

# ANNUAL REPORT

## 2022–2023



**Volunteer Wellington**  
**Te Puna Tautoko**

YOUR COMMUNITY CONNECTOR

## Volunteer Wellington

Level 7  
186 Willis St  
PO Box 24130  
Wellington 6142  
T: 04 499 4570  
E: [info@volunteerwellington.nz](mailto:info@volunteerwellington.nz)

## Volunteer Porirua

7 Hartham Place South  
Porirua 5022  
T: 020 4069 3653  
E: [managerporirua@volunteerwellington.nz](mailto:managerporirua@volunteerwellington.nz)

## Volunteer Hutt

Level 4  
21–23 Andrews Avenue  
Lower Hutt 5010  
T: 04 566 6786  
E: [managerhutt@volunteerwellington.nz](mailto:managerhutt@volunteerwellington.nz)

## Website

<http://www.volunteerwellington.nz>

## Facebook

[www.facebook.com/volunteerwellington](http://www.facebook.com/volunteerwellington)

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



# Contents

By the numbers	2
Introduction	2
Chair's report	3
Regional Manager's report	4
<i>Volunteer profile: Student volunteer values new skills</i>	8
Communities	9
<i>Volunteer profile: Volunteering provides a 'safe' space</i>	11
Hutt and Porirua	12
<i>Volunteer profile: Building a glowing CV through volunteering</i>	13
Employee Volunteering	14
Sustainability	16
<i>Volunteer profile: Welcome to the whare, girlfriend!</i>	17
Thank you	18
<i>Manager of volunteers profile: Inspiring youth volunteers</i>	20
Those who have used our services	21
Independent Assurance Practitioner's Review Report	24
Financials	26
Statement of financial performance	26
Statement of financial position	26
Statement of cash flows	27
Statement of Movements in Equity	27
Statement of accounting policies	28
Notes to the Performance Report	30

Front cover photos clockwise from top left: Pynenburg and Collins Architects employees feeling exhilarated after a day of cutting flax, mulching and weeding at Ngā Hau Whā o Paparāangi Marae; anniversary cake celebrating Volunteer Wellington's 30th birthday at the International Volunteer Day event; .nz Mahi Aroha Award winners with Mayor Andy Foster; Volunteer Wellington team member Joanna Li working with migrant and former refugee group from English Language Partners.

# 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 344 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
- Tracy Ward, Co-ordinator Preparation for Employment/Manager Member Services
- Rebecca Macfie, Fundraiser
- Heidi Quinn, Employee Volunteering Co-ordinator (until 10/22)
- Ann Thomson, Employee Volunteering Co-ordinator (from 10/22)
- Joanne Li, Team Lead Volunteers/Events (until 02/23)
- Olivia Parkinson, Team Lead Volunteers/Admin (From 02/23)
- Dianne Boyce, Work and Income Programme Assistant

## Board of trustees

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

## Accountant

Jonathan Maharaj, Aurora Financials Limited, [www.aurorafinancials.com](http://www.aurorafinancials.com)

# By the numbers

## Volunteer Wellington's key achievements during 2022–2023

- 2092** formal volunteer seekers – includes those interviewed face-to-face and those referred online
- 4804** volunteer referrals made
  - 181** seeking paid work
  - 93** registered with Work and Income
- 721** full-time employees
- 239** part-time employees
- 335** students
- 109** retirees
- 83** unpaid workforce
- 63** visitors
- 254** other
- 267** new migrants
- 92** people with refugee backgrounds
- 344** active community organization members of **Volunteer Wellington**
  - 23** professional development workshops organised by our three offices
- 344** liaison visits and calls with greater Wellington community organization members
- 23** managers of volunteers' peer support group meetings held in Porirua, Hutt and Wellington
- 11** mentor/mentee relationships continued through our Mentor Programme
- 19** employee volunteering projects facilitated with our community organisation members
- 173** employees participating from eight Employee Volunteering Partners
- 24** newsletters produced and distributed to approximately 700 stakeholders
- 7** profiles/case studies written about volunteers and managers of volunteers and used for advocacy and promotion. *Once upon a time ... Stories about volunteers and volunteering* volume 6 published.

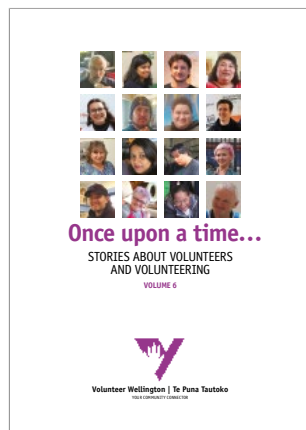
Celebratory and educative events/social media campaigns held for International Volunteer Day, International Volunteer Managers Day, National Volunteer Week, Student Volunteer Week.

## Introduction

'By the numbers' – column opposite – covers statistical hard data; the next few pages give a brief overview through the voices of staff members. They tell the story of how people felt about the year ... and made **Volunteer Wellington's** four strategic goals come alive.

These 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.



*Once upon a time ... Stories about volunteers and volunteering* volume 6 launched on International Volunteer Day.

# Chair's report



It gives me great pleasure to present Volunteer Wellington's 2022/23 Annual Report.

Although we gradually emerged last year from the worst Covid-19 impacts and restrictions, Volunteer Wellington, and our team of paid staff and volunteers, and our member organisations still faced uncertainty and challenges. Their

continued energy, enthusiasm and professionalism, their ability to respond and find solutions to sudden changes, and their positivity and commitment were impressive.

The Board and I are justifiably proud of our small team, whose collaborative approach under the leadership of our Regional Manager Julie Thomson demonstrates that the impact of the whole can be greater than the sum of its parts.

As an organisation, our unwavering focus continues to be on 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 continued our commitment to building capacity and capability across community organisations by running courses, workshops and peer support networks, as well as hosting our annual International Volunteer Managers' Day breakfast event.

We farewelled two valued staff members – Heidi Quinn, Employee Volunteering Co-ordinator and Joanna Li, Team Lead Volunteers/Events. I would like to acknowledge them both for the contribution they made during their time with us.

A high point of our year was the .nz Mahi Aroha Awards during National Volunteer Week Te Wiki Tūao ā-Motu in June. This inspiring event hosted at KPMG celebrates outstanding volunteers making a difference in the community. I would like to acknowledge all our guests, as well as our keynote speaker, Hon Priyanca Radhakrishnan, Minister of the Community and Voluntary Sector.

Another highlight was celebrating three decades since Volunteer Wellington was established by a small team of visionary volunteers. We marked this achievement on International Volunteer Day in December, at which Wellington's new Mayor Tory Whanau was our guest of honour.

We notched up a first in November, partnering with the Project Management Institute of New Zealand to deliver a 'day of service', pairing 13 of our member organisations with project managers and consultants to work on a key project management challenge.

Finally I would like to thank my fellow board members for their continuous support during the past year.

Aroha nui,  
**Debbie Gee**



Volunteer Wellington board and staff came together for the annual strategic planning meeting.



Julie Thomson, Regional Manager and Debbie Gee, Volunteer Wellington Chair with guest speaker Minister Priyanca Radhakrishnan at the .nz Mahi Aroha Awards event.

**“Volunteer Hutt is a valuable partner for Te Omanga Hospice in helping us source volunteers. They vet potential candidates for us for suitability for the roles that we are looking for. It also offers great support networks and training opportunities which we have used on many occasions. It is great to have that kind of support behind us.”**

## Regional Manager's report

### Kia ora koutou

An unpredictable year; a year to be adaptable and flexible; a year needing creativity and solutions. A successful year on many levels.

I am grateful to our team of paid staff and volunteers that I can look back and see so many highlights and successes, despite

the difficulties associated with constant change, further Covid restrictions, last minute cancellations. Through the ups and downs we found ways of staying connected with our communities and volunteer teams and provide the support needed.

### Continuity

The lower statistical 'numbers' associated with some aspects of our mahi of the past year, showed how challenging times, where there is high levels of anxiety and uncertainty, called for different forms of connecting and often more support and individual mentoring. As Fundraiser Rebecca Macfie says in her overview 'the trust and stability' of our funders recognised their confidence in **Volunteer Wellington's** ability to change according to need – and to sustain continuity and community trust.

So it was a rewarding moment for us all when we came together on International Volunteer Day 2022 and celebrated the power of volunteers globally, as well as **Volunteer Wellington's** 30th anniversary. A display of highlights and milestones from the past three decades described the impact of our organisation; and our ability to adapt, influence and change. While staying true to our values.

Guest speaker at this event, Mayor Tory Whanau, said: '**Volunteer Wellington** has a special role – it's the glue that connects volunteers to organisations that serve our community.' She also launched our new publication of *Once upon a time – Stories about volunteers and volunteering* Volume 6.

### Volunteers by ethnicity

Middle East	34
Eastern Europe	23
Western Europe	148
Māori	112
Pasifika	82
Pakeha	967
Australia	23
Africa	24
Russia/Baltic States	3
China	110
India	161
South Asia	53
East Asian	50
South East Asia	109
South Africa	28
North America	27
South/Central America	40
Caribbean	5
Not Stated	93



Guest speaker Mayor Tory Whanau joined Chair Debbie Gee and Regional Manager Julie Thomson to cut the 30th anniversary cake. Volunteer Wellington has been working with communities and volunteers across the region for 30 years. We celebrated this special birthday on International Volunteer Day.



‘Nothing illustrates this more than reading these 31 stories of how volunteers contribute to enriching Wellington’s social fabric.’ Another speaker at the event used an apt metaphor stating that volunteers are the ‘immune system’ of society, a crucial part, quietly getting the work done in the background.

Training

Feedback from among our active membership of 344 community organisations states that the professional development programme we offered was ‘always topical, appropriate and of great value’. Uptake for our 23 workshops was at capacity – an exceptionally successful year.

*‘I’ve always found Volunteer Wellington’s training to be so valuable.’* TRAINING PARTICIPANT

Workshops included Wellbeing for you and your team, Cyber security, Legal issues and Volunteers and Having challenging conversations. A particularly innovative session we hosted was with Martin J Cowling who outlined a new model for volunteering and the seven vital factors that organisations need to consider to attract volunteers and keep them engaged.

*‘Great workshop – very engaging. Super helpful content and I enjoyed the challenge of coming up with, and implementing a brilliant idea.’* PARTICIPANT

Mentoring programme

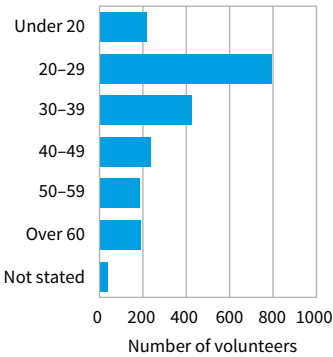
A new initiative for the year was a six-month Mentoring Programme we offered in response to approaches by people often new to the sector or their roles, feeling overwhelmed and isolated in their work environment, looking for mentors to support them with their professional and personal development. With support from Wellington Community Fund we were able to offer this professional development to 10 mentees and 11 mentors. An outcome has been the establishment of a mentoring database to support people to grow their leadership skills and their ability to mentor others working in the sector.

The Covid Traffic Light settings had a significant impact on the Employee Volunteering programme in 2022. From the beginning of 2023 we have seen renewed interest and enthusiasm from both businesses and communities. This programme is now co-ordinated by Ann Thomson who picked up the baton from Heidi Quinn in October last year, and with the revived energy and projects from the community has kept the momentum of the team volunteering going.

Our most recent partner of last year, Simply Energy, worked with a wonderful project entitled *Bring Back the Natives in Newtown*. Their team effort resulted in two months of work being completed in one day!

“Volunteers are the ‘immune system’ of society, a crucial part quietly getting the work done in the background.”

Volunteers by age

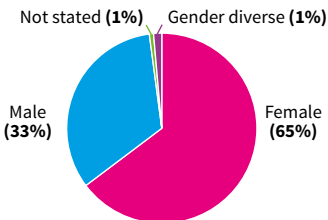


“I feel as though I’ve gained a clearer vision of what working in the non-profit sector is like, particularly as a young person; and the sustainability of that.”

“It’s been incredible for me. I’ve developed hugely because of it.”

Feedback from the Mentoring Programme participants

Volunteers by gender



“PMDOS was amazing and our consultant team volunteered more of their time to help Porirua Multicultural Council. Thank you so much.”

Anita



Teams of consultants and community organisations working together on a range of interesting projects.



All attendees celebrating after an inspirational day at the inaugural Project Management Day of Service.

Inaugural

It was exciting to be a partner with the Project Management Institute to host the inaugural New Zealand ‘Project Management Day of Service’ held at the Beehive in November. Thirteen of our community member organisations participated in a day which brought together consultants and coaches who then worked with each one on a ‘burning project management issue’ which they would then take into their future planning.

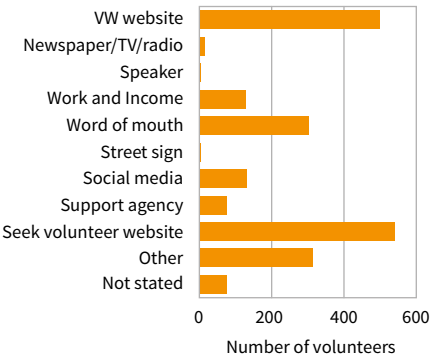
This is a great example of specialised skills’ volunteering in action. **Volunteer Wellington** is proud to be the community partner in this new initiative and our team looks forward to being involved again next year.

Awards

A highlight and inspiring event during International Volunteer Week 2022 was the .nz Mahi Aroha Awards celebrating outstanding volunteers making a positive impact in the community. More than 100 guests representing the community, public and business sectors of the Wellington region attended at the premises of KPMG. Guest speaker, Hon Priyanca Radhakrishnan, Minister of the Community and Voluntary Sector commended the award winners and their teams. ‘Volunteering brings people together; it builds communities and creates a better society for everyone. Together, through volunteering, we are changing our communities for the better.’

Hosting our annual International Volunteer Managers’ Day breakfast event – held traditionally at the offices of KPMG, was a sign that the community sector is as dynamic and enthusiastic as ever, to get together, meet one another – and learn. The theme was Many Backgrounds – One Profession – Stronger Together. More than 50 representatives from our community organisation members participated.

How volunteers heard of Volunteer Wellington



We continue maintaining our relationship with the Ministry of Social Development through our Preparation for Employment programme for Work and Income clients facilitated during the past year by Tracy Ward with support from Kim Jansen and Dianne Boyce.

Those who come to **Volunteer Wellington** are often long-term unemployed, may have experienced mental distress, social isolation and on occasions have criminal convictions. This programme is a model of engagement for clients to reconnect with their communities, develop self-esteem, confidence and skills through volunteering in preparation for future paid employment.

### Cohesion

**Volunteer Wellington** co-hosted the Volunteer Centre Network Aotearoa annual hui – this time with the added pleasure of all being present face-to-face and at a grand venue – the Wellington Zoo. Despite the restrictive ‘settings’ of the past few years due to Covid, there has been a determination among us all to keep connected. When we finally did come together, in person, we could all feel the strength and cohesion of this powerful collaborative will – the greater good has been a driver during difficult times.

Manager of **Volunteer Hutt** and **Volunteer Porirua**, Kim Jansen, has ensured continuity at these two significant offices with a dedicated and diverse team of volunteers. Remaining closely connected with these local communities she has a clear understanding of the needs of both volunteer seekers and our community members.

We farewelled two valued team members who made a significant contribution to our mahi – Heidi Quinn and Joanna Li. Both have moved on to new projects and new places.

As with many organisations 2022–23 was a year of change and uncertainty for **Volunteer Wellington**. With much emphasis placed on the culture and wellbeing of our own team, the spirit of all our staff has been an inspiration during the past year. We have become more agile and have honed our quick response skills to sudden changes to programmes/events due to the impact of Covid. Our team put in a fantastic effort and as a result we have ended the year a more resilient organisation. Thank you all – paid staff, volunteers, board of trustees.

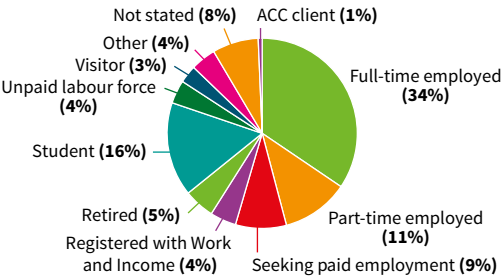
A sincere thank you to our funders, community members, supporters and other stakeholders. Your confidence and belief in our mahi is motivating for our team and ensures Te Puna Tautoko **Volunteer Wellington** remains a ‘pivotal connector and builder’ of strong diverse communities in the Wellington region.

Nga mihi nui  
**Julie Thomson, Regional Manager**



IT specialist Chris Streatfield and graphic designer Sue Hobbs at Volunteer Wellington’s 30th anniversary/IVD celebration.

### Volunteers by labour force



“Vulnerable Support Charitable Trust have been a member of VW for close to 4 years now and we have gained many wonderful volunteers, attended valuable courses, and events that have benefitted the Trust. We value and appreciate the support we get.”

Leigh Keown (Vulnerable Support Charitable Trust)

## Student volunteer values new skills

**“I enjoy spending time with a variety of different age groups ...”**

**ALYSSA PATEL**’s been volunteering in the Te Omanga Hospice shop in Lower Hutt one afternoon after school for around six months. She found the position by examining openings on the SEEK Volunteer website which led her straight to **Volunteer Hutt**. Alyssa wanted a retail opportunity to gain shop experience and be with age groups different from her own. Her involvement also contributes towards her Duke of Edinburgh Award. The Award acknowledges that young people benefit from experiences outside the classroom. It’s not a competition against others but encourages young individuals and recognises their achievements.

Alyssa appreciates the support from **Volunteer Hutt** that helped her towards a job interview and her eventual appointment. Comprehensive training in the shop gave her confidence to “work the till” and manage both cash and card transactions, but she still takes great care to get all the numbers right.

Thorough on-the-job training means Alyssa works in almost all areas of the shop. She likes that when her friends call in, they find the environment interesting and encourages them to donate their unwanted items and support Te Omanga Hospice. The organisation provides reassuring care to those living in the Hutt Valley with a terminal or life limiting illness. Along with specialist medical staff, Te Omanga Hospice relies on trained volunteers and Alyssa is happy to be one.

She urges students everywhere to check with their local Volunteer Centre for opportunities in areas that interest them. From Animals to Environment, Art to Recreation, they’ll find something to build up their skill levels. And she’s confident about the value to a future employer of volunteering service on a CV.



At the Te Omanga Hospice shop, Alyssa enjoys direct customer contact best but also helps manage donations, which are never examined until the donor has left. Her manager does some pricing but Alyssa wields the pricing gun on standard items like books. Other rewarding backroom work is the cleaning of dusty paintings that may have hung on walls for years before being brought in.

As a Generation Z user of entertainment streaming services, Alyssa was surprised to discover how many people like to hold their favourite movie or music in their hands as a DVD and CD. Luckily, donations of these are plentiful. Other novelties are the extensive collections of small items called bric-a-brac, not a term she’d used before. With her colleagues, she knows to turn items over to check manufacturing details and not confuse a valuable piece with an inexpensive keepsake.

She’s never regretted her decision to volunteer and has already persuaded one friend to do the same. ■

STORY AND PHOTO BY LINDA HANSEN

# Communities

- We provide our members with skilled and comprehensive support and services.
- We lead and demonstrate best practice across volunteering.

## Emphasising status

After five years working with Work and Income partnerships Tracy Ward has now taken on the Manager Member Services position, while still retaining 10 hours a week to facilitate the Preparation for Employment programme through to the end of June 2023.

She is 'very excited' to now be involved at a deeper level with the day-to-day work of 'such amazing' member organisations – a total of 344.

'It is wonderful to know there are so many people out there who are also excited about what they do; and for me to be finding out what their volunteers do and what they need,' she said. Tracy aims to talk at length to two to three leaders/co-ordinators of volunteers each week. 'Many have landed the role by default. They have shown flair, empathy and good practical skills. But they haven't done a degree in volunteer management.'

Tracy, therefore, spends time 'framing up' what these co-ordinators (who are really managers but not always given the title) do. Their roles then become more visible and cohesive. 'My goal is to elevate them – make them aware they have status.'

The value of understanding and working well with diverse volunteers, is inestimable. Positive experiences promote personal and community development and legacies are created which ensure the future of the community sector.

## Accessible training

A wide range of high quality, low cost workshops, 23 in total, have been held regularly throughout the year, mainly online. The virtual breakout sessions have been well received by participants who have valued being able to network/get to know other organisations whilst learning from their office/home base.

A six-month Governance series, supported by the Lottery Minister's Discretionary Fund, was highly valued by our members. These sessions supported community leaders to easily access quality professional development in good governance, learn with and from others on boards and apply their learning in the real world of their not for profit organisation. Positive feedback included:

*'Very useful material presented by an experienced person. Also the chance to meet others and discuss their experiences was so valuable.'*

## Insight sessions

A new initiative this year is our INSIGHT sessions. Every second month 'Insight sessions' are held for leaders/co-ordinators of volunteers. A specialist within a particular sector gives a short presentation which is followed by a question-and-answer session. By the end of

"The strands of each experience create a foundation of support."

"No matter the background, volunteering is the coming together of people."

"Connecting for the good of our communities."

International Volunteer Managers Day 2022



International Volunteer Managers Day 2022 celebrated the diversity of a broad spectrum profession under the banner *Many backgrounds – one profession – stronger together*. At Volunteer Wellington's traditional breakfast held at the offices of KPMG participants wove together the stories of 'our past, our strengths and shared our superpowers!' From these combined efforts Volunteer Wellington now has a collection of reflections which remind everyone how to be 'stronger together'.





Olivia Parkinson with a keen student at the Te Auaaha student expo.



Joanna Li showing Olivia Parkinson the ropes before she leaves for her new job overseas.



ACC employees spent an energetic day cutting flax, mulching and weeding at Ngā Hau Whā o Paparāangi Marae.

the INSIGHT session valuable knowledge and experience has been shared. The most recent topic was 'Inclusion and Disability'.

Other sessions to follow will be working with culturally and linguistically diverse; the elderly; youth; unemployed.

## Sense of belonging

Joanna Li, Team Lead Volunteers/Events, made an impact during her 18 months at **Volunteer Wellington**. Her creativity and ability to see the value of volunteering for others, meant that the group of volunteers who worked with and for **Volunteer Wellington** expanded dramatically under her watch. She 'spotted' skills and potential among volunteer seekers who came through the organisation's interviewing processes; with a focus on new migrants and former refugees.

'They have many needs. Being in a completely different country and culture takes a lot of adjusting. To feel included in our organisation with roles which varied from admin to interviewing volunteer seekers, gives a tangible sense of belonging. Our team was always very welcoming and interested in their different backgrounds.'

Joanna left to take up an exciting position with the International Labour Organisation's labour regulatory arm of the UN. Her final comment was that **Volunteer Wellington** was an organisation that followed through with its values – 'and put people first'.

Note: Olivia Parkinson took up this role, with much of Joanna's enthusiasm and energy, early in 2023.

## Volunteering provides a ‘safe’ space

**“Volunteering is a great opportunity to challenge yourself to do a job you’ve never done before.”**

For **WARISTHA MEETHAWEE**, volunteering provides a safe space to learn, grow and socialise without judgement. Waristha arrived in Wellington in 2020, and navigated her first year here on a Working Holiday Visa amidst the beginning of the Covid-19 pandemic. She is a self-proclaimed introvert and after graduating from studying IT in Weltec, she decided to turn to volunteering to improve her English, develop her skills, and find like-minded people to socialise with. Waristha had previously volunteered in administration with **Volunteer Spirit Association Thailand** in her home country, so when her search showed her that **Volunteer Wellington** were looking for an Administration Assistant, she knew this was the job for her!

If you’re a member of **Volunteer Wellington**, you might be familiar with Waristha through the telephone calls she makes to check in – making sure everything is running smoothly and keeping the database up to date with current volunteer vacancies. This mahi is crucial to make sure volunteers and organisations can be connected to each other, and Waristha gets fulfilment from helping people connect and making sure it is an easy process for potential volunteers. ‘If you want to find a volunteer role, **Volunteer Wellington** is the place,’ she says.

Waristha has found her work challenging at times, especially in the beginning, but that’s not a bad thing – as she says, ‘volunteering is a great opportunity to challenge yourself to do a job you’ve never done before’. Her initial training was exactly what she needed to build up her confidence, and Waristha highlights scripts provided to her by Volunteer and Events Co-ordinator Joanna Li as being particularly helpful. Her work with **Volunteer Wellington** has made her feel more confident in learning and speaking English – especially over the phone. She finds that the people she interacts with



are kind and understanding, and she has never felt like she would be judged for making mistakes as she has worked on improving her language skills and telephone manner. She attributes this to the drive to help that many people working in the non-profit sector feel – ‘the volunteer people, they want to help, in their mind – their deep mind – they want to help, so I feel safe around them.’

Waristha is working part-time in hospitality, but is on the lookout for jobs in software development. Thanks to her volunteer position, she feels more comfortable and confident with job interviews, and she believes the administration skills she is developing will be important for any work where she might have to handle documents or speak with clients and customers. Waristha also uses her IT knowledge to volunteer remotely as a developer for **New Zealand Business Association** in Auckland. She found this position through **Seek Volunteer** and through this organisation she is able to get further experience and build up her CV.

Above all, Waristha keeps coming back to her vision of volunteering as a ‘safe space’. For her, that feeling of safety has given her the confidence she needed to learn and challenge herself without fear of judgement or dismissal. ■



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



Volunteers Maria and Taylor with Volunteer Porirua manager Kim Jansen during National Volunteer Week.

“Volunteering has really helped me get back into society in a rewarding and fulfilling capacity.”



Kim Jansen, Manager Volunteer Porirua interviewing a volunteer seeker in the new Porirua office.

## Hutt and Porirua

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

**Volunteer Hutt** and **Volunteer Porirua** have seen a slow but steady increase in the number of volunteer seekers coming through again as people are starting to feel more confident about getting out and about since Covid arrived on our shores. Both offices have taken on new volunteers adding a diversity of cultures to the mix.

This year has seen a wide range of community organisations join. Kim and the teams at our Porirua and Hutt offices have worked alongside more than 140 community organisations to support them with their volunteer programmes through professional development, peer support groups and a wider pool of volunteers. ‘Working closely with our community members and supporting them to do their mahi is very motivating,’ says Kim.

“It is a pleasure to recommend Volunteer Porirua as an agency that I use when requiring volunteers for Kenepuru Hospital. They are proactive in not only recommending potential volunteers but in organising training and assisting Managers on a regular basis from all different organisations to get together to learn from and support each other in what has been a difficult environment in the last couple of years.”

Trish Lee, Kenepuru Hospital Volunteer Manager

Kim Jansen, Manager of **Volunteer Hutt** and **Porirua** and ably supported by Porirua’s ‘Preparation for Employment’ assistant, Dianne Boyce, has found that the country’s economic situation has created many difficulties for the Work and Income clients with whom they work. She says ‘People are struggling just to keep their head above water. These are hard times – therefore we are seeing an increase in people experiencing mental illness. Volunteering is a positive way to connect – to get out and meet others. When they take that first step to volunteer, their lives begin to change. It is rewarding to capture these great success stories through volunteer profiles a few months later’ (see Jack Prince story opposite).

### New Porirua office

Finding this small, but comfortable office within the space of English Language Partners, is a highlight of the year, said Kim. ‘The atmosphere is welcoming – there are always friendly smiling faces around – it’s great for the volunteer team as well as volunteer seekers. Sitting alongside Porirua Multi-Cultural Council, Red Cross and ELP, it is the perfect fit for what we do and it’s accessible and sustainable’, she said.

# Building a glowing CV through volunteering

**“ My volunteering is proof of my ability. And these two Salvation Army stores are also great places to be working, learning and making friends. We’re a team here. I like that.”**

**JACK PRINCE** is a lively young man (he was turning 21 the week after this interview) with mild cerebral palsy. He is working on a plan to eventually achieve his dream job.

Jack admits to being ‘a bit of a petrol head.’ He loves cars and is grateful to have recently acquired his restricted licence. In the long term he would like to work in a car sales yard.

Meanwhile he is building a glowing CV via his volunteering work two days a week at the **Petone Salvation Army Store** with another weekly shift at the same store in Upper Hutt. After an interview with **Volunteer Hutt**’s Kim Jansen, he joined the Petone team reckoning that retail was a good way to start. Now, after almost two years he is excited to reflect and talk about what he has learnt.

Interacting with so many different people stands out as one of the most significant skills, he says. ‘I don’t go out much from home. And here I’m mainly on the till so I’m interacting with customers nonstop.’

Mostly this is fun and interesting. But as with all public-facing positions, on occasions someone comes along ‘who p..... you off’. Jack explains about those who want an item for next to nothing. ‘Everything is a bargain in this store,’ he says. ‘But they still want to pay less. They don’t realize that the proceeds go to so many good causes. Society is being helped.’



However, he has kept his cool in these situations – important learning for anyone working in retail. In fact, Jack’s bright intelligence and willingness to take on any task has been such that one of the managers has asked Kim at **Volunteer Hutt** to ‘please send us more Jacks!’

Before the ‘car sales yard’ dream Jack will go for any job that comes up, when he feels ready to enter the paid workforce. But he is also aware of the barrier that still exists for those with disabilities.

‘My volunteering is proof of my ability. And these two Salvation Army stores are also great places to be working, learning and making friends. We’re all part of a team here. I like that.’ ■

STORY BY PAULINE HARPER



ACC employees focussed on dismantling IT equipment for recycling at Earthlink.



An ANZ employee busy sorting clothes at KCA.

“I appreciate being able to take time out of my job to support the community. It also helps connect as a team doing something different together.”

Simply Energy employee at Earthlink

## Employee Volunteering

- We provide our members with skilled and comprehensive support and services.
- Sound relationships.

Ann Thomson, Employee Volunteering Co-ordinator, took over from Heidi Quinn, in October 2022. Covid had made inroads into project uptake and business partnership visibility. Nineteen planned projects were cancelled due to Covid. But Heidi had ensured communication was sustained, both with communities and businesses; and as settings changed so did new energy and enthusiasm.

Ann is grateful to Heidi for the legacy she has created – ‘the relationship with several government agencies was sound. There is a much brighter side now.’

MBIE, ACC and ANZ have been highflyers choosing outdoor projects such as beach clean-ups and environmental ‘weeding’ and often seeking work where large numbers can be involved. Simply Energy has been one of the more recent Employee Volunteering Partners sending out a large team (as mentioned in an earlier report) to Bring Back the Natives in Newtown. They helped to remove non-native vines – which eventually strangle the native species – ‘very satisfying to pull out’ said an employee volunteer. One of the regulars with the project, assessed that Simply Energy had achieved two months’ work in one day.

With a background in marketing and sales Ann is enjoying working in the community sector; but is happy to still be involved with businesses and corporations. ‘Bringing the two together so that there is more understanding on both sides, is very rewarding. For a business team to find themselves in Porirua’s Free For All, among the regular volunteers, and finding out more about local needs and issues, is an eye-opener, she said.

Now, with 19 projects completed, Ann has evidence of how loyalties develop and businesses are ready to return again and again.



ACC employees feeling exhilarated after a day cleaning up rubbish at Lyall Bay beach.



.nz Mahi Aroha Award winners with Mayor Andy Foster.

‘They grow together as workplace teams – and their knowledge of the local community becomes very real.

The .nz Mahi Aroha Awards, sponsored by Internet NZ and Domain Name Commission, were extremely successful. Held during National Volunteer Week at the premises of KPMG seven winners were announced from the three categories.

- Volunteer of the Year winner – David Payton, Eat My Lunch
- Volunteer of the Year runner up – Rachel Bird, IHC Team
- Governance winner – Dwell Housing Trust
- Team Governance runner up – Perinatal Anxiety & Depression Aotearoa
- Employee Volunteering Team winner – The Wellington Company
- Employee Volunteering Team runner up – Cricket Wellington
- Employee Volunteering Team highly commended – Sue Joe of Hollywood Floral

As the financial year was closing Ann’s list of projects was growing; as was business and government agency enthusiasm. ‘It’s putting these two together with persistence – as changes take place all the time – and a willingness to keep communicating.’

She is also priming up the Employee Volunteer Partners and community groups for the Mahi Aroha Awards 2023. With the whole **Volunteer Wellington** team getting in behind this event, it’s always a highpoint of the volunteering calendar.

“Volunteering brings people together; it builds communities and creates a better society for everyone. Together, through volunteering, we are changing our communities for the better.”

From the Minister’s speech at the .nz Mahi Aroha Awards 2022



Minister for the Community and Voluntary sector Priyanca Radhakrishnan speaking at the .nz Mahi Aroha Awards.



Fundraiser Rebecca (L) and Joanna receiving a certificate at the conclusion of the Z 'Good in the Hood' campaign.

“We are continually sharing our stories – directly with our funders and via social media.”

Rebecca Macfie



Volunteer Julia enthusiastically promoting volunteering at the Te Auaha student expo.

## Sustainability

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

As she looks back over the uncertain funding environment of the past year, fundraiser Rebecca Macfie is quietly confident. ‘The trust and stability of our funders recognises their confidence in **Volunteer Wellington**’s ability to change according to need – and to sustain continuity and community trust.’

Multi-year funding has made a positive difference. ‘Funders understand our work and are aware of its impact within the community; both the way the capacity of organisations is strengthened through professional development, mentoring and diverse volunteers, and also the personal growth which happens for those who volunteer.’

‘We are continually sharing our stories – directly with our funders and via social media.’ Rebecca’s role includes all aspects of ‘spreading the word’. Such communication channels provide insights, she says, which, in turn, maintain a continuity – whatever changes happen within the environment – and therefore sustainability.

Increasing individual giving has been a funding project worked on by Rebecca. Five dollar Fridays have been a new initiative this year. ‘It’s about sharing a story and donating what you can – taking into account that by forfeiting say, a cup of coffee, you have an extra \$5 in your pocket which could be a **Volunteer Wellington** \$5 Friday donation!’

Shortly before the completion of the financial year **Volunteer Wellington** approached Giggle TV with a promotional offer for their 116 Hutt Valley highly visible screens seen in cafes and shops. Once the content has been created these will screen three times an hour on every screen. An irresistible mixture of jokes and advertising ... an influx of awareness for next year, said Rebecca.



Volunteer Wellington team members spent a morning volunteering at community member Free for All, an organisation that does an amazing job reducing waste while supporting the Porirua community.

## Welcome to the whare, girlfriend!

**“When the community gives something to you, you give back.”**

**JO ANN REREKURA (TE ATI HAUNUI-A-PĀPĀRANGI)** is a spirited soul and a hard-working mother and grandmother. She is one of eight, hails from Whanganui, and is at present volunteering through **Volunteer Wellington** at the **New Zealand Red Cross Shop** on Jackson Street.

She had prior work experience in driving large travel vehicles up and down the country, but after the occurrence of a near-fatal health incident back in 2018, Jo Ann made the better decision to hang up keys. She moved to Wellington to settle where she'd be closer to her daughter and whānau.

Through **Volunteer Wellington's** partnership with Work and Income, Jo Ann heard about volunteering but wasn't sure where she would fit or how to go about it. Thankfully, after a talk with Kim, Manager of **Volunteer Hutt**, a position with the **New Zealand Red Cross** store in Petone sparked her interest. The organisation is a charity, and is one with which Jo Ann is familiar as her parents had been frequent donors to the organisation during her younger years. The available weekly position at the store turned out to certainly be a coincidental, lucky match for her. Not only does the humanitarian organisation itself centre around the values and morals that are most important to her, but it is also the people in the store she considers to be her team that make a huge difference to her experience. She praised Tamsin, the store's manager, for being so welcoming on her first arrival. She recalled a moment from her first day,



saying she opened her arms out for her and told her sweetly, 'Welcome to the whare, girlfriend!'. Right away, Jo Ann knew this would work perfectly for her.

She also wanted to talk about what she had learnt – labelling, sorting, sizing, deciding. 'I love settling down with a big pile of clothing ... and by midday it's sorted.' A far cry from driving up and down the country – but of great value both to the community and for volunteer, Jo Ann. When asked what it was that drives her the most in attending to the store every week for a shift, she said that it is the simple fact of giving back that holds great importance to her. Jo Ann expressed wholeheartedly that 'when the community gives something to you, you give back', and that is why she has continued her service to the **New Zealand Red Cross** since the month of August of last year. ■

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

## Funders

Betty Campbell Trust  
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  
Kiwi Gaming Foundation  
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 2022–2023 year

Hon Priyanca Radhakrishnan,  
Minister for the Community  
and Voluntary Sector  
Andy Foster, Mayor Wellington  
(to 10/22)  
Tory Whanau, Mayor Wellington  
(from 10/22)  
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  
Bunnings Petone  
Datacom  
Community Law Wellington and  
Hutt Valley  
English Language Partners  
Isaacs Financial Planning  
KPMG  
minimum graphics  
Remix Plastics  
Riegers Copiers  
Sustainability Trust  
Vertia  
Volunteer Centre Network of  
Aotearoa  
Volunteering New Zealand  
Bunnings Warehouse Petone  
T Leaf Tea  
Trade Aid Petone  
Z Energy

## Volunteers who have worked with us during the past year adding to the capacity and diversity of Volunteer Wellington

### Interviewers

Emi Aaifou-Aloisio  
Sanjukta Banerjee  
Leonie Chan  
Taylor Curd  
Merani Davis  
Fenella Gray  
Jenny Greer  
Penny Griffith  
Asmita Gupta  
Judith Hatton  
Phil Hollis  
Robert Pallot  
Myra Shepperd

### Follow up and liaison

Nick Antonopolous  
Navy Hum  
Waristha Methawee  
Rama Thakura

### Administration

Julia Young

### ICT

Chris Streatfield  
Glenn Todd

### Writers

Lisa Doyle  
Felicity Hamill  
Pauline Harper

### Social Media

Dianne Amolong  
Josi Tamu

### Projects

Christine Richardson

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

## Statistician

Kylie Capundan

## Photographer

Eva Kaprinay

## Facilitator

Ann Hodson

## Graphic designer

Sue Hobbs

## Storyteller

Moira Wairama

## Mentoring programme Mentors

Ben Wakefield

Pamela Govan

Diana Young

Veronica Mohan

Kay Webster

Allison Groves

Leigh Keown

Logan Amer

Moana Uerata-Jennings

Claire Teal

## Board of Trustees

Joy Campbell

Nicola Gallagher

Debbie Gee (Chair)

Tracy Johnson

Jordan Lankshear

Doug Newbold

Craig Parker

Fiona Smith (Deputy Chair)

## Board Secretary

Racheal Fleming



# Inspiring youth volunteers

**“It’s an opportunity for young people to grow their skills...”**

**TEANA MACDONALD** – Development Co-ordinator Volunteer Services Wellington City Mission – is on a mission to see more representation and participation of youth in the volunteer sector in Aotearoa. And it’s a mission that’s working.

Meeting for the first time in a café on a grey and windy Wellington day, Teana lights up the room when she enters, and as we talk about her work at **Wellington City Mission**, it’s impossible not to be happily swept along with her enthusiasm, sincerity and passion for her work.

Drawn to the idea of working in the community, after completing high school, Wellingtonian Teana participated in a Social Justice Gap Year Volunteer programme through the New Zealand Church Missionary Society. The programme combined voluntary work with learning and serving others in a supported environment: ‘We travelled around NZ, to Fiji and Cambodia,’ she recalls. ‘During the course, I had a moment early on that really spoke to me; hearing Wellington City Missioner Murray Edridge share a Greg Boyle quote: “*There is no them and us, there is only us*”, referring to anyone in need’. Teana pauses to reflect; ‘I think we all need to look after each other, and I knew then this was an organisation I wanted to be involved with.’

Teana went on to join the **Wellington City Mission** team as a youth intern. ‘When I came into the volunteer sector professionally, I was only 18 and I started thinking ...where are all the young people? If we’re not handing this down to the next generation, then what is the sustainability of our organisation?’

She remembers, ‘I felt a strong responsibility to help make youth engagement a priority. Let’s take these youth who are passionate and bridge them into it.’

In 2020 Teana worked on a successful pilot Youth Volunteer programme based on education and volunteering focused on passing down the



**Wellington City Mission** model of work. ‘We’ve had participants from the programme return and step into leadership roles running their own team of volunteers,’ she shares. ‘It’s an opportunity for young people to grow their skills and lead ... it’s always great to see them so excited.’

It’s a busy time for the organisation with a new larger building currently under construction, with plans to be completed by 2023. ‘It’s called Whakamaru – to shelter and protect,’ Teana explains. ‘At the new site I will be part of the team coordinating around 1000 volunteers!’ she grins. ‘It’s incredible. We couldn’t do what we do without our amazing helpers ... not just the work they do, but the unique skills, gifts, energy and passion they bring to their roles.’

It’s clear the **Wellington City Mission** values align with her own. ‘I see what they do and think it’s the type of work we all could be more involved with ... mobilizing people to care for those in need in the community. It’s rewarding to be a part of something bigger than yourself.’

Interview over, we are swept back into the Wellington wind and as we giggle our way through a quick photoshoot and wave goodbye; I feel all the better for knowing there are young passionate changemakers like Teana in our world. ■

STORY AND PHOTO BY FELICITY HAMILL

# Those who have used our services

Asert Tatou Development Trust  
 350 Aotearoa  
 4abettercity  
 Access Radio  
 Activation  
 Addition Practitioners Assoc of  
 Aotearoa NZ  
 ADHD Aotearoa  
 Agape Budgeting Service Ltd  
 Age Concern New Zealand  
 Age Concern Wellington  
 Altrusa International of  
 Wellington  
 Anglican Diocese of Wellington  
 Aotearoa Community Resilience  
 Network Charitable Trust  
 Aotearoa Refugee and Migrant  
 Support Services  
 Aro Valley Community Centre  
 Arts Access Aotearoa  
 Baggage Arts Charitable Trust  
 Bellyful NZ  
 BenchSpace  
 Berhampore Centennial  
 Community Centre  
 BGI Challenge for Change  
 Big Brothers Big Sisters  
 Wellington  
 Blind Low Vision NZ  
 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  
 Common Knowledge Trust

Community Law Wellington &  
 Hutt Valley Te Awa Kairangi  
 Office  
 Community Law Wellington and  
 Hutt Valley  
 Community Networks Aotearoa  
 Community Networks Wellington  
 Conservation Volunteers NZ  
 Crafting Threads of Aroha  
 Dancing in the Rain Charitable  
 Trust  
 Death Without Debt  
 Deen Welfare Trust  
 Dementia Wellington  
 Diabetes Wellington  
 Diabetes Youth Wellington  
 Dress For Success  
 Earthlink  
 Eat My Lunch  
 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  
 Ethiopian Community  
 Evans Bay Intermediate  
 Everybody Eats  
 Focus Trust  
 Foureyes Foundation  
 Free For All Charitable Trust  
 Gallery Music Centre  
 GirlGuiding New Zealand  
 Graeme Dingle Foundation  
 Grandfriends  
 Greenstone Doors – Lower Hutt  
 Greenstone Doors – Upper Hutt  
 Hataitai Community House  
 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  
 — Promotions & Events  
 — Mayors Task Force/Youth  
 Inspire  
 — Hutt City Library  
 — Hutt City Safety & Guides  
 — Hutt Science Centre  
 — Koraunui Stokes Valley  
 Community Hub  
 — Naenae Clubhouse  
 — Neighbours & Communities  
 — Road Safety  
 — Taita Clubhouse  
 — Wainuiomata Library  
 — Walter Nash Stadium  
 Hutt Community Radio and  
 Audio Archives Charitable  
 Trust  
 Hutt Valley Activity Centre  
 Hutt Valley Benefit Education  
 Service Trust  
 Hutt Valley DHB  
 Hutt Valley Horticultural Society  
 Hutt Valley Riding For The  
 Disabled  
 Hutt Valley Sexual Abuse  
 Support & Healing HV  
 Hutt Valley Womens Refuge  
 Hutt Valley Youth Health Trust  
 – VIBE  
 IDEA Services  
 IHC New Zealand  
 — National Office  
 — Porirua, Hutt and Kapiti  
 — Wellington  
 Interpreting New Zealand  
 Island Bay Community Centre  
 Kaibosh Charitable Trust  
 Kaibosh Food Rescue  
 Kaicycle  
 Kapiti Womens Health Collective  
 Karori Arts and Crafts  
 Karori Community Centre  
 Karori Youth Centre  
 Kemp Home & Hospital  
 Khandallah Plunket Toy Library  
 Kilbirnie Lyall Bay Community  
 Centre  
 Kites Trust

Kiwi Community Assistance Charitable Trust	— Petone	Ronald McDonald House
KiwiClass	— Upper Hutt	Royal NZ Plunket Trust
Laura Fergusson Trust	Refugee Resettlement	Sailability Wellington Trust
Wellington	Newlands Community Centre	Samaritans of Wellington
Lesbian and Gay Archives of NZ	Newlands Resilience Group	Save The Children New Zealand
Library and Information Association of NZ	Newtown Budgeting & Advocacy Service	National
Lower Hutt Citizens Advice Bureau	Newtown Community and Cultural Centre	Save The Children New Zealand Hutt Valley
Lower Hutt Community Foodbank	Newtown Park Flats Community Sewing Group	SeniorNet Upper Hutt
Lower Hutt Parents Centre	Ngā Hau Whā o Paparāangi	SeniorNet Wellington
Lower Hutt Womens Centre	Nikau Foundation	Shakti Wellington
Makara Peak Supporters	Northland Kidz Club	Southend Business Group
Manaaki Ability Trust	Nuku Ora	Southern Environmental Association
Manawa Karioi Society	Oasis Community Cafe/Centre Waitangirua	Special Olympics Hutt Valley
Maraeroa Marae Health Clinic	Oasis Network	Special Olympics Wellington
Maritime Heritage Trust of Wellington	Old Saint Pauls	St John – Retail Lower Hutt
Marsden Day Care Trust	Opportunity for Animals / The Animal Protection Society	St John – Retail Porirua
Mary Potter Hospice	— Miramar	St John Greater Wellington District
Mary Potter Hospice – Shops	— Newtown	St John of God Hauora Clouston Park
— Cuba Street	Otari-Wilton Bush	St John of God Hauora Trust (Wellington)
— Karori	Padder Tennis NZ	St Michaels School
— Kilbirnie	Parent Help Wellington	St Vincent De Paul Society Shops
— Miramar	Partners Porirua Charitable Trust	— Aro Valley
— Newlands	Perinatal Anxiety & Depression Aotearoa	— Island Bay
— Paraparaumu	Petone Settlers Museum	— Johnsonville
— Porirua	Plunket Newlands/Johnsonville	— Kapi-Mana
Miramar and Maupuia Community Trust	Porirua Activity Centre	— Karori
MIX CCL	Porirua Citizens Advice Bureau	— Kelburn
Mountains to Sea Wellington	Porirua City Council	— Khandallah
Mt Vic Hub	Porirua Green Bike Trust	— Kilbirnie
Multiple Sclerosis Society	Porirua Multicultural Council	— Miramar
National Collective of Independent Womens Refuges	Porirua Pasifika Community Patrols	— Newtown
National Heart Foundation Of NZ	Porirua Sexual Abuse HELP Foundation	— Petone
Nature School NZ Trust	Pregnancy Counselling Services	Strathmore Park Community Centre Trust
Neighbourhood Support Wellington	Presbyterian Support	Strengthening Families
New Zealand Blood Service	— Cashmere Heights	Sugarfoot Stomp
New Zealand CCS	— Cashmere Home	Sugarfoot Stomp
New Zealand Police Museum	— Central Offices	Supergrans Charitable Trust Hutt Valley & Wellington
New Zealand Red Cross National Office	— Huntleigh Home	Supergrans Charitable Trust
NZ Red Cross Humanitarian Services	— Longview Home	Sustainability Trust
— Community Programmes	— Woburn Elderly Home	Suzanne Aubert Compassion Centre
— Refugee Services	Presbyterian Support Central Family Works	Te Hopai Trust Hospital
NZ Red Cross Refugee Trauma Recovery	ReBicycle Charitable Trust	Te Omanga Hospice
NZ Red Cross Shops	Recreate NZ	Te Ora Hou
— Kilbirnie	Redwood Club	Te Whare Rokiroki Māori Womens Refuge
	Rimutaka Renegades Inline Hockey	Team Naenae Trust
		The CanInspire Charitable Trust
		The Free Store

The National Council of Women of NZ  
 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 Johnsonville
- 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 Seeds to Feeds Foundation  
 The Whitireia Foundation  
 Thumbs Up Charitable Trust  
 Toitu Poneke Community & Sports Centre  
 Trade Aid  
 Travelling Kitchen  
 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  
 Urban Art Foundation  
 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  
 Voice Arts  
 Volunteer Hutt  
 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 Womens Health Collective  
 Wellington Womens Refuge  
 Wellycon  
 Wesley Community Action
 

- Hutt Valley
- Porirua

 Whitford-Brown Community Trust  
 Yodat  
 Young and Hungry Arts Trust  
 Youthline  
 Zealandia

## Employee Volunteering

### Partners:

Accident Compensation Corporation  
 AJ Park  
 ANZ Bank  
 Axenic  
 Dentsu  
 Pynenberg & Collins  
 Simply Energy  
 Todd Corporation  
 Treasury  
 WellingtonNZ  
 Victoria University of Wellington

“Volunteer Hutt know just what I need from a volunteer and have always sent me people who not only are willing to do the job, but also able to fill the role and fit in with the large number of different personalities that I have working in the store. Kim and the team ‘check in’ on a regular basis to ensure their placements are happy and active within the organisation. I would find it difficult to operate without the assistance they provide.”

Antony Hughes, Sales and Training Manager, Te Omanga Hospice Shop, Upper Hutt

# 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 Trust"), 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 2023, the statement of financial position as at 31 March 2023, and the statement of accounting policies and other explanatory information.

## Trustees' Responsibility for the Performance Report

The Trustees are responsible on behalf of the Trust 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 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; and

- (c) For such internal control as the Trustees 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 Trust'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 Trust 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*, and the review of the entity information in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require 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

**BK Audit**  
is a CPA Practice.



Reporting – Accrual (Not-For-Profit). This standard also requires that we comply with relevant ethical requirements.

We are not responsible for expressing a conclusion on the statement of service performance.

A review of the performance report in accordance with ISRE (NZ) 2400 and ISAE (NZ) 3000 (Revised) 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.

### 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 Review 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 Review 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 ended 31 March 2023; and
- the financial position of Wellington Volunteer Centre as at 31 March 2023, 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).

*BK CONSULTING (2019) NZ LIMITED*

**BK Consulting (2019) NZ Limited**

CERTIFIED PRACTISING ACCOUNTANT

Dated at Auckland this 19th day of June 2023

BK Audit  
is a CPA Practice.



# Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023	2022
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	298,256	309,763
Fees, subscriptions and other revenue from members	1	51,243	74,792
Revenue from providing goods or services	1	92,135	98,807
Interest, dividends and other investment revenue	1	7,915	2,123
Other revenue	1	39	40
<b>Total Revenue</b>		<b>449,587</b>	<b>485,525</b>
<b>Expenses</b>			
Volunteer and employee related costs	2	305,897	337,213
Costs related to providing goods or service	2	85,024	88,800
Other expenses	2	35,262	19,744
<b>Total Expenses</b>		<b>426,183</b>	<b>445,757</b>
<b>Surplus for the Year</b>		<b>23,404</b>	<b>39,768</b>

# Statement of Financial Position

AS AT 31 MARCH 2023

	Notes	31 March 2023	31 March 2022
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts and cash	3	184,875	249,015
Debtors and prepayments	3	23,726	18,653
Other Current Assets	3	200,000	200,518
<b>Total Current Assets</b>		<b>408,601</b>	<b>468,186</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	5	3,713	6,271
<b>Total Non-Current Assets</b>		<b>3,713</b>	<b>6,271</b>
<b>Total Assets</b>		<b>412,314</b>	<b>474,458</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accrued expenses	4	17,421	29,263
Income in advance	4	82,212	157,949
Employee costs payable	4	21,287	19,256
<b>Total Current Liabilities</b>		<b>120,920</b>	<b>206,468</b>
<b>Total Liabilities</b>		<b>120,920</b>	<b>206,468</b>
<b>Net Assets</b>		<b>291,394</b>	<b>267,990</b>
<b>Accumulated Funds</b>			
Accumulated Funds		91,394	67,990
Reserves		200,000	200,000
<b>Total Accumulated Funds</b>		<b>291,394</b>	<b>267,990</b>

The accompanying notes form part of this Performance Report and should be read in conjunction with the Independent Assurance Practitioner's Report.

# Statement of Cash Flows

FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
<b>Cash Flows from Operating Activities</b>		
Donations, fundraising and other similar receipts	222,519	323,863
Fees, subscriptions and other receipts from members	47,021	105,223
Receipts from providing goods or services	91,825	99,072
Interest, dividends and other investment receipts	7,915	2,123
GST	(17,118)	11,195
Payments to suppliers and employees	(416,317)	(440,125)
<b>Total Cash Flows from Operating Activities</b>	<b>(64,155)</b>	<b>101,351</b>
<b>Cash Flows from Investing and Financing Activities</b>		
Payments to acquire property, plant and equipment	—	(1,505)
<b>Total Cash Flows from Investing and Financing Activities</b>	<b>—</b>	<b>(1,505)</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(64,155)</b>	<b>99,846</b>
<b>Bank Accounts and Cash</b>		
Opening cash	249,015	149,169
Net change in cash for period	(64,155)	99,846
<b>Closing cash</b>	<b>184,860</b>	<b>249,015</b>


# Statement of Movements in Equity

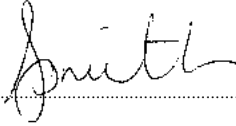
FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
<b>Equity</b>		
Opening Balance	267,990	228,222
<b>Increases</b>		
Profit for the Period	23,404	39,768
Retained Earnings	—	(40,000)
Transfer to Reserves	—	40,000
Total Increases	23,404	39,768
<b>Total Equity</b>	<b>291,394</b>	<b>267,990</b>

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 2023.

APPROVED for and on behalf of the Trustees

  
.....  
**Debra Joy Gee, Trustee and Chair**  
Date: 13 June 2023

  
.....  
**Fiona Clare Smith, Trustee and Deputy Chair**  
Date: 13 June 2023

The accompanying notes form part of this Performance Report and should be read in conjunction with the Independent Assurance Practitioner's Report.

# Statement of Accounting Policies

FOR THE YEAR ENDED 31 MARCH 2023

## 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.

Some changes to comparative information were necessary during the year. The nature and amount of the reclassification is as follows:

Statement of Financial Performance Changes

	CURRENT COMPARATIVES 31 MAR 2022	PRIOR YEAR ACCOUNTS 31 MARCH 2022	CHANGE
Grants received	274,180	294,180	(20,000)
Donations	35,583	15,583	20,000
Members subscriptions	36,633	36,694	(61)
Sundry income	40	265	(225)
Surplus for the Year	39,768	40,054	(286)

Statement of Financial Position Changes

	CURRENT COMPARATIVES 31 MAR 2022	PRIOR YEAR ACCOUNTS 31 MARCH 2022	CHANGE
Accounts receivable	18,653	18,948	(295)
GST	24,719	24,729	(10)
Total Accumulated Funds	267,990	268,276	(286)

# Notes to the Performance Report

FOR THE YEAR ENDED 31 MARCH 2023

## 1. Analysis of Revenue

	2023	2022
<b>Donations, fundraising and other similar revenue</b>		
Grants Received	269,905	274,180
Donations	28,352	35,583
<b>Total Donations, fundraising and other similar revenue</b>	<b>298,256</b>	<b>309,763</b>
<b>Fees, subscriptions and other revenue from members</b>		
Member Subscriptions	33,143	36,633
Employee Volunteering Partner	18,100	38,159
<b>Total Fees, subscriptions and other revenue from members</b>	<b>51,243</b>	<b>74,792</b>
<b>Revenue from providing goods or services</b>		
Consultation Services	—	480
Contracted Services Income	81,972	83,965
Reimbursed Rent	7,437	6,662
Sales	—	70
Training Fees	2,726	7,631
<b>Total Revenue from providing goods or services</b>	<b>92,135</b>	<b>98,807</b>
<b>Interest, dividends and other investment revenue</b>		
Interest Received	7,915	2,123
<b>Total Interest, dividends and other investment revenue</b>	<b>7,915</b>	<b>2,123</b>
<b>Other revenue</b>		
Sundry Income	39	40
<b>Total Other revenue</b>	<b>39</b>	<b>40</b>
<b>Grants List</b>		
Lottery Grants Board	84,500	33,808
Department of Internal Affairs – Support for Volunteering / CVC Volunteering	51,655	63,179
Wellington City Council	45,732	50,394
Domain Name / Internet NZ	20,000	20,000
Wellington Community Trust	20,000	20,000
Department of Internal Affairs – COGS	10,500	11,000
Lion Foundation	10,000	20,000
Trust House Foundation	9,896	17,858
Hutt City Council: Community Development	5,000	5,000
New Zealand Community Trust	3,000	3,000
Four Winds Foundation	2,870	3,342
Hutt Mana Charitable Trust	2,500	4,000
Upper Hutt City Council	1,500	1,000
Kiwi Gaming Foundation	1,419	—
Pelorus Trust	1,333	2,000
T G McCarthy Trust	—	10,000
Sargood Bequest	—	5,000
Nikau Foundation	—	3,000
One Foundation	—	1,099
Christine Taylor Foundation	—	500
<b>Total Grants List</b>	<b>269,905</b>	<b>274,180</b>

	2023	2022
<b>Donations List</b>		
Tai Shan Foundation	24,000	20,000
Other Donations	4,352	15,583
<b>Total Donations List</b>	<b>28,352</b>	<b>35,583</b>

## 2. Analysis of Expenses

<b>Volunteer and employee related costs</b>		
Accident Compensation Levy	582	796
Kiwisaver Employer Contributions	8,322	—
Recruitment Costs	7,539	149
Staff Reimbursements	2,165	1,531
Staff Training	1,807	2,548
Volunteer Expenses and Events	682	671
Wages and Salaries	284,800	331,518
<b>Total Volunteer and employee related costs</b>	<b>305,897</b>	<b>337,213</b>
<b>Costs related to providing goods or services</b>		
Cleaning	1,817	1,306
Client Training Expenses	815	9,142
Computer Expenses	—	1,754
Computer Maintenance and Support	1,014	420
Consultancy	9,060	—
Employee Volunteering Expenses	188	—
Events	3,141	—
Functions Expenses	—	3,338
General Expenses	746	70
Insurance	866	863
Motor Vehicle Allowance	—	427
Office Expenses	3,267	4,600
Parking Expenses	34	18
Postage and Courier	4	190
Printing, Photocopying, and Stationery	2,717	3,711
Rent	56,762	56,142
Repairs and Maintenance	—	2,106
Stripe Fees	(19)	—
Telephone and Internet	4,612	4,615
Travel Local	—	97
<b>Total Costs related to providing goods or services</b>	<b>85,024</b>	<b>88,800</b>
<b>Other expenses</b>		
Promotion / Publicity	364	—
Bank Charges	189	185
Accounting fees	25,200	6,300
Depreciation	2,558	4,086
Light, Power and Heating	2,100	2,532
Professional Fees	—	2,683
Review Fees	1,600	1,500
Subscriptions, Membership, and Licence Fees	3,251	2,458
<b>Total Other expenses</b>	<b>35,262</b>	<b>19,744</b>

	2023	2022
--	------	------

### 3. Analysis of Assets

Bank accounts and cash	184,875	249,015
Debtors and prepayments	23,726	18,653
<b>Other current assets</b>		
Term deposits	200,000	200,000
<b>Total Other current assets</b>	<b>200,000</b>	<b>200,000</b>
Other non-current assets	—	518

### 4. Analysis of Liabilities

<b>Creditors and accrued expenses</b>		
Accounts Payable	7,980	2,818
Accrued Expenses	1,840	1,725
GST	7,584	24,719
Sundry creditors	17	—
<b>Total Creditors and accrued expenses</b>	<b>17,421</b>	<b>29,263</b>
<b>Employee costs payable</b>		
Annual Leave Accrual	21,287	19,256
<b>Total Employee costs payable</b>	<b>21,287</b>	<b>19,256</b>
<b>Income in Advance</b>		
Income in Advance	82,212	157,949
<b>Total Income in Advance</b>	<b>82,212</b>	<b>157,949</b>

### 5. Property, Plant and Equipment

<b>Furniture and Fittings</b>		
Furniture and fittings owned	3,179	3,179
Accumulated depreciation – furniture and fittings owned	(2,365)	(2,227)
<b>Total Furniture and Fittings</b>	<b>814</b>	<b>952</b>
<b>Other Fixed Assets</b>		
Owned fixed assets	20,534	20,534
Accumulated depreciation – fixed assets owned	(17,635)	(15,214)
<b>Total Other Fixed Assets</b>	<b>2,899</b>	<b>5,319</b>
<b>Total Property, Plant and Equipment</b>	<b>3,713</b>	<b>6,271</b>

31 March 2023	Opening carrying amount	Additions	Disposals	Depreciation	Closing carrying amount
Furniture and Fittings	952	—	—	138	814
Office Equipment	5,319	—	—	2,420	2,899
	6,271	—	—	2,558	3,713
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

## 6. Breakdown of Reserves

	2023	2022
Reserves	200,000	200,000

The reserve fund is comprised of 5.63 months of operating costs. The reserve fund was created to accumulate reserves up to six months of operating costs.

## 7. Commitments

	2023	2022
<b>Commitments to lease or rent assets</b>		
Office lease commitments – within 1 year	53,483	50,883
Office lease commitments – between 1 to 5 years	24,743	75,626
<b>Total Commitments to lease or rent assets</b>	<b>78,226</b>	<b>126,509</b>

## 8. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 31 March 2023 (Last year – nil).

## 9. Related Parties

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

## 10. 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).

## 11. 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.



**Volunteer Wellington**  
**Te Puna Tautoko**

YOUR COMMUNITY CONNECTOR