes being busy. It’s a happier work and neighbourhood scene all around.

And top of the list, she is grateful that her creative case manager at Work and Income suggested that first visit to **Volunteer Hutt**. There is no doubt this has been a life-changing experience.

STORY BY PAULINE HARPER



Claire working with a migrant and former refugee group from English Language Partners.

and determination that, as a staff team, there should be realistic understanding for everyone's brief... and that the office 'meet-up space' should be safe, supportive and prepared to listen.

Volunteers

We advocate to broaden understanding of the power of volunteering

We innovate and adapt to ensure the benefits of volunteering are available to all

Tracy Ward, Manager Engagement in the Community, (included in the Work and Income/**Volunteer Wellington** partnership), is in no doubt that lives are changed through volunteering. She describes the team, Kim Jansen, Manager Hutt and Porirua and Dianne Boyce – who interviews Work and Income clients in Porirua – as skilled listeners and dynamic influencers.

'Dianne has extraordinary empathy with everyone. She really knows how to listen and persuade someone with minimal confidence and much anxiety about entering the work force, that the community sector will provide them with the right volunteering role.

'And Kim works brilliantly with our member organisations. She can bring them around to understand the importance of giving people (often stuck in unemployment silos) a chance. This sort of robust communication is vital to our **Volunteer Wellington** Work and Income partnership.'

Support, encouragement and further support... the sort of relationship which is 'absolutely necessary,' said Tracy. During this difficult year in which the mental health issues associated with isolation and anxiety had increased several-fold, successful placements happened only when **Volunteer Wellington's** support was ongoing.

Numbers were lower because of less face-to-face contact; 'but the stories we must tell are as positive as ever. We put people at the forefront. They are not just statistics. They are all very different and

"Volunteer Wellington is a critical hub for the voluntary and social sector. The organisation provides a reliable way to recruit volunteers who are essential to run community services.

Volunteer Wellington has enabled Buddies Peer Support to find and recruit volunteers necessary to extend peer support to people experiencing mental health distress and addiction. They have also enabled us to connect with other community organisations through learning workshops."

Marie-Pascal, Kites



Simply Energy employee loving the thrill of the drill to dismantle TV production equipment.



Volunteer interviewer Taylor with Kim, Manager of Volunteer Porirua.

“This year we have had several volunteer seekers with head injuries. They are often highly qualified and with a wealth of experience behind them – but are now struggling to cope. The right volunteering match offers a new quality of life.”

their needs are complex.’ She gave the examples of Misty and Junior who were happy to talk about their experiences. See pages 8 and 12.

The social development outcomes resulting from working with Work and Income clients flow on to people’s families and communities. Volunteering becomes a positive time of transition – people experience the wider community, they learn life skills and how to communicate with diverse teams. They experience a door being opened after so many have been closed.

Hutt and Porirua

We innovate and adapt to ensure the benefits of volunteering are accessible to all

Kim Jansen, Manager of **Volunteer Hutt** and **Volunteer Porirua**, reiterates much of Tracy’s enthusiasm for working positively with people who are in transition. ‘It’s the managers of volunteers that I see as the key to successful placements so that we are really making volunteering accessible to all.’ They need to understand the importance of ‘second chances’ such as for those with criminal backgrounds, have had mental health issues, accidents or long term illnesses.

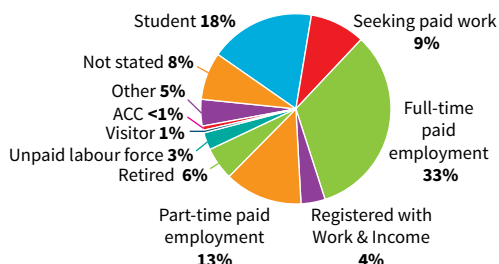
Inundated

Further evidence, said Kim, of a difficult year where community responsiveness was imperative, was some of the ‘listening/ counselling’ organisations such as Youthline and Women’s Refuge. ‘They were inundated with service requests. Sometimes it was to provide food and basic needs; at other times it was the support needed for those where isolation had caused so much anxiety and stress.’ This was indeed a year when the need for volunteers in certain sectors increased dramatically. ‘Through our social media channels we continued to find and refer volunteers with the right skills and resources.’

Several Hutt community members were participants in the **Volunteer Wellington** Leadership Programme. Again the feedback was excellent with the workshops providing ‘affirmation and new energy.’ This energy was replicated, said Kim, in the **Volunteer Wellington** team. Weekly staff meetings with all offices included, always felt supportive and genuinely collegial.

As already mentioned, the membership drive initiated during the weeks when contact – due to Covid – was minimal, welcomed several diverse Hutt based new members.

Volunteers by labour force



A strong wairua supporting volunteers

2017 is a year **Taylor Curd** will never forget. A serious head injury changed his life in an instant, and despite huge challenges he returned to work as a volunteer just one year later.

For Taylor (Ngāti Awa), the accident resulted in having to re-learn things many of us take for granted: 'It affected my vision, communication and thought processing,' he recalls. Recovery is still an ongoing process, but progress is good; and Taylor has recently joined the **Volunteer Wellington** team. 'Everyone's story is different, but I am currently volunteering as a slow integration back into the workforce,' he says. 'Volunteering is something I've always done, but my most recent work interviewing volunteers is enhancing my cognitive skills with more screen and discussion time.'

A degree in Sociology and Education has meant Taylor's skills naturally lend themselves to roles in social justice and wellbeing. 'It's been really interesting working across a vast range of ages and race,' he reflects. 'I've worked on programmes in the past combining elderly and high school students looking at ways to lessen loneliness in our elders; worked with politicians on speech editing, and am now enjoying recruiting volunteers.'

Recruiting volunteers is an essential service of **Volunteer Wellington**, and Taylor joins the team helping volunteers to choose a field that might suit them. 'We help guide them through the ins and outs of volunteering, ensuring they are comfortable in their role and not taking on too much.'

An important part of the recruiting process is also connecting with Work and Income clients, some of whom are looking to volunteer for the first time. 'Some clients come to us after struggling for a long time which is something I can relate to,' Taylor explains. 'For some it's been a long time since they felt valued; it's been a long time since they have heard the word yes ...how do you pull something positive out of that? Volunteering. To be included in an



“To be included in an environment where your voice matters ... can be pivotal.”

environment where your voice matters and you are an important part of a team can be pivotal,' he reflects. 'It also gives you references and skills ... two essential steps in the pathway to employment.'

When asked for any favourite aspects of volunteering, Taylor is quick to reply. 'Networking. I love meeting so many different social groups from all walks of life,' he says. 'You get to learn so much from others and in turn it adds a richness and depth to my own experience of life. It surprises me that not more people volunteer.'

Taylor is currently receiving rehabilitation support through rongoā Māori (Maori healing) and reflects on the similarities in volunteering. 'It's all about our taha wairua (spiritual wellbeing.) If we help each other, that spirit of mahi tahi (working together) gets handed down from generation to generation, the support is there.'

Any advice for newbies considering volunteering? Taylor smiles. 'I think the best advice I could give is the advice I was given by an older gentleman when I first started; he told me to just enjoy myself ... you won't know if you enjoy it unless you try it, so just give it go.'

STORY AND PHOTO BY FELICITY HAMILL

Volunteering achieves transferable skills

Junior has been doing piecemeal slices of work for years and has now decided he wants a purposeful career. He has studied mechanics; but to achieve an apprenticeship he needs a good reference.

When his Work and Income case manager told him about their partnership with **Volunteer Wellington** his next stop was the organisation's branch office in Porirua and a talk with Preparation for Employment coordinators, Tracy and Dianne.

Quickly they caught on to Junior's interest in mechanics and his need to gain transferable skills. Together they selected a role with **The Green Bike Trust**, a vibrant group for whom **Volunteer Porirua** has sourced many volunteers over the years. The Trust recycles dumped bikes by piecing together the right bits from other old, dumped bikes. And producing one 'as good as new'.

Situated in the hills near Porirua, the setup is ordered, busy and constructive – an ideal volunteer placement for Junior. When Dianne and I went up to talk with him, he was holding a lonely bike seat with nowhere to go ... at that moment, Junior's mission was to find a fit for the skeleton bike he was working on in the workshop area that day.

'It's a really nice friendly environment,' he said. 'If I ever get stuck supervisor Mike or one of the other volunteers will always help me out. I am learning a lot about how to connect pieces of machinery and make something work.'

He manages to re-create around two bikes a day. The more experienced team members will 'pump out about four or five' in that time. Then



“I love it up here ... and I like learning from the others.”

Mike stepped in (he's been with **Green Bikes** for more than 12 years) saying 'it's not about the numbers. Rather it's about knowing that every little bit helps.'

A grin from Junior and a realization that he really is helping to reduce wastage, make sure everyone in Porirua can own an inexpensive – but very serviceable – bike; and that through this learning experience he is on his way to his sought after 'good reference' and an apprenticeship.

Having such a regular workstation has also been a motivation for Junior to 'get into fitness'. He talks quietly but a glow of accomplishment comes through about feeling healthier and more involved with local life and a worthwhile cause. 'I love it up here – and I like learning from the others.'

As **The Green Bike Trust** logo states, this pathway to employment is definitely 'a journey worth taking'.

STORY BY PAULINE HARPER



Dianne and Tracy at a Work and Income expo in Porirua.

“We have been users of **Volunteer Hutt** services for more than five years. They have been incredibly valuable in assisting us to find Trustees which we had found almost impossible to recruit through our own efforts. They have helped us recruit motivated and highly qualified Trustees. We now have a strong, diverse Board of Trustees allowing us to focus on providing our services to a highly vulnerable sector of our community.

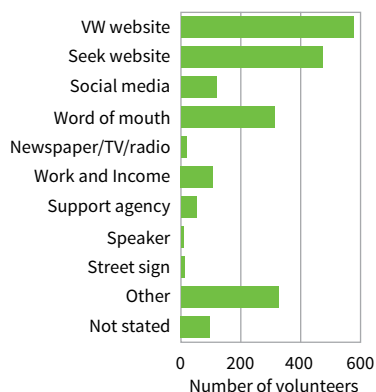
“They have facilitated monthly networking meetings which has built strong and effective community networks. In addition, at these monthly meetings, **Volunteer Hutt** arranges a wide range of guest speakers, enhancing our service delivery.”

Richard Brewer, Male Survivors Wellington

“We have had a strong relationship with **Volunteer Wellington** for many years and its local branch in Porirua. We are a lifeskills and vocational service for adults with disabilities. As a small local charity we rely on the generosity of our community and most especially our volunteers. Two of our current staff were originally volunteers from **Volunteer Porirua**. We have several referrals per year. The service regularly communicates with us ... It's a unique partnership that goes two ways.”

Logan Amer, Whitford Brown

How volunteers heard of Volunteer Wellington



Employee Volunteering

We provide our members with skilled and comprehensive support and services

Heidi Quinn has been **Volunteer Wellington's** Employee Volunteering Co-ordinator for just over one year – 'a funny old year' she says looking back retrospectively. 'Staying resilient and being aware of where change is needed and how to connect and continue relationships whatever the barriers of the moment – interesting, challenging and overall successful.'

And it was a year, she said, where the **Volunteer Wellington** staff team required coherence more than ever. 'We all needed support, we needed to help each other out and take on new tasks, we needed to be very flexible. I learnt quickly about the real value of this organisation, and what a strong, collegial team I was part of.'

As the financial year was closing, Heidi was beginning to organise **Volunteer Wellington's** second .nz Mahi Aroha Awards celebration. The inaugural awards, held as her stewardship began, was an occasion that introduced Heidi to the width and depth of **Volunteer Wellington's** central place in Wellington. 'The connection we have established between business partners and volunteering is very strong and I was excited to be facilitating this first new look awards evening.'

More than 100 guests came to the inaugural .nz Mahi Aroha Awards held at KPMG's central city offices. Described as 'a truly special night' awards were given to outstanding volunteer contributions covering three categories: Volunteer of the year, team governance and employee volunteering community partnership. This event was also the beginning of a rewarding partnership with sponsors InternetNZ and the Domain Name Commission.

New look

Aligning with our inclusiveness value Heidi explained that the .nz Mahi Aroha 2022 will have a 'further' new look. 'For the first time, we've



Julie and Heidi with Volunteer of the Year winner Nicole Barlow from Bellyful.



'A truly special night' ... after rescheduled dates and alert level changes. Volunteer Wellington's only in-person celebratory event of 2021–2022.



Mahi Aroha awards' sponsors InternetNZ and Domain Name Commission – Vanisa Dhiru, Nicole Barlow (Volunteer of the year winner), Brent Carey and Ciara Arnot.

opened these awards to any organisation – no need to be a member of **Volunteer Wellington** – to nominate or be nominated. And we are accepting nominations for any volunteering that has happened in the last two years to take into account the impact of Covid.' Nominations were rolling in as she spoke!

When the country was in the red alert zone, businesses stayed in the office – or at home. Heidi kept in touch and used the time like a sabbatical. 'I learnt a lot more about **Volunteer Wellington's** member communities by communicating with them directly – I could then understand what they required in terms of professional development, physical resources – or simply team effort for a day.'

She explored virtual and skilled volunteering possibilities, how project-based and time-bound volunteering works and could benefit different organisations; and how connections for such specific – and often remote – volunteering could happen.

And despite the impact of Covid on the Employee Volunteering programme, Heidi said that 42 projects with community



Simply Energy enjoy working in the local environment for a day.



Wellington City Council staff members feeling exhilarated after a day of planting, mulching and weeding at Bring Back the Natives.



Eva Kaprinary receiving an award at our Xmas party for her significant contribution to Volunteer Wellington and the wider Wellington community. Her photography has skilfully captured our stories, events and mahi for the past decade.

organisations which were completed by 490 employee volunteers, received 'great feedback.' They included native tree planting, supporting residents in care homes, beach clean-ups, gardening at a community garden, preparing meals for children ... as well as a number of specialised skilled volunteer projects.

'These are always transformational with both sides of the coin – the volunteer(s) and the community – being amazed at the new experiences that open up for them'. One example of the latter is an employee now helping with a newsletter for the Botanical Gardens. New interests and new knowledge abound.

Volunteers ... continued

We lead and practice best practice across volunteering

The most recent staff member of the **Volunteer Wellington** team is Volunteers and Events Co-ordinator, Joanna Li. A fifth-year law student, she is relishing this community-orientated role where her brief is to connect not-for-profit organisations, find out about their needs and their volunteers – and provide some enlivening ideas.

She also works with **Volunteer Wellington's** team of volunteers, and when training interviewers, she requires a comprehensive knowledge of roles available and how to encourage a creative, persuasive approach. 'I love it that there are so many passionate young people who are keen to volunteer.'

For students and often post graduates seeking community experience before settling into more permanent employment, she has created placements with such organisations as Kiwi Class, the Wellington City Mission, the Red Cross, Refugee Services, Changemakers, Dress for Success and homework classes which may involve science and maths tutoring and, an example of thinking outside the square, a fashion design role for an engineering student.

'It's great to see direct effects ... and volunteer seekers amazed by



Joanna (pictured left) made sure there was lively entertainment at the staff Christmas lunch. She ran a quiz focussed on yes ... volunteering.

the diversity of so many roles.’ She feels this has been a year where **Volunteer Wellington**’s values have been put to the test. ‘We’ve been short-staffed but we have managed to fill in gaps by being flexible – and willing.’

A passionate young woman herself, and from an immigrant background, she is enthusiastic about the welcoming accessibility of **Volunteer Wellington**. ‘No one feels on the outer here. There is a place for everyone. No colour prejudice. No gender or sexual orientation concern. The vibe is good.’

Joanna says that she ‘really appreciates’ how different staff members are always happy to answer her questions, give ideas and suggestions, take 10 minutes out from their work. ‘They let me distract them – and I know I’ll be listened to.’ This has meant she has been able to grapple with the Kaupapa of the organisation; and, in turn, pass this on to those with whom she is training and working.

Sustainability

Fundraiser Rebecca Macfie talks about the ‘good relationships’ Volunteer Wellington has with its long-term funders.

‘They understand our mahi really well and are very supportive.’ A new multi-year agreement this year with Wellington Community Fund has been welcomed. This increases stability and gives **Volunteer Wellington** the confidence to keep the programmes dynamic and responsive to current needs, she said. Individual donors and a handful of regular givers adds to funding stream diversity. ‘Something we’re always seeking.’

Working with **Volunteer Wellington**’s supportive team is a key to finding ‘amazing stories’ which, in turn, become a key communication tool for funders. ‘They love our profile stories – it is awesome to see the outcomes and changes in people’s lives through volunteering.’

Volunteering creates level playing fields for often disenfranchised people – ‘stories of increased social equity are powerful.’ And it is funders recognising this life-changing work, says Rebecca, which ensures **Volunteer Wellington**’s sustainability.



Victoria University Wellington staff feeling happy after a session of waterfront litter picking.



Volunteer Wellington has been celebrating Matariki for almost two decades. Pictured is the staff and volunteers’ Matariki lunch 2021. Well-known story-teller Moira Wairama (5th from left) traditionally tells the story of the legendary stars and our entry into the Southern Hemisphere new year.

A dream comes true through volunteering

Mamta Pundir is comfortable being confronted with any aspect of administration and database updating and clean-ups. From North India and now living with her husband and two young children in Upper Hutt, she reckoned on her Masters of Business Administration being enough to acquire employment when she started the search.

‘Instead, I got rejection letter after rejection letter. I needed to show some examples of New Zealand experience on my CV. But how? It was a depressing time.’

When a friend recommended volunteering, Mamta’s ‘breakthrough’ became possible. She had a face-to-face interview with Kim Jansen, manager of **Volunteer Hutt**. And as they talked through the placement possibilities, **Big Brothers Big Sisters** caught her imagination.

‘When I was young, I had always had in my heart that I wanted to connect in some way with kids. This voluntary role was a dream come true.’

The organization runs a mentoring programme for children between six and 12 years of age, said Mamta, where they can ‘soak’ the mentoring process and move into adolescence with more confidence, self-esteem and sense of their own potential.

Manager, Ashleigh Stallard (pictured left) ‘does a fantastic job training mentors and ensuring good matches take place.’ As a one-person operation she depends on voluntary support to keep administrative needs up-to-date. She quickly spotted Mamta’s skills and ability to ‘take action’ – as well as a heartfelt interest in the organisation’s cause.

Big Brothers Big Sisters was the perfect placement for Mamta, who took on responsibility for database updating and administrative needs which cropped up – especially in the changeable Covid19 environment – all the time. For such a vibrant organization with a number of Hutt Valley and Wellington outposts, a strong, cheerful base is



“When I was young, I had always had in my heart that I wanted to connect in some way with kids. This voluntary role was a dream come true.”

a necessity – but often difficult to find because of limited resources and the flexible skills required.

Straightaway the work appealed to Mamta. Besides using and further developing her skills base, she has had insights into the lives of ‘real’ New Zealanders. ‘Through the children, parents and mentors I meet, I am seeing so many different sides of life. I’m so glad I’m helping a little bit.’

With her days of despondency well gone she can now look objectively at volunteering and the impact it has had on her life. Settling well into local life, using her skills and education well – alongside achieving new knowledge, meeting people from all walks of life, feeling part of things. ‘It has really helped me.’

And to put everything into a ‘journey to employment’ perspective, shortly before this interview with Mamta, Ashleigh offered her paid employment working 12 hours weekly with **Big Brothers and Big Sisters** – as their permanent administrator. Many dreams have come true for Mamta Pundir.

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 – Community and
Voluntary Capability Fund
Four Winds Foundation
Hutt City Council
Hutt Mana Charitable Trust
InternetNZ / Domain Name Commission
Lion Foundation
Lotteries Community Fund
Lottery Minister's Discretionary Fund
Ministry of Social Development
Nikau Foundation
NZ Community Trust
One Foundation
Pelorus Trust
Sargood Bequest
Tai Shan Foundation
TG Macarthy Trust
Trust House Foundation
Upper Hutt City Council
Wellington City Council
Wellington Community Fund

Business Friends

Symonite
Mosquito Consultancy

Individual Friends

Peter Atkinson
Pauline Harper
Sue Hine
Sue Hobbs
Ann Hodson
Colin Hyde
Raewyn Sinclair
Fiona Smith
Chris Streatfield

Thank you to these organisations and individuals whose support has made a difference to our services during the 2021–2022 year

Hon Priyanca Radhakrishnan, 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
Professor Karen Smith
InternetNZ/Domain Name Commission
Hilary Star-Foged, Aly McNicoll – Lead Centre for
NFP Governance and Leadership
St Peter's Church
Whittaker's
Community Law Wellington and Hutt Valley
English Language Partners
Isaacs Financial Planning
minimum graphics
NZ Red Cross – Refugee and Migrant Services
Riegers Copiers
Vertia
Volunteer Centre Network of Aotearoa
Volunteering New Zealand
Wellington City Council
Bunnings Warehouse Petone
Pak n Save Lower Hutt
Trade Aid Petone
Boulcott Farm Heritage Golf Club

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

Annette Bronkhurst
Alexandra Echalance
Emi Aaifou-Aloisio
Peter Atkinson
Arun Chaudhary
Taylor Curd
Merani Davis
Margarita Dimitrievska
Jenny Greer
Penny Griffiths
Judith Hatton
Anita Hawke
Phil Hollis
Maria Karini
Arathi Nair

Administration and liaison

Virginie Hespel
Yoshani Midipolawatta
Dilini
Liz Willmot
Maddie

Refugee and migrant project

Nikki Bristol
Swarna Gill
Antoinette Lathbury-Axford
Ina Werner

ICT

Chris Streatfield
Glenn Todd

Comms/Social media

Dianne Amolong
Shona Watson
Tracey Bridges

Projects

Christine Richardson
Rishab Kumar

Writers/photographers/ videographer

Emi Aaifou-Aloisio
Felicity Hamill
Linda Hansen
Pauline Harper
Simon Hoyle
Eva Kaprinay
Liya Tsuji

Statistician

Kylie Capundan

Graphic design

Sue Hobbs

Storyteller

Moira Wairama

Leadership programme mentors

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

Facilitators

Sue Hine
Ann Hodson
Tiana Frittelli

Board of Trustees

Joy Campbell
Nicola Gallacher
Debbie Gee (Chair)
Tracy Johnson
Jordan Lankshear
Doug Newdick
Craig Parker
Fiona Smith (Deputy Chair)
Ming-chun Wu

Board Secretary

Ruby Reddington

Career pathway gets underway through volunteering

Jenny Pavitt's admin job of 23 years was dis-established in 2020. Several months followed with no sense of structure, no socialisation, no direction. 'I missed the routine and the people I worked with – and above all being involved in something beyond myself.'

Ex-work colleagues were very supportive and it was suggested volunteering was a great way to go during times of transition. In fact, Jenny's confidence was at such a low ebb that plucking up the courage to ring for an appointment at **Volunteer Porirua**, 'took some nerve'.

'I knew I had to apply myself and no one could do this except me.'

Then when she did it wasn't so bad after all! Dianne (Manager of the Porirua office) was lovely. 'Together we worked out four possible volunteering opportunities. Then she gave me time to think about it.' Step one was completed. Now she needed to make a second appointment and be interviewed for one of the 'opportunities'.

However Dianne, being aware of the hazards of entering a new experience when people have lost their sense of purpose and motivation, intervened and offered further support. She was with Jenny for her initial discussion with Trish Lee, Volunteer co-ordinator for the volunteer team at **Kenepuru Hospital**.

Jenny, in her late 50s and a self-described 'gentle soul', said she felt much trepidation about this 'interview': What to wear? What to say? Will I project myself enough? She chose sensible, tidy trousers and a bright red jersey – 'a vibrant colour to give me a bit more confidence.'

Because 'everyone was so lovely' all went well. Jenny joined the **Meet and Greet** team and has now worked there for the past seven months ... at the time of this interview. She talked warmly about the excellent training and how all the other volunteers, plus administration, orderlies and medical staff, have been 'amazingly' encouraging. The hospital is like a family unit, she said.



“The orderlies and Trish, volunteer co-ordinator, are so supportive...”

Wearing a uniform helps too. No more wondering-what-to-wear issues – always to the forefront for those who have been unemployed for any length of time. And even being continually masked due to Covid19 protocols, has had a plus. 'I need to speak louder when I greet people and be a bit more assertive – a good lesson for me. I've learnt so much about the different wards and the hospital customs and culture. And the feedback about me has been so positive.'

Jenny knows she is making a difference to many people's hospital experience – whether it be as a patient or a visitor. This has given her a sense of fulfilment about her volunteering work – as well as purpose for each week.

Having to meet people whose emotions are changeable and, at times, even volatile has given Jenny new-found confidence and adroit communication ability. But even the occasional difficult customer doesn't flaw her! 'The orderlies and Trish are so supportive that I never feel anxious or ruffled.' An administrative role with tricky communication required, could be next on Jenny's career agenda. She feels she has come a long way since her days of 'being at home having to pluck up the courage to make a phone call.'

Those who have used our services

4abettercity
 Access Radio
 Achieve 2B
 Activation
 Addiction Practitioners Assn of
 Aotearoa NZ
 Agape Budgeting Service Ltd
 Age Concern New Zealand
 Age Concern Wellington
 Altrusa International of
 Wellington
 Anxiety Sorted
 Aotearoa Refugee and Migrant
 Support Services
 Ara Taiohi
 Aro Valley Community Centre
 Arts Access Aotearoa
 Asert Tatou Development Trust
 Baggage Arts Charitable Trust
 Bellyful NZ
 Berhampore Centennial
 Community Centre
 BGI Challenge for Change
 Big Brothers Big Sisters
 Wellington
 Birthright Hutt Valley
 Birthright New Zealand
 Birthright Wellington
 Blind Low Vision New Zealand
 Brain Injury Association
 Wellington
 Cancer Society of New Zealand
 National Office
 Cancer Society of New Zealand
 Wellington Division
 Canine Friends Pet Therapy
 Caring Families Aotearoa
 Catholic Social Services
 Cats Protection League
 CCS Disability Action (Wellington
 Branch)
 Challenge 2000
 Changemakers Refugee Forum
 Chelsea Day Care Trust
 Christ Church Cottage Museum
 Trust
 Christ Church Preservation
 Society
 Churton Park Community Centre
 Citizens Advice Bureau Upper
 Hutt

Clubhouse Naenae – Hutt City
 Council
 Coeliac New Zealand
 Common Knowledge Trust
 Community Law Wellington &
 Hutt Valley Te Awa Kairangi
 Office
 Community Networks Aotearoa
 Community Networks Wellington
 Community Research
 Conservation Volunteers New
 Zealand
 Death Without Debt
 Deen Welfare Trust
 Dementia Wellington
 Diabetes Wellington
 Diabetes Youth Wellington
 Dress For Success
 Earthlink Incorporated
 Edible Earth
 Ekta New Zealand
 Employment Connections/
 Emerge
 English Language Partners Hutt
 English Language Partners
 Porirua
 English Language Partners
 Wellington
 Environment & Conservation
 Organisations of NZ
 Epilepsy New Zealand
 Ethiopian Community
 Evans Bay Intermediate
 Events NZ Charitable Trust
 Every Body is a Treasure
 Focus Trust (Workmates)
 Free For All Charitable Trust
 Gallery Music Centre
 GirlGuiding New Zealand
 Graeme Dingle Foundation
 Grandfriends
 Greenstone Doors Upper Hutt
 Greenstone Doors
 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
 — Taita Clubhouse
 — Wainuiomata Library
 Hutt Valley Activity Centre
 Hutt Valley Benefit Education
 Service Trust
 Hutt Valley DHB
 Hutt Valley Horticultural Society
 Hutt Valley Inline Hockey
 Hutt Valley Riding For The
 Disabled
 Hutt Valley Sexual Abuse
 Support & Healing
 Hutt Valley Womens Refuge
 Hutt Valley Youth Health Trust
 — VIBE
 IDEA Services
 IHC New Zealand
 — National Office
 — Porirua, Hutt and Kapiti
 — Wellington
 Inclusive Education Action Group
 Interpreting Wellington
 Island Bay Community Centre
 Island Bay Natural Heritage Trust
 Kaibosh Charitable Trust
 Kaibosh Food Rescue
 Kaicycle
 Kapiti Womens Health Collective
 Karori Community Centre
 Karori Normal School
 Karori Youth Centre
 Kartsport Wellington
 Kemp Home & Hospital
 Khandallah Plunket Toy Library
 Kilbirnie Lyall Bay Community
 Centre

Kites Trust
 Kiwi Community Assistance
 Charitable Trust
 KiwiClass
 LaddersUp Ltd
 Laura Fergusson Trust
 Wellington
 Lesbian and Gay Archives of NZ
 Library and Information
 Association of NZ
 Lower Hutt Citizens Advice
 Bureau
 Lower Hutt Community
 Foodbank
 Lower Hutt Womens Centre
 Mafutaga Tagata Matutua PIPC
 Newtown Wgtn
 Makara Peak Supporters
 Manaaki Ability Trust
 Manawa Karioi 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
 Massey University
 Media Matters in NZ
 Miramar and Maupuia
 Community Trust
 Moera Community House
 Mountains to Sea Wellington
 Mt Vic Hub
 Multiple Sclerosis Society
 Naku Enei Tamariki (NET)
 National Collective of
 Independent Womens Refuges
 National Heart Foundation of NZ
 Neighbourhood Support
 Wellington
 New Zealand Blood Service
 New Zealand CCS
 New Zealand Police Museum
 New Zealand Red Cross
 Newlands Community Centre
 Newlands Resilience Group
 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 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
 Padder Tennis NZ
 Parent Help Wellington
 Partners Porirua Charitable Trust
 Perinatal Anxiety & Depression
 Aotearoa
 Petone Citizens Advice Bureau
 Petone Community House
 Petone Settlers Museum
 Plunket Newlands/Johnsonville
 Porirua Activity Centre
 Porirua Citizens Advice Bureau
 Porirua City Council
 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
 Rainbow Haven
 Raphael House Rudolf Steiner
 School
 Recreate NZ
 Redwood Club
 Rimutaka Renegades Inline
 Hockey
 Ronald McDonald House
 Royal NZ Plunket Trust
 Sailability Wellington Trust
 Samaritans of Wellington
 Save The Children New Zealand
 National
 Save The Children New Zealand
 Hutt Valley
 SeniorNet Upper Hutt
 Shakti Wellington
 Shine Montessori Educare
 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
 (Wellington)
 St Michaels School
 St Vincent de Paul Society Shops
 — Aro Valley
 — Island Bay
 — Johnsonville
 — Kapi-Mana
 — Karori
 — Kelburn
 — Khandallah
 — Kilbirnie
 — Miramar
 — Newtown
 — Petone
 Strathmore Park Community
 Centre Trust
 Strengthening Families
 Supergrans Charitable Trust Hutt
 Valley and Wellington
 Supergrans Charitable Trust
 Sustainability Trust
 Suzanne Aubert Compassion
 Centre
 Te Hopai Trust Hospital
 Te Omanga Hospice
 Te Whare Rokiroki Maori
 Women's Refuge

Team Naenae Trust
 The CanInspire Charitable Trust
 The Free Store
 The Hearing Association Hutt Valley
 The New Zealand Breast Cancer Foundation
 The Peer Tree
 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 Newtown
- Family Store Petone
- Family Store Porirua
- Family Store Tawa
- Family Store Upper Hutt
- Family Store Wainui

 The Whitireia Foundation
 Thumbs Up Charitable Trust
 Titahi Bay Lions Club
 Trade Aid
 Trelissick Park Group
 Two Todman
 Upper Hutt City Council
 Upper Hutt Housing Trust
 Upper Hutt Repair Cafe Trust
 Upper Hutt Womens Centre
 Upstream – Friends of Central Park

Victim Support

- Kapiti
- Lower Hutt
- Porirua
- Upper Hutt
- Wairarapa
- Wellington

 Village Green Charitable Trust
 Vincentian Home for the Elderly
 Viti (NZ) Council e Aotearoa
 Vogelmorn Community Group
 Volunteer Hutt
 Volunteer Kapiti
 Volunteer Porirua
 Volunteer Service Abroad
 Volunteer Wellington
 Volunteering New Zealand
 Vulnerable Support Charitable Trust
 Wainuiomata Community Hub
 Walk Wellington
 WellElder Counselling Trust
 Wellington After-Care Association
 Wellington Bird Rehabilitation Trust
 Wellington City Council

- Tawa Community Centre
- Linden Social Centre

 Wellington City Housing
 Wellington City Mission

- Ta Te Manawa Transitional Housing
- Te Pori Transitional Housing
- Ta Te Mara Transitional Housing
- Taranaki Street Op Shop
- Petone Op Shop
- Kemp Home & Hospital

Wellington Free Ambulance
 Wellington Hockey Association
 Wellington Hospitals Foundation
 Wellington Hospitals Foundation – Kenepuru
 Wellington Native Plant Restoration Nursery
 Wellington Pasifika
 Wellington Regional Emergency Management Office
 Wellington Regional Prisons
 Wellington Riding For The Disabled
 Wellington Sexual Abuse HELP Foundation
 Wellington Women's Health Collective
 Wellington Women's Refuge
 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
 Zealandia

Independent Assurance Practitioner's Review Report



To the Trustees of Wellington Volunteer Centre

Report on the Performance Report

We have reviewed the performance report of Wellington Volunteer Centre ("the entity"), which comprises the entity information, the statement of financial performance, statement of movements in equity and statement of cash flows for the year ended 31 March 2022, the statement of financial position as at 31 March 2022, and the statement of accounting policies and other explanatory information.

Trustees' Responsibility for the Performance Report

The Trustees are responsible on behalf of the entity for:

- (a) 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;
- (b) The preparation and fair presentation of the performance report, which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of movements in equity, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance reportin accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board; and
- (c) For such internal control as those charged with governance determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, the Trustees are responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Assurance Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying performance report. We conducted our review in accordance with International Standards 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*). ISRE (NZ) 2400 requires us to conclude whether anything has come to our attention that causes us to believe that the performance report, taken as a whole, is not prepared in all material respects in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit). This standard also requires that we comply with relevant ethical requirements.

A review of the performance report 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 this performance report.

Other than in our capacity as independent review practitioner we have no relationship with, or interests in, the Wellington Volunteer Centre.

Information Other Than the Performance Report and Independent Assurance Practitioner's Review Report

The Trustees are responsible for the other information. The other information comprises the statement of service performance but does not include the performance report and our review report thereon.

Our conclusion on the performance report does not cover the other information and we do not express any form of assurance conclusion thereon. 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.

In connection with our review of the performance report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the performance report, or our knowledge obtained in the review or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Restriction of use

This report is made solely to the Trustees, as a body. Our review has been undertaken so that we might state those matters we are required to state to them in an Independent Assurance Practitioner'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 as a body, for our review work, for our Independent Assurance Practitioner's Report, or for the conclusions we have formed.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the performance report does not present fairly, in all material respects:

- the entity information for the year then ended; and
- the financial position of Wellington Volunteer Centre as at 31 March 2022, and its financial performance, statement of movements in equity and cash flows for the year then ended

in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit).

Other Matter

The performance report of Wellington Volunteer Centre for the year ended 31 March 2021, were reviewed by another assurance practitioner who expressed an unmodified conclusion on those statements on 25 June 2021.

BK CONSULTING (2019) NZ LIMITED

BK Consulting (2019) NZ Limited

CERTIFIED PRACTISING ACCOUNTANT

Dated at Auckland this 31st day of May 2022

BK Audit
is a CPA Practice.



Statement of financial performance

FOR THE YEAR ENDED: 31 MARCH 2022

	Note	This Year \$	Last Year \$
Revenue			
Donations, fundraising and other similar revenue	1	309,763	310,486
Fees, subscriptions and other revenue from members	1	74,853	70,496
Revenue from providing goods or services	1	98,807	102,319
Interest, dividends and other investment revenue	1	2,123	3,941
Other revenue	1	265	—
Total Revenue		485,811	487,241
Expenses			
Volunteer and employee related costs	2	337,213	346,671
Costs related to providing goods or service	2	88,800	73,318
Other expenses	2	19,744	19,526
Total Expenses		445,757	439,516
Surplus for the Year		40,054	47,725

Statement of financial position

FOR THE YEAR ENDED: 31 MARCH 2022

	Notes	This Year \$	Last Year \$
Assets			
Current Assets			
Bank accounts and cash	3	249,015	149,169
Debtors and prepayments	3	18,948	48,954
Other current assets	3	200,518	200,883
Total Current Assets		468,481	399,006
Non-Current Assets			
Property, plant and equipment	5	6,271	8,852
Total Non-Current Assets		6,271	8,852
Total Assets		474,753	407,858
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	29,272	16,213
Income in advance	4	157,949	143,849
Employee costs payable	4	19,256	19,575
Total current liabilities		206,477	179,637
Total Liabilities		206,477	179,637
Net Assets		268,276	228,222
Accumulated Funds			
Accumulated funds	6	68,276	68,222
Reserves	6	200,000	160,000
Total Accumulated Funds		268,276	228,222

Statement of cash flows

FOR THE YEAR ENDED: 31 MARCH 2022

	This Year \$	Last Year \$
Cash Flows from Operating Activities		
Donations, fundraising and other similar receipts	323,863	295,754
Fees, subscriptions and other receipts from members	105,223	72,765
Receipts from providing goods or services	99,072	96,095
Interest, dividends and other investment receipts	2,123	4,168
GST	11,195	(4,943)
Payments to suppliers and employees	(440,125)	(437,593)
Cash flows from other operating activities	—	(571)
Total Cash Flows from Operating Activities	101,351	26,246
Cash Flows from Investing and Financing Activities		
Payments to acquire property, plant and equipment	(1,505)	(8,328)
Total Cash Flows from Investing and Financing Activities	(1,505)	(8,328)
Net Increase/(Decrease) in Cash	99,846	17,918
Bank Accounts and Cash		
Opening cash	149,169	131,251
Net change in cash for period	99,846	17,918
Closing cash	249,015	149,169

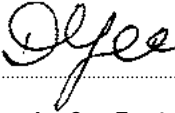
Statement of movements of equity

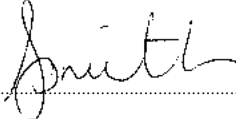
FOR THE YEAR ENDED: 31 MARCH 2022

Equity	This Year \$	Last Year \$
Opening Balance	228,222	181,014
Increases		
Profit for the period	40,054	47,725
Retained earnings	(40,000)	(40,517)
Transfer to reserves	40,000	40,000
Total Increases	40,054	47,208
Total Equity	268,276	228,222

The Trustees are pleased to present the approved performance report including the historical financial statements of Wellington Volunteer Centre for the year ended 31 March 2022.

APPROVED for and on behalf of the Trustees


.....
Debra Joy Gee, Trustee and Chair
Date: 31 May 2022


.....
Fiona Clare Smith, Trustee and Deputy Chair
Date: 31 May 2022

Statement of accounting policies

FOR THE YEAR ENDED: 31 MARCH 2022

Basis of Preparation

The entity 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 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)

The entity is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for accounts payable and accounts receivable which are stated inclusive of GST.

Income Tax

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

Revenue

Revenue is recorded when it is earned rather than when cash is received.

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 90 days or less.

Other Current Assets

This includes short term deposits with less than 12 months to maturity.

Income in Advance

These amounts represent income received during the financial year which relate to the next financial year.

Tier 2 PBE Accounting Standards Applied

The entity 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. Policies have been applied on a consistent basis with those of the previous reporting period.

Comparative Figures

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year. Where necessary, amounts relating to prior years have been reclassified to facilitate comparison and to achieve consistency in disclosure with current year amounts.

During the year, the entity changed accounting systems. As a result, some changes to comparative information were necessary in order to align with the new system's account codes. The nature and amount of the reclassification is as follows:

Statement of Financial Performance Changes

	CURRENT COMPARATIVES – 31 MARCH 2021	PRIOR YEAR ACCOUNTS – 31 MARCH 2021	CHANGE
Donations, fundraising and other similar revenue	310,486	317,424	(6,938)
Revenue from providing goods or services	102,319	95,381	6,938
Total Revenue	487,187	487,241	(54)
Volunteer and employee related costs	346,671	351,253	(4,582)
Costs related to providing goods or service	73,318	72,269	1,049
Other expenses	19,473	15,994	3,479
Total expenses	439,462	439,516	(54)
Surplus for the year	47,725	47,725	—

Statement of Financial Position Changes

	CURRENT COMPARATIVES – 31 MARCH 2021	PRIOR YEAR ACCOUNTS – 31 MARCH 2021	CHANGE
Debtors and prepayments	48,954	49,195	(241)
Other current assets	883	642	241
Total assets	407,858	407,858	—

Notes to the Performance Report

FOR THE YEAR ENDED: 31 MARCH 2022

1. Analysis of Revenue

	2022	2021
Donations, fundraising and other similar revenue		
Grants received	294,180	288,573
Donations	15,583	21,913
Total donations, fundraising and other similar revenue	309,763	310,486
Fees, subscriptions and other revenue from members		
Member subscriptions	36,694	35,019
Employee Volunteering Partner	38,159	35,477
Total fees, subscriptions and other revenue from members	74,853	70,496
Revenue from providing goods or services		
Consultation services	480	—
Contracted services income	83,965	89,827
Reimbursed rent	6,662	6,342
Sales	70	—
Training fees	7,631	6,150
Total revenue from providing goods or services	98,807	102,319
Interest, dividends and other investment revenue		
Interest Received	2,123	3,941
Total interest, dividends and other investment revenue	2,123	3,941
Other revenue		
Sundry Income	265	—
Total other revenue	265	—
Grants List		
Department of Internal Affairs – Support for Volunteering	63,179	58,017
Wellington City Council	50,394	40,992
Lottery Grants Board	33,808	57,468
Domain Name / Internet NZ	20,000	—
Lion Foundation	20,000	3,315
Tai Shan Foundation	20,000	15,000
Wellington Community Trust	20,000	30,000
Trust House Foundation	17,858	8,732
Department of Internal Affairs – COGS	11,000	11,000
T G McCarthy Trust	10,000	—
Hutt City Council: Community Development	5,000	5,000
Sargood Bequest	5,000	—
Hutt Mana Charitable Trust	4,000	2,000
Four Winds Foundation	3,342	3,342
Nikau Foundation	3,000	—
New Zealand Community Trust	3,000	3,000
Pelorus Trust	2,000	—
One Foundation	1,099	1,000
Upper Hutt City Council	1,000	—
Christine Taylor Foundation	500	500
Ministry of Social Development – Covid-19	—	49,207
Total Grants List	294,180	288,573

	2022	2021
Donations List		
Other Donations	15,583	2,980
Betty Campbell Trust	—	8,500
Victoria University	—	5,433
Roy Ferguson	—	5,000
Total Donations List	15,583	21,913

2. Analysis of Expenses

Volunteer and employee related costs		
Accident Compensation Levy	796	791
Recruitment Costs	149	7,439
Staff Reimbursements	1,531	—
Staff Training	2,548	8,936
Volunteer Expenses	671	1,082
Wages and Salaries	331,518	328,424
Total Volunteer and employee related costs	337,213	346,671

Costs related to providing goods or services		
Cleaning	1,306	1,297
Client Training Expenses	9,142	4,531
Computer Expenses	1,754	1,060
Computer Maintenance and Support	420	—
Conference Expenses	—	79
Functions Expenses	3,338	4,581
General Expenses	70	—
Insurance	863	816
Volunteer Centre Meeting Expenses	—	26
Minor Assets	—	341
Motor Vehicle Allowance	427	1,309
Office Expenses	4,600	944
Parking Expenses	18	4,681
Postage and Courier	190	283
Printing, Photocopying, and Stationery	3,711	2,832
Rent	56,142	46,829
Repairs and Maintenance	2,106	573
Telephone and Internet	4,615	3,113
Travel Local	97	24
Total Costs related to providing goods or services	88,800	73,318

Other expenses		
Advertising	—	890
Bank Charges	185	120
Contractor Costs	6,300	—
Depreciation	4,086	4,083
Light, Power and Heating	2,532	2,642
Loss on Sale of Fixed Assets	—	54
Professional Fees	2,683	9,688
Review Fees	1,500	1,000
Subscriptions, Membership, and Licence Fees	2,458	1,050
Total Other expenses	19,744	19,526

3. Analysis of Assets

	2022	2021
Bank accounts and cash	249,015	149,169
Debtors and prepayments		
Accounts receivable	18,948	44,250
Prepayments	—	4,704
Total debtors and prepayments	18,948	48,954
Other current assets		
Term deposits	200,000	200,000
Total other current assets	200,000	200,000
Other non-current assets	518	883

4. Analysis of Liabilities

Creditors and accrued expenses		
Accounts payable	2,818	2,678
Accrued expenses	1,725	—
GST	24,729	13,534
Rounding	—	—
Total creditors and accrued expenses	29,272	16,213
Employee costs payable		
Annual Leave Accrual	19,256	19,575
Total employee costs payable	19,256	19,575
Income in Advance		
Income in Advance	157,949	143,849
Total income in advance	157,949	143,849

5. Property, Plant and Equipment

Furniture and Fittings		
Furniture and fittings owned	3,179	3,913
Accumulated depreciation – furniture and fittings owned	(2,227)	(2,800)
Total furniture and fittings	952	1,113
Other Fixed Assets		
Owned fixed assets	20,534	22,074
Accumulated depreciation – fixed assets owned	(15,214)	(14,335)
Total other fixed assets	5,319	7,739
Total property, plant and equipment	6,271	8,852

31 March 2022	Opening carrying amount	Additions	Disposals	Depreciation	Closing carrying amount
Furniture and fittings	1,113	—	—	161	952
Office equipment	7,739	1,505	—	3,925	5,319
	8,852	1,505	—	4,086	6,271
31 March 2021	Opening carrying amount	Additions	Disposals	Depreciation	Closing carrying amount
Furniture and fittings	1,303	—	—	190	1,113
Office equipment	3,358	8,328	54	3,893	7,739
	4,661	8,328	54	4,083	8,852

6. Accumulated Funds

	2022	2021
Accumulated Funds		
Opening balance	228,222	181,014
Accumulated surpluses		
Retained earnings/Accumulated funds		
Retained earnings	(40,000)	(40,517)
Total retained earnings/Accumulated funds	(40,000)	(40,517)
Current Year Earnings		
Current year earnings	40,054	47,725
Total current year earnings	40,054	47,725
Total accumulated surpluses	54	7,208
Reserves	40,000	40,000
Total accumulated funds	268,276	228,222
Total Accumulated Funds	268,276	228,222

7. Breakdown of Reserves

Reserves	200,000	160,000
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The reserve fund is comprised of 5.34 months of operating costs. The reserve fund was created to accumulate reserves up to six months of operating costs.

8. Commitments

Commitments to lease or rent assets		
Office lease commitments – within 1 year	50,883	22,519
Office lease commitments – between 1 to 5 years	75,626	—
Total Commitments to lease or rent assets	126,509	22,519

9. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 31 March 2022 (Last year – nil).

10. Related Parties

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

11. 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).

12. Ability to Continue Operating

The trustees believe that the basis of preparation for the performance report is appropriate and the entity will be able to continue in operation for at least 12 months from the date of this performance report. Accordingly, the trustees believe that the classification and carrying amounts of the assets and liabilities as stated in the performance report are appropriate.



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