ANNUAL REPORT

2023-2024











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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: The Volunteer Wellington team at Volunteer Garden; Grant Thornton at Te Rito Gardens in Porirua; International Volunteers Managers Day 2023; Members participating in the PMDOS day held at the Beehive.

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 sector

Our Mission

To connect and build capacity and capability of the community sector, to advocate 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 340 community based agencies providing the essential volunteer workforce needed to sustain their services. We provide advice, mentoring and professional development in 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
- Support networks of managers of volunteers and voluntary organisations in the Wellington region
- Establish and support managers/leaders of volunteer 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
- Tracy Ward, Manager Member Services
- Leta Roache, Manager Volunteer Porirua
- Kim Jansen, Manager Volunteer Hutt (until 10/23)
- Rebecca Macfie, Fundraiser
- Ann Thomson, Employee Volunteering Co-ordinator
- Olivia Parkinson, Team Lead Volunteers/Admin
- Marcia Skinnon, Manager Volunteer Hutt (from 10/23)
- Hayley Botterill, Preparation for Employment Co-ordinator
- Dianne Boyce, 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

By the numbers

VOLUNTEER WELLINGTON'S KEY ACHIEVEMENTS DURING 2023–2024

- 5779 volunteer referrals made
- 2515 volunteer seekers (20% increase)
- **341** support/mentoring meetings/calls with community organisation members
- **340** active community organization members of **Volunteer Wellington**
- 120 people attended the Mahi Aroha Awards during National Volunteer Week at KPMG. Record numbers of nominations
 - 50 managers of volunteers attended our International Managers of Volunteers Day breakfast event at KPMG
- 25 professional development training sessions tailored for the notfor-profit sector
- 12 newsletters produced and distributed to approximately 700 stakeholders
- 10 volunteer profiles published
 - 7 social media campaigns during the year to raise the profile and celebrate volunteering on a national and international stage including IVMD, National Volunteer Week Mahi Aroha Awards, Youth Volunteer Week
 - **6 INSIGHT**: Leaders of Volunteers two-monthly sessions, in high demand
- A six-month Governance Mentoring Programme delivered with a high satisfaction rate
- Six-month virtual Governance bytes series offered to community members
- Social media followers increased on all channels
 FB: 18%, IS: 27% and LI: 13%

Introduction

The next few pages give a brief overview through the voices of staff members.
They tell the story about how their journey through the community and voluntary sector had an impact on so many people's lives; 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 with skilled and comprehensive support and services
- We lead and demonstrate best practice across volunteering
- We advocate to broaden understanding of the power of volunteering.

OTHER ACHIEVEMENTS

Team and organisation culture: During the past three years we have worked together to create a team and organisational values-based culture that is respectful, trusting and inclusive. We have a cohesive, supportive team who have worked collaboratively and effectively in a challenging environment. Team members enjoy coming to work and people regularly comment on the welcoming, supportive environment



when they come into the office. States Regional Manager Julie Thomson: 'I am very proud of our team who have created a workplace culture that values and nurtures well-being.'

International Volunteer Managers day 2023

Tena koutou



Volunteering is the very heart of a compassionate society, helping to give life meaning. As the great orator Winston Churchill said, "We make a living by what we get, but we make a life by what we give". It is therefore with a mixture of sadness and pleasure that I present the **Volunteer Wellington** Annual report for 2023/24 my third and final annual report since becoming Board Chair. Sadness, of course,

because I have reached the limit of the time I am permitted under our Trust Deed to serve on the Board and as Chair.

It has been an honour to have served on the Board of **Volunteer Wellington** since 2017 and as Chair since 2021. But pleasure, too, because I am very proud of what the wonderful team at **Volunteer Wellington** has achieved. In particular, I want to acknowledge the

cohesive, collaborative, caring and high-performing team, under the able leadership of our Regional Manager, Julie Thomson, that breathes life into a culture that is respectful, trusting and inclusive.

I am also delighted to be able to hand on the Chair role to the highly capable and experienced Karen Smith. I am grateful to my fellow board members for their support during my time as chair.

Thanks to Jordan Lankshear, who resigned this year, for his valuable contribution.

The board and staff came together for their annual strategic planning meeting in March this year. In response to the discussions held, a new three-year strategic plan will be developed aligning clear strategic goals with the identified priority areas for the period 2024–2027.

Volunteer Wellington is in a sound position financially, and we have nearly achieved our sustainability goal of six-months' operating costs in reserves. Strong stakeholder management has resulted in continued support from funders to whom we regularly apply. We are also grateful for support from new funders this year who recognise the value of our services.

I wish **Volunteer Wellington** every success as it continues to focus on its Mission to connect and build capacity and capability of the community and voluntary sector; advocate for and champion volunteering in the Wellington region.

Aroha nui

Debbie Gee

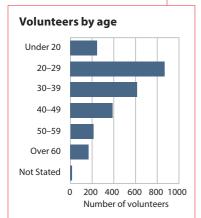


Debbie and Trustees Tracy Johnson, Fiona Smith and Craig Parker with Regional Manager Julie Thomson (centre) at the 2023 AGM

"Thank you for delivering this session. I found it to be refreshing and a great resource for me to refer to in my future work."

FEEDBACK FROM INSIGHT SESSION

– A CONVERSATION ABOUT
MENTAL HEALTH



"Our communities are, in fact, the front line to real answers. They are the ones who work directly with the environment, hunger, homelessness, poverty, unemployment and those vulnerable people often hidden in the margins of mainstream society. They must be supported in every way possible."

STATEMENT FROM A COMMUNITY PARTICIPANT AND WORKER

Regional Manager's ReportDynamic growth and innovation



The 2023/24 year has been marked by exciting changes, innovative initiatives, and significant growth. An overview of our work during the past year is told through the voices of our staff team. It is the journey of communities towards achieving their mission through positive, well-managed volunteer support, and the transformations that occur through

volunteering. It's about the layers of people's lives that gain new meaning, whether by being a volunteer, organizing and leading volunteer teams, or being supported and assisted by volunteers.

The staff from our three offices, Wellington, Hutt and Porirua, are a strong, committed and creative team. They consistently promote volunteering from within our diverse communities, ensuring that our organisation members who engage volunteers have the knowledge and resources to effectively manage and lead their volunteer programmes.

New Initiatives

New initiatives and successes – driven by the energy and enthusiasm of our staff team – have proved that the volunteer sector is dynamic and effective. Volunteer seekers increased by 20 per cent this year, a significant highlight after the impact of Covid the past few years on volunteer numbers.

A new initiative with high demand from our members was the six-month *Governance Mentoring Programme* run in partnership with the Mentoring Foundation of NZ and Community Governance NZ. Twelve mentors, leaders in

our sector, were shoulder-tapped from among our members. They were paired up with those seeking mentoring support to increase effective community governance, develop capability, connection and confidence.

We were delighted to receive funding from Winton and Margaret Bear and John Illot to support a Youth engagement initiative. Work has begun on developing a six-month pilot Youth Impact project. The objective is to engage and empower youth aged between 14 and 20 years old, and work with our community members to create a supportive environment that encourages and increases youth engagement in meaningful mahi aroha.

The Mahi Aroha Awards reached an all-time high number of 63 nominations in 2023. It was another wonderful celebration that put the spotlight on the power of volunteering and the impact it has on our diverse communities. As this report was being written preparations for the 2024 Mahi Aroha Awards were underway with an even higher number of nominations predicted.

The bi-monthly leaders of volunteers INSIGHT virtual sessions have



A governance training session

been in high demand. As have our other training sessions, 25 in total, covering topics specific to the needs of the community and voluntary sector.

Partnerships

Now in its second year our partnership with the Project Management Institute of NZ has resulted in growing participation rates in the Project Management Day of Service in which member organisations are paired with project managers and consultants to work on a project management challenge. The event aims to 'match' project specialists with non-profit organisations and work with them pro bono for one day. This epic event was held in March in the Banquet Hall of the Beehive.

Our strong relationship and collaboration with the Volunteer Centre Network Aotearoa and Volunteering New Zealand continue to thrive. The network came together at the Miramar Golf Club for its annual hui in October. A key topic of discussion was the vital role of Volunteer Centres in emergency preparedness, response and recovery.

Under Hayley Botterill's leadership the Preparation for Employment Programme in Partnership with Work and Income achieved great success this year with high numbers of clients achieving their goals through volunteering.

Transition and resilience

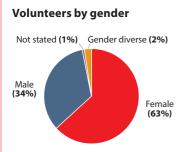
New managers have taken up the reins in **Volunteer Hutt**, Marcia Skinnon, and **Volunteer Porirua**, Leta Roache. Both have focussed on



The Volunteer Centre Network of Aotearoa at the Miramar Golf Club for its annual hui in October

QUOTES FROM THE GOVERNANCE MENTORING PROGRAMME

- "My mentee articulated the growth and empowerment she felt as a result of the conversations we had together."
- "Seeing almost instant shifts and growth in my mentee's thinking and confidence."
- "I hope these programmes continue as they are so valuable for anyone wanting to enhance their governance journey."
- "It gave me confidence in the ability for our organisation to survive its chair and founder stepping down.
- "Gave me the confidence in my ability to lead the organisation more sustainably with (hopefully) less pressure placed on trustees.
- "I feel more confident in my abilities as a board member. I have a wider context (in terms of other boards) and can look at my board and how it functions."



time dedicated to an initiative. The three team to work with and the skilled team lead kept us on topic. We have come away with a workable plan and she would recommend it to anvone."

CHRISTINE RICHARDSON, SPECIAL OLYMPICS WELLINGTON

"Very motivating and wonderful to have focus consultants were a great

Post-its capturing ideas shared at a **Governance Mentoring Programme** workshop

building strong relationships and connecting with their local communities. Increased membership and visibility along with the development of innovative volunteering opportunities have been the result.

Tracy Ward, Manager Member Services, has given our members the necessary support to create a strong 'front-line' by encouraging the engagement of diverse volunteer teams to increase organisational capacity necessary to achieve their mission.

Funding remains secure thanks to fundraiser Rebecca Macfie's persistence and rigorous funding and communications strategy. Olivia Parkinson, Team lead volunteers/admin,

has established a coherent and enthusiastic group of Volunteer Wellington volunteers. 'She has a gift for inspiring volunteer engagement.'

It has been a dynamic year for Ann Thomson co-ordinator of the Employee Volunteering programme. There has been re-engagement from past business partners and a fresh enthusiasm among teams to bring their energy and goodwill into the community.

During the year we farewelled Kim Jansen Manager Volunteer **Hutt** and **Porirua**, and Dianne Boyce, Work and Income programme assistant. Both had remarkable skills at interviewing potential volunteers and encouraging them to take 'next steps'. Many lives have been changed as a result of their commitment to the voluntary sector.

A special thank you to Debbie Gee whose steadfast leadership has guided us as Chair for the past two years, following four years of dedicated service as a trustee and enthusiastic supporter. The Volunteer Wellington team is grateful for Debbie's valuable contributions and insights, which have helped shape our journey and impact. We also farewelled Jordan Lankshear who had been a trustee

> for the past four years and a keen supporter of Volunteer Wellington since his student days at Victoria University of Wellington.

> Thank you to our stakeholders and supporters. Your belief and confidence in our work ensures that Volunteer Wellington continues to play the vital role of 'community connector' and 'champion of volunteering' in Wellington. Through successful fundraising and prudent management Volunteer Wellington is in a sound financial position as we move into the 2024-2025 financial year.

Thank you, all staff members – and I include in our staff line-up all the wonderful volunteers

who have worked with us this year. Your mahi has made a significant difference to the diverse communities we serve.

Ngā mihi nui **Julie Thomson** Regional Manager



Members participating in the PMDOS day held at the Beehive

Involved and engaged Communities

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

After six years with **Volunteer Wellington** Tracy Ward, who worked for four years with the Work and Income partnership and more recently as Manager Member Services, says she is now more aware of the significance of inclusivity at all levels of the community – different cultures, youth and the elderly need to be able to be involved and engaged in community life. 'This happens through volunteering.'

Tracy's aim of the year has been to ensure there is more understanding of the impact of volunteer effort ... the way well-managed volunteer teams support organisations to achieve their missions; and the positive effect volunteering has on those who volunteer.

Insight sessions

These regular INSIGHT sessions, run throughout the year by **Volunteer Wellington**, have been well attended and covered a range of topics, always with an expert in the field leading the session. Included have been inclusion and diversity, linguistically diverse, mental health, the elderly. 'Organisations need specific skills and understanding to work with volunteers from these different cohorts.'

Tracy has worked with our community members



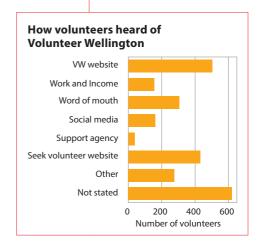
Grant Thornton make sure Vinnies Christmas Shop runs smoothly



Treasury employee volunteer at Central Park

"Truly grateful that we are given this kind of opportunity every year to help out people and to give back to the community."

THE TREASURY



"You have a wealth of knowledge and ideas and experience and I was energised after just chatting with you! You are VERY good at what you do, Tracy."

FEEDBACK FROM A COMMUNITY ORGANISATION MEMBER

"I just want to say what a lovely event that was this morning. It was just what was needed at the end of another long year – really refreshing and inspiring."

PARTICIPANT INTERNATIONAL VOLUNTEER MANAGERS DAY 2023

"Whatever their task is – big or small – everything is a contribution"

TRACY WARD



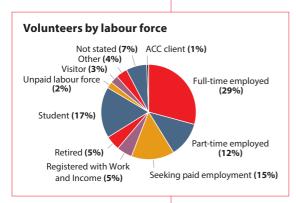
2023 Matariki event with renowned story teller and poet Moira Wairama

to support the writing of innovative volunteer role descriptions. 'These need to be an enticing "call to action" rather than anything evoking desperation!' It's important that a volunteer recognises just how their volunteer role is contributing to an organisation achieving their mission. 'Whatever their task is – big or small – everything is a contribution,' she says.

A creative way to re-write role descriptions has been the introduction of Al. 'When a volunteer advertisement has some bright imaginative descriptors included, more applicants will come out of the wood-work.

Tracy has found the updated Volunteering New Zealand Best Practice Guidelines a valuable resource which she discusses with our members during liaison visits/calls. This helps them understand how to effectively utilise these resources and feel confident in the support and training provided by **Volunteer Wellington** throughout the year, ensuring they develop the capability to lead volunteer teams.

The development of a supportive culture among the staff team has been a highlight of the past year, according to Tracy. 'Together we have a comprehensive understanding of the entire volunteer landscape. Despite our varied roles, we consistently collaborate and support each other, finding solutions whenever needed.'



Discovering purpose, one note at a time



" Volunteering can really help you get out of a rut."

Late last year, **JARED WILKINSON** found himself at a crossroad. His company downsized, and he was among those affected. However, life's unexpected twists can lead to surprising discoveries. For Jared, that discovery was volunteering.

Before the job upheaval, Jared had re-injured his back from a previous injury while attempting to move his brother's TV. A month on ACC followed, and just as he returned to work, fate intervened again – this time, in the form of unemployment. As he perused pamphlets at the unemployment office, a particular word caught his eye: volunteering.

Enter Hayley, a friendly and empowering presence from **Volunteer Wellington**. She reached out after Jared inquired about volunteering opportunities. His CV revealed a hidden talent: guitar playing. The fit was perfect.

Jared's first volunteering gig unfolded at **Te Hopai**, a trust group that provides specialised care for the elderly beyond what their homes can offer.
Every Tuesday, Jared plays his guitar for patients. 'I play to pre-recorded music – no vocals – and then add my guitar lead,' he explains. The music serves a purpose beyond entertainment: I think it helps their memory,' he reflects.

From loyal fans like the 94-year-old who dotes on him to conversations sparked by shared musical interests, Jared's volunteer work enriches both his life and theirs. The playlist spans decades – Phil Collins, Beatles, Andrew Lloyd Webber – eliciting smiles and memories.

'I've been playing guitar since I was 13,' Jared reveals, though he humorously admits it doesn't guarantee virtuosity. 'With music you have to play it so much it goes into your subconscious. It's a valuable skill.' And one that Jared has now honed through a six-month music course at Whitireia.

Jared's altruism extends beyond music.
Thursdays find him at Cat Protection Wellington, where he cleans cat cages alongside fellow volunteers. 'It's like a cat hotel,' he jokes. His love for animals shines through as we laugh about our love of cats. 'I like dogs too,' he counters. 'Just not the ones that bite you!'

Before his volunteering days, Jared's professional journey took him through the construction industry, where precision and diligence were paramount, plus a stint at NZ Post's mailroom. Outside of volunteering, Jared enjoys books, movies and joining in on occasional gigs with his band – a retreat from the spotlight he now embraces.

Reflecting on the benefits of volunteering, Jared explains the impact that volunteering has had on his confidence and social skills. 'It can really help you get out of a rut,' he reflects. 'It also makes you less rigid about money.' Jared explains volunteering provides a sense of control – he volunteers because he wants to, not because he'll get paid for it. Volunteering isn't just about giving, I'm reminded – it's about discovering purpose, one note at a time.

STORY BY REBECCA MEIKLE

Relationship buildingVolunteer Hutt

- We innovate and adapt to ensure the benefits of volunteering are accessible to all.
- We provide our members with skilled and comprehensive support and services.

Marcia Skinnon became Manager of **Volunteer Hutt** in late 2023. With a strong focus on relationship building she is creating an enthusiastic team on the ground at the Hutt office in Andrews Avenue. Taylor Curd and Jessica Davis are both volunteers there; both are in times of transition.

Jessica came through **Volunteer Hutt** as a Work and Income client and now has a role interviewing other volunteer seekers. 'I had been in a lot of toxic workplaces and was very nervous when I first came here for my interview. What a welcoming, supportive place I found. My self-esteem has grown and I am excited to be developing so many different skills. I now have the confidence to push myself.'

'She can do anything,' said Marcia. Taylor is another committed volunteer who can turn his hand to many tasks. Mentor/liaison with community members is his current focus. An emphasis on relationships and streamlining processes has led to the re-engagement of some past members. A new awareness of the support available has been ignited.

'Attending community hui and promotional expos has been a key avenue for raising our profile this year,' said Marcia. People are keen to learn about **Volunteer Hutt**'s services. We've engaged with rangatahi at a Weltec expo, with other Expos taking place in Stokes Valley and at the Library.

Marcia has encouraged Hutt members to join the **Volunteer Wellington**'s virtual INSIGHT sessions where topics covered included mental health wellbeing, youth and elderly engagement, and support for linguistically diverse groups. Some members also participated in the Governance Mentoring programme offered in partnership with the Mentoring Foundation of NZ and Community Governance NZ.

The majority of volunteer seekers connecting with the Hutt office are aged between 20–30, with full-time workers representing a significant portion of our statistics. Ninety percent of these volunteer seekers cite 'contributing to the community' as their primary motivation for volunteering.

'We are therefore encouraging our members to revise their volunteer role descriptions to reflect "the heart of their cause",' said Taylor. As Tracy Ward highlighted, 'Regardless of their task, each volunteer is contributing to a cause that will enhance community wellbeing and foster inclusion.'



Marcia and Taylor attending one of several promotional expos they took part in during the year

"I know from past experience that the Awards night is a great place to network with and be encouraged by other volunteer groups."

SAVE THE CHILDREN LOWER HUTT



ACC employee volunteers working with Earthlink in the Hutt valley

Volunteer Porirua

- We advocate to broaden understanding of the power of volunteering.
- We provide our members skilled and comprehensive support and services.

From a business and teaching background Leta Roache has been manager of **Volunteer Porirua** for almost a year when this report was written. A Porirua local, she knows the district and environment well – 'but there has been so much more to learn about the community'. She is amazed at the challenges every community organisation has to contend with; 'we're all in the same boat of limited resources. As a result we become very creative about how to achieve our many causes.' During Leta's first few months in her role she has been meeting and talking with **Volunteer Porirua**'s 47 community members. 'I've loved learning about the variety of organisations and their wonderful work in so many communities.' They all wear 'multiple hats' and this is where **Volunteer Porirua** can support capability growth through engaging more volunteers – and managing more effectively.

In her own Hartham Place workplace alone are situated English Language Partners, the Porirua Multicultural Council, Changemakers and the Red Cross. 'We all work collaboratively, with our different causes being of use to one another.' For example the Red Cross run a Pathway to Employment programme involving new migrants and former refugees. Clients often became students of English Language Partners and then, in turn, are referred to **Volunteer Porirua** to find volunteer roles to gain work experience and the confidence needed for their next steps ... all part of the **Volunteer Wellington** Work and Income partnership.

Wonderful things happen through this programme, Leta said. People suddenly feel valued as skills are developed and potential unleashed. When they take on different volunteer roles people who may have left school very young will find they have a thirst for knowledge. They become aware of what they are capable of.

Leta attends several regular network forums – among them Pacific Support Network, Porirua City council organised gatherings, the Porirua local welfare group. She also goes to as many AGMs as possible. Widening the profile of **Volunteer Porirua** and the resources and support available is her current goal. She wants the whole of Porirua to know where her flag is situated – and to engage with **Volunteer Porirua** to understand more about the power of volunteering.

Support from the whole **Volunteer Wellington** team has been 'wonderful', Leta said. 'I love the fact that if I'm stuck I can call and someone will give me the information needed. I don't feel isolated at all.'

Widening the profile of the resources she can offer is Leta's current goal.



Leta with Lynne from NZ Red Cross, one of the other communities who share office space

"I love getting paid to go gardening, but also feel really good that we contributed to a worthy cause in the name of the university. Learning skills was an unexpected bonus."

VICTORIA UNIVERSITY VOLUNTEER AT TE RITO GARDENS



Employee volunteer team from EY at Te Rito Gardens in Porirua

"The team all worked so hard and we got through the entire list ... and yet they were all going back to work once their time was up with us. Could you please pass on our very grateful thanks!! The shelter looks great which is so important for us, and the public when they come to adopt or sadly, to surrender their cats. That they showed, as did our other employee volunteers, such generosity of time and spirit is wonderful."

CATS PROTECTION I FAGUE

"Thank you so much for arranging such an awesome day with the volunteer staff from ANZ Aotearoa, The team were just fantastic and we managed to complete a large number of weighted dogs ready for our Ted's Space programme. It was tonnes of fun for everyone to learn new skills and we also managed to squeeze in some Teddy learning time too!"

TED'S SPACE

Creative original projectsEmployee Volunteering

- We provide our members with skilled and comprehensive support and services.
- We advocate to broaden understanding of the power of volunteering.

Ann Thomson, Employee Volunteering co-ordinator, looks back on a successful year after several post-pandemic 'lowlights'. Her confidence in the programme's near-decade legacy has been rewarded.

With 47 completed projects involving 441 volunteers, 17 employers and 18 community organisations the employee volunteering energy has moved into surprising corners of the community.

One example is the Christmas Shop organised by the St Vincent de Paul Society. The shop was set up for disadvantaged families who, by appointment, would be given the opportunity to select appropriate Christmas gifts for their families. An employee group from Grant Thornton was arranged and were included in the roster serving the Christmas Shop for five days.

Another creative original project is known as Ted's Space. Established by the owner of a dog called Teddy, 'look-alikes' are sewn,



An ANZ employee volunteer making a dog

stuffed and shaped to replicate and feel like the 'real' small dog. Proven to have calming, well-being effects on neurodiverse children, Ted dogs are used in schools and other institutions to support relationship building and release undue stress. **Business teams** have volunteered with the required construction and sewing.

The most

popular community projects during the past year have been Earthlink in Lower Hutt, Te Rito Gardens and Kiwi Community Assistance in Porirua, Coastline Cleanups in Wellington. Other communities with a regular lineup of employee teams are Trelissick Park Group, Riding for the Disabled, Vogelmorn Community group, Upstream Friends of Central Park and Te Ohu o te Raekaihau

It has been wonderful to have the re-engagement this year

from past business partners. ANZ and Grant Thornton have made a fresh commitment to getting staff into their community via regular Employee Volunteering.

Following regular planning meetings the project dates are decided on months in advance and volunteers recruited and confirmed each month. This has been very successful and one of the drivers for the increase in employee volunteering this year.

Restoring people's livesWork and Income partnership

- We lead and demonstrate best practice across volunteering.
- We innovate and adapt to ensure the benefits of volunteering are accessible to all.

It has been an exceptionally successful year for the Preparation for Employment Programme run by **Volunteer Wellington** in partnership with Work and Income and co-ordinated by Hayley Botterill. 'Our communication with the programme co-ordinators in all the Work and Income offices has been so positive this year. They believe in our services and have a good understanding of how volunteering really does change lives – and makes people who have had difficult backgrounds, more employable.' This is a legacy story as **Volunteer Wellington** has been working with Work and Income for more than two decades. The encouragement and attention given to each client is persistent and ensures a trusting relationship develops. Hayley has a counselling background but insists her current role has been about people recognising the value of engaging with others. 'I do know how to listen but this work has been more about encouraging and changing intentions.'

Among examples she gave were former prisoners who had no CV,

◎ JOHN joined the Work and Income programme in 2023. Significant health barriers prevented him from taking on even part-time work. After medical intervention and support he felt able to try some volunteering and participated in the Take 10 initiative. He became engaged in a project called Doing Some Good which included driving a van/truck to pick up food which is delivered to schools and pre-schools. This led to John becoming more involved in the working out of systems and associated algorithms to achieve more efficient delivery services. Manager Leigh was so impressed with his work that she offered him paid work for this specific project. As Hayley, co-ordinator of the Preparation for Employment programme, said, 'It is rare for a voluntary role to become paid, so it was extra special to celebrate this win-win outcome for John and Leigh'.

"Great effort in chilly conditions by Maddy and the team from Grant Thornton today! We really covered a lot of ground ... which helped us keep warm. Thanks again for organising. Groups like yours are a pleasure to work with, and make a huge difference to how much we can achieve at Makara Peak."

MAKARA PEAK BIKE PARK



Buddle Finlay enjoyed adding some joie de vivre to Huntleigh rest home for a day

"Yes, I found the experience to be very positive and the whole day to be very uplifting and I appreciate that my employer has made this volunteer day possible."

BUDDLE FINDLAY

Finding the balance



" This two-way exchange is just amazing."

FENELLA GRAY comes from a background which included volunteering as a rite of passage.

As she moved through the successful phases of a career focussed on financial operations and the global travel associated with such senior positions, wherever possible Fenella would become involved with sports group administration.

These positions were often demanding, requiring advanced accounting skills in order to keep track of contracts and club funds. They are invariably held by volunteers and Fenella was the right person for these always-needed roles. She led a hectic – and also fulfilling life.

This was not to last. Mental health issues took hold; with ramifications which required time off work, counselling – and a considerable amount of thinking. 'Does the work I am doing push my buttons? I asked myself. Was I really in touch with my inner emotions and feelings?' Fenella and I were talking together recently at the **Volunteer Hutt** office.

All valuable questions she says now. Once her 'protective wall' came down, via a Leadership New Zealand course in 2012, plus support from an 'outstanding mentor,' Fenella realized that what she really liked doing was people development.

While on the Leadership New Zealand course she had met one of **Volunteer Wellington**'s

former trustees, Claire Teal. 'This young woman impressed me with the passionate way she talked about **Volunteer Wellington**. She planted the idea in my mind that there were many possibilities and opportunities. I felt sure I would find something where I could work primarily with people.'

When we had out meetup, she had been interviewing at the **Volunteer Hutt** office for several months. This two-way exchange which gets to work for both parties is just amazing, she said. Fenella has an apt method of describing the varied people she talks with to find the right volunteering role. In her words:

- Firstly there are the pros with heaps of experience and skills. Many organisations need these people to build their capacity – and the volunteer may need this sort of 'outside-thehome interaction.
- Then those whose first language is not English.
 They need confidence. The group wants their cultural difference.
- And those who are unemployed and have no motivation or confidence. Hove seeing them begin to grow and develop.
- There's a lot of people too in their 50s and 60s. They're re-assessing, wanting to connect, wanting to be involved.

Fenella is happy in her volunteer work. She has a part-time paid position elsewhere as well. She has found the balance. ■

STORY BY PAULINE HARPER

no chance of any references, lacked confidence and often hope. But they did want to work and they did want to develop skills and knowledge. This requires comprehensive conversations with community organisations who are open to taking on volunteers with a 'past'. It is gratifying when our members see their part in such situations, said Hayley. 'They are giving people a chance to restore their lives.'

There are also cases of highly qualified people and university graduates, who simply fall between the cracks. Health issues, lack of experience and confidence are all barriers to employment.

A close-to-home example of employing a skilled young woman seeking real-life projects is graphic designer Jobelle who has worked with Hayley to produce a detailed booklet on all the steps required when taking part in the Preparation for Employment Programme. The informative document is clear and enticing. 'It's about sparking a client's interest and building their motivation.'



Anita, Jobelle, Hayley and Taylor

......

• ALEXANDRA volunteered for a few months at the Bhakti Lounge. Te Aro Community Gardens and Opportunities for Animals. Her aim was to stretch her entrepreneurial muscles into plant healing modalities. 'This volunteering has had an incredible impact on my mental health. I have made beautiful connections – I am so grateful I was given the opportunity to experience this. You are getting work experience as well as developing a sense of faith in yourself. I wholeheartedly agree with the studies which show that volunteers have improved mental health, lower levels of depression, increased life satisfaction and enhanced well-being.'

Alexandra has moved to Palmerston North and is now pursuing her studying goals at Massey University.

ANN joined the Work and Income programme late 2023. A new migrant she was learning English with an ambition to get into nursing school. She needed nursing experience rather than remaining in the hospitality business. At first she shadowed another volunteer who was working as a nurse aid in a rest home/hospital. As her experience grew she took on the main volunteer role. A few months later Volunteer Wellington learnt that Ann had been accepted into nursing school. She is grateful to her nursing experience – 'Volunteering can be a stepping stone to your goals and dreams'.

MICHELLE wanted to broaden her work experience. She joined the Work and Income programme recognising that she needed to upskill if she was to get paid employment. During her time with Dress for Success she was featured in their newsletter explaining how she had gained clothing and retail experience. She also volunteered at BGI helping with food preparation and in their garden that supports the kitchen. Another kitchen role she took on was a new venture called Everyone Eats. With four positive references which talked about her work ethic, character and creative food preparation Michelle now has full-time work in an 'excellent kitchen'.

Getting her foot in the door and beyond



" The more I learn, the more involved I get."

MICHELLE REIDY's volunteer journey was made easy by Volunteer Porirua. She had previously volunteered through her administration job for the Mary Potter Hospice, but when she was looking to change careers it was an enrolment officer at Whitireia who pointed her in the direction of Volunteer Porirua.

Michelle had worked in administration for 30 years before choosing to retrain in Health & Wellbeing. After an interview with the volunteer coordinator, Michelle was given contact details for a list of organisations in her area of interest who are always looking for volunteers, and began volunteering with The Redwood Club in Tawa and Whitford Brown Community Trust in Titahi Bay, where she knew very quickly she had found something she loved to do. 'It's changed everything,' she says of the support she received from Volunteer Porirua and Whitford Brown.

Michelle achieved Level 3 and Level 4 certificates in Health & Wellbeing, completing a volunteer placement with a retirement village before returning to **Whitford Brown** who supported her study with a placement. These volunteer placements helped her to figure out where she

wanted to work and what she was passionate about. At **Whitford Brown**, Michelle has the opportunity to work with people with intellectual and physical impairments and help them learn skills to live independently. She feels personal satisfaction from connecting with and helping people and aims to be an advocate for all members.

Throughout her studies, Michelle received casual work with **Whitford Brown** and is now a permanent employee. Her volunteer work allowed her to get to know the members and the organisation, in turn her experience and knowledge of the wider sector has expanded. She understands the members' health conditions, enjoys a supportive working team, and she has 'learned how the place operates'. Michelle says she feels that 'the more I learn, the more involved I get'.

Questions she receives from volunteers now help her to realise how much she has learned since she started her own volunteer journey. She values the volunteers she gets to work with at **Whitford Brown** for giving their time, being an extra set of hands and extra pair of eyes to look out for the community members. With the help of volunteers, she knows that she can go about her work with likeminded people 'who care and contribute to the lives of people we are privileged to work alongside'.

Michelle's advice to prospective volunteers is to 'just give it a go'. She began volunteering at Whitford Brown Community Trust with no experience in the sector and says procrastinating and overthinking can be roadblocks to getting started with volunteering, which is 'such a great way to learn and involve yourself in the community'. She views volunteering as a way to find out where your interests lie, and to use your strengths to help out in different ways – 'every person brings something different!'

STORY BY LISA DOYLE

Record nominationsMahi Aroha Awards 2023

- We innovate and adapt to ensure the benefits of volunteering are accessible to all.
- We advocate to broaden understanding of the power of volunteering.

Organising these annual awards has become a highlight on Ann Thomson's calendar. Although she was quick to credit the entire staff team and additional volunteers for their invaluable support. 'It's a fun event and exciting experience to be part of such a fantastic celebration of volunteering. The event has become more inclusive.'

There was a record number of 63 nominations from **Volunteer Wellington** members for the 2023 event. Having outgrown its traditional KPMG venue a new place will be found for the forthcoming 2024 event. At the time of writing this report Ann

was delighted to confirm the sponsors of next year's awards event – Mitre 10 MEGA and LEAD.

These annual awards are an opportunity to acknowledge and celebrate volunteers from the Greater Wellington region. There are three Award categories – Team Governance, Employee volunteering team and Volunteer of the Year.

One hundred and ten people attended the event hosted by KPMG representing community, government and business sectors involved with volunteering.

The Honourable Priyanca Radhakrishnan, Minister for the Community and Voluntary sector, joined by video link. Deputy mayor Laurie Foon was a guest speaker and presented the awards.

Volunteer Wellington staff and volunteers were supported by student volunteers from WelTec and volunteer photographer Joseph He. Julie Thomson thanked the events' supporters Canape, Trophy Wellington and AF Drinks.

- Volunteer of the Year Winner Gail Marshall from Community Comms Collective
- Volunteer of the Year Runner up Chris Hare from Hataitai Childcare Collective & Community House
- Volunteer of the Year Highly commended Ananyaa Dharmarajan from Swaratmika NZ
- Team Governance winner Mothers Network Board
- Excellence in Governance Special Award Perinatal Anxiety & Depression Aotearoa Board



Judgement day begins as the judges gather to assess Mahi Aroha award nominees 2023

"I love this event, it is so cool catching up with our fantastic community and voluntary sector."

PERINATAL ANXIETY & DEPRESSION AOTEAROA



Taylor, Kim and Dianne at the Mahi Aroha Awards 2023



ANZ employee volunteers work with Bring Back the Natives



Ann, Rebecca and Tracy enjoy the staff autumn get-together



IT specialist Chris Streatfield and graphic designer Sue Hobbs at Volunteer Wellington's IVD celebration



Volunteer Wellington Mahi Aroha Award recipients

- Employee Volunteering Team winner Busy Bee Quilt Shop,
 Kilbirnie for volunteering with Wellington Hospitals Foundation
- Employee Volunteering Team runner up Department of Corrections for volunteering with Wellington City Mission

Confidence in our services Funding

- We innovate and adapt to ensure the benefits of volunteering are accessible to all.
- We advocate to broaden understanding of the power of volunteering.

Fundraiser Rebecca Macfie is pleased to report that traditional funders and donors have maintained their confidence in **Volunteer Wellington**'s services and achievements. 'Regular, informative communication and sharing of our stories with our funders and all supporters has led to strong, trusting relationships. Their understanding of the impact our services have on our diverse communities has secured multi-year funding contracts with several of our long-term supporters.'

Rebecca is continually researching new funding avenues and successfully secured additional funders to support our mahi this year. As a result, we are excited to be developing a Youth Impact pilot in the coming year. We have also welcomed several new individual donors who have become regular supporters and The 'Five Dollar Fridays' initiated last year, where we share stories and invite people to donate what they can, continues to attract attention.

'Always there has been 'great support' from the team of paid staff and volunteers,' said Rebecca. And she was full of praise for the consistent work of two long-term volunteers, Chris Streatfield and Glenn Todd who have continued to maintain our database and website

A gap year well spent



"You can never really know about a person, unless and until you get to know them – reminding us all of the timeless, but important lesson: never judge a book by its cover."

JOSEPH CHIARI's (left) community involvement is proof that a gap year can offer the opportunity to gain new skills and experiences. While working part-time at Capital Care and playing semi-professional football, Joe has recently started volunteering at both the Holocaust Centre of New Zealand and Volunteer Wellington.

Joe explained that he stumbled across the **Holocaust Centre of New Zealand** a few months ago. After deciding that he wanted to learn more about the history, Joe chose to apply. 'Right now, I'm just listening and learning. There are lots of tour groups who come through, and eventually, I might be able to take some groups – once I know enough'. Joe explained that the **Holocaust Centre of New Zealand** also run education and other community events, which he too helps organise.

While waiting to hear back from the **Holocaust Centre of New Zealand**, Joe kept the ball rolling by also visiting **Volunteer Wellington**. After talking to Olivia about what other volunteer roles were available, and finding the atmosphere to be friendly and relaxing, Joe secured his second volunteer role – as an interviewer at **Volunteer Wellington**.

Following a training session, and shadowing another interviewer, Joe was on his way to helping other people find their own volunteering gigs. Once per week, Joe interviews people who are looking to volunteer. He then connects them with volunteer organisations that could be a good fit. 'It's fun, you get to meet tonnes of cool people, and sometimes help people who want to start socialising before they get a job.' The role allows Joe to meet and talk with people from all walks of life. Some people may come in who want to volunteer in a particular role. Other people may be more open to options, or are looking to fill their time.

It's clear that Joe has a way with people, as he explained the key aspect to his role is simply being personable and getting to know a person before 'interviewing' them. 'It's hard for people to tell you what they actually want to do, in terms of volunteering, if they don't feel comfortable.'

Through talking with Joe, I realised it takes a special type of person to do this role. When asked about his main takeaway, Joe revealed that you can never really know about a person, unless and until you get to know them – reminding us all of the timeless, but important lesson: never judge a book by its cover.

STORY AND PHOTO BY REBECCA MEIKLE



Deputy Mayor Laurie Foon is a guest speaker at International Volunteer Day 2023

"I would like to offer a mighty massive thank you to all who volunteer in Wellington! Whether you plant native trees, read library books to children, support our rangatahi at Take 10 on Courtenay Place, take meals to our elderly, set traps at Zealandia, referee at netball, or provide companionship to our most vulnerable, we thank you. You are the backbone of making Wellington work for good. Every hour and every action makes a massive difference to our city."

DEPUTY MAYOR LAURIE FOON

Volunteers

Olivia (Liv) Parkinson is now in her second year with **Volunteer Wellington** as Team Lead Volunteers/Admin. 'Keeping our volunteers connected with one another plus the wider staff team is an important part of our annual calendar of events,' said Liv. 'It is important for them to feel valued within our organisations and to understand how their volunteering contributes to our success. One of the ways we do this is by hosting seasonal lunches in the **Volunteer Wellington** office with games, food and sharing of experiences. Many different cultural backgrounds are represented. Learning about one another is interesting and enhances people's interpersonal skills which are key for interviewers and admin assistants,' said Liv.

She emphasises the importance of 'delegation' to community members and our own staff team. 'It's our job to show how investing time in training and supporting potential volunteers builds everyone's capacity,' Liv said. 'Many hands make light work! Witnessing someone grow in confidence, experience less anxiety and develop skills, knowledge and ideas is exciting. People begin to feel they belong, that they are part of something.'

Liv also organised the 2023 International Volunteer Day celebration on 5 December, with support from the team. It was a wonderful celebratory event with a high turnout of volunteers and leaders of volunteers from our diverse communities.

The 2024 year began with the planning of a six-month pilot programme to increase numbers of youth volunteers between the ages of 14 and 20 years. Liv will lead this new initiative designed to continue to build the legacy of inclusive volunteering; and ensure that a younger generation are given opportunities to understand and experience the power of volunteering.



Olivia with volunteers at the International Volunteer Day event 2023

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 Jack Jeffs Charitable Trust John Ilott Charitable Trust Kiwi Gaming Foundation **Lottery Community** Lottery Minister's Discretionary Fund Ministry of Social Development Nikau Foundation NZ Community Trust One Foundation Pelorus Trust Sargood Beguest Tai Shan Foundation The Lion Foundation The Trust House Foundation Wellington City Council Wellington Community

Charitable Trust Business Friends

Winton and Margaret Beard

Fund

Symonite Wellington Ltd Mosquito Consultancy

Individual Friends

Ann Hodson Chris Streatfield Colin Hyde Glenn Todd Fiona Smith Paula Suckling Pauline Harper Sue Hobbs Thank you to these organisations and individuals whose support has made a difference to our services during the 2023–2024 year

Hon Priyanca
Radhakrishnan, Minister
for the Community and
Voluntary Sector (to
September 2023)

Hon Louise Upston, Minister for the Community and Voluntary Sector (from October 2023)

Tory Whanau, Mayor
Wellington

Laurie Foon, Deputy Mayor Wellington

Campbell Barry, Mayor Lower Hutt Anita Baker, Mayor Porirua Chris Bishop MP

Professor Karen Smith Hilary Star-Foged, Aly McNicoll – LEAD Centre

for NFP Governance and Leadership

Community Law Wellington and Hutt Valley

English Language Partners Hutt City Council

Community
 Development team

minimum graphics
Spiral Compute

St Peter's Church

Volunteer Centre Network

Volunteering New Zealand Wellington City Council

Whittaker's Fix & Fogg

Lighthouse Cinema Petone
Circa Theatre

Hangar Café

Zealandia Zephvr

Bohemian Chocolates

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

Interviewers

Penny Griffith Judith Hatton Joseph Chiari Leonie Chan Taylor Curd

Administration

Julia Young Kayla Skinnon

Follow up and Liaison:

Owen Ramese Karen Rhind Anita Maitland Dawn Nippert Shikha Kumari Nick Antonopoulos Waristha Methawee

Social media

Projects

Jonty Franklin

ICT

Chris Streatfield Glenn Todd Shruvanil Goswami

Comms/Branding

Dotti Ho

Photographers

Joseph He Eva Kaprinay

Graphic designer

Sue Hobbs

Storyteller

Moira Wairama

Statistician

Kylie Capundan

Writers

Pauline Harper Rebecca Meikle Lisa Doyle Lucy Watson

Mailchimp compiler

Shania Dsouza

Board of Trustees

Debbie Gee
Fiona Smith
Tracy Johnson
Craig Parker
Doug Newdick
Teana Macdonald
Joy Campbell
Nicola Gallacher

Board secretary

Racheal Fleming

Governance Mentoring Programme

Co-ordinator

Christine Richardson

Mentors

Michelle Kitney
Tania Jones
Roger Tweedy
Alistair Hutchens
Rochelle Stewart-Allen
Leigh Bredenkamp
Ruth Fischer-Smith
Nikki Hurst
Matthew Valentine
Vered Ohanna
Pat Stewart
Biddy Harford

Those who have used our services

Asert Tatou Development Trust 350 Aotearoa 4abettercity Access Radio Activation Addiction Practitioners Association of Aotearoa NZ

ADHD Aotearoa Agape Budgeting Service Ltd Age Concern New Zealand

Age Concern 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

BGI Challenge for Change Big Brothers Big Sisters

Wellington Birthright

- Hutt Valley
- Wellington

Blind Low Vision NZ Brain Injury Association Wellington

Cancer Society of New Zealand

- National Office
- Wellington Division

Canine Friends Pet Therapy Caring Families Aotearoa

Catholic Social Services

Cats Protection League

CCS Disability Action (Wellington Branch)

Challenge 2000

Changemakers Resettlement Forum

Chelsea Day Care Trust Christ Church Preservation Society

Churton Park Community Centre Citizens Advice Bureau

Community Law Wellington & Hutt Valley

- Te Awa Kairangi Office
- Wellington Office

Community Networks Aotearoa Community Networks Wellington Community Research

Conservation Volunteers NZ Crafting Threads of Aroha

Dancing in the Rain - Charitable

Trust

Death Without Debt

Deen Welfare Trust

Dementia Wellington

Destination KRL

Diabetes Wellington

Diversity Network

Dress For Success

Earthlink

Ekta New Zealand

Employment Connections/

Emerge

Endo Warriors Aotearoa English Language Partners

- Hutt Valley
- Porirua
- Wellington

Environment & Conservation Organisations of NZ

Events NZ Charitable Trust

Everybody Eats

Fertility New Zealand

Foureyes Foundation
Free For All Charitable Trust

Friends of Tawa Bush Reserves GirlGuiding New Zealand

Good Bitches Baking Graeme Dingle Foundation

Grandfriends

Greenstone Doors

- Lower Hutt
- Upper Hutt

Hata Hone St John

- Retail Petone
- Retail Porirua

Hataitai Community House

Heart Kids

Holocaust Centre of New Zealand Hutt City Budget and Advocacy Service

Hutt City Council

- Animal Control
- Archives
- CBD Development
- City Services & Parks Services
- Community Arts & Culture
- Hutt City Safety and Guides

- Hutt Science
- Koraunui Stokes Valley
 Community Hub
- Libraries
- Naenae Club House
- Neighbours and Communities
- Promotion and Events
- Road Safety
- Taita Club House
- Walter Nash Stadium
- Youth Inspire

Hutt City Inline Hockey Club Hutt Community Radio and Audio Archives Charitable

Trust

Hutt Valley Benefit Education Service Trust

Hutt Valley DHB

Hutt Valley Horticultural Society

Hutt Valley Riding For The

Disabled

Hutt Valley Women's Refuge IDEA Services

IHC New Zealand

- National Office
- Porirua, Hutt and Kapiti
- Wellington

Insight Endometriosis

Interpreting New Zealand

ISKCON Kapiti

Island Bay Community Centre

Kaibosh Charitable Trust

- Wellington
- Petone

Kaicycle

Kapiti Womens Health Collective

Karori Arts and Crafts

Karori Community Centre

Karori Youth Centre

Kilbirnie Lyall Bay Community

Centre

Kites Trust

Kiwi Community Assistance

Charitable Trust

KiwiClass

Land Information Freehold

Education Trust

Lesbian and Gay Archives of NZ Library and Information

Association of NZ $\,$

Lower Hutt Citizens Advice Bureau

Lower Hutt Community Foodbank Lower Hutt Parents Centre

Lower Hutt Womens Centre 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 Mary Potter Hospice Shops

- Cuba Street
- Karori
- Miramar Newlands
- Paraparaumu
- Porirua

Men and Trauma New Zealand Miramar and Maupuia **Community Trust**

MIX CCL

Moera Community House Mt Vic Hub

Multiple Sclerosis Society National Collective of

Independent Womens Refuges National Heart Foundation of N7 Nature School NZ Trust **Neighbourhood Support**

Wellington

New Zealand Blood Service

New Zealand CCS

New Zealand Police Museum

New Zealand Red Cross National Office

New Zealand Red Cross **Humanitarian Services**

- Community Programmes
- Refugee Resettlement

New Zealand Red Cross Trauma Recovery

New Zealand Red Cross Shops

- Kilbirnie
- Petone
- Upper Hutt

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 Papararangi Nikau Foundation

Northland Kidz Club

Nuku Ora

NZ Academy of Fine Arts NZ Eid Dav Trust

Oasis Community Cafe/Centre

Waitangirua

Oasis Network

Old Saint Pauls

Orange Sky New Zealand Limited

Otari-Wilton Bush

Pablos Art Studios

Pan Pacific South East Asia Womens Association

Partners Porirua Charitable Trust Perinatal Anxiety & Depression

Aotearoa

Petone Community House Petone Settlers Museum Porirua Citizens Advice Bureau Porirua City Council

- Events
- Libraries

Porirua Green Bike Trust Porirua Multicultural Council Porirua Pasifika Community Patrols

Porirua Sexual Abuse HELP Foundation

Pregnancy Counselling Services Presbyterian Support

- Family Works
- Central Offices
- Woburn Elderly Care
- Cashmere Home
- Cashmere Heights
- Longview Home

Rainbow Wellington

ReBicycle Charitable Trust Recreate NZ

Redwood Club

Rimutaka Renegades Inline

Hockey

Ronald McDonald House **Royal NZ Plunket Trust**

- Khandallah Plunket Toy Library
- Newlands/Johnsonville Sailability Wellington Trust Samaritans of Wellington

Save The Children New Zealand

- National Office
- Lower Hutt

SeniorNet Wellington

Shakti Wellington

Southend Business Group

Southern Environmental

Association

Special Olympics

- Hutt Valley
- Wellington

St John of God Hauora Clouston Park

St John of God Hauora Trust Wellington

St Michaels School

St Vincent De Paul Society Shops

- Brooklyn
- Johnsonville
- Kapi-Mana District Council
- Karori
- Kelburn
- Khandallah
- Kilbirnie
- Newtown
- Petone

Strathmore Park Community Centre Trust

Strengthening Families Sugarfoot Stomp

Supergrans Charitable Trust

Sustainability Trust

Suzanne Aubert Compassion Centre

Te Ara Moana Trust

Te Hopai Trust Hospital Te Omanga Hospice

Team Naenae Trust

Ted's Space

The CanInspire Charitable Trust

The Free Store

The National Council of Women of N7

The New Zealand Breast Cancer Foundation

The Peer Tree

The Road Forward Trust

The Salvation Army Community

Ministries

- Newtown
- Porirua
- Upper Hutt

The Salvation Army

- Central Division
- Wellington South Corps

The Salvation Army Stores

- Johnsonville
- Kaiwharawhara
- Kilbirnie
- Lower Hutt
- Miramar
- Petone
- Plimmerton
- Porirua
- Tawa
- Upper Hutt
- Wainuiomata

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

- ictim Support — Upper Hutt
- Wellington
- Lower Hutt
- Wairarapa
- Mana/Kapiti
- Kapiti

Vincentian Home for the Elderly
Vincents Art Workshop
Viti (NZ) Council e_Aotearoa
Vogelmorn Community Group
Volunteer Wellington
Volunteer Hutt
Volunteer Porirua
Volunteer Service Abroad
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

- Linden Social Centre
- Tawa Community Centre
 Wellington City Housing
 Wellington City Mission
 - Ta Te Mara Transitional Housing
 - Ta Te Manawa Transitional Housing
 - Kemp Home & Hospital
 - Petone Op Shop
- Taranaki Street Op Shop

Wellington Free Ambulance Wellington Hockey Association Wellington Hospitals Foundation

- Wellington
- Kenepuru

Wellington Regional Emergency Management Office Wellington Regional Ice Arena

Trust

Wellington Regional Prisons Wellington Riding For The Disabled

Wellington Sexual Abuse HELP Foundation

Wellington Southern Bays Historical Society

Wellington Womens Health Collective

Wellington Womens Refuge Wellycon

Wesley Community Action

- Wellington
- Hutt Valley
- Porirua

Whanau Family Support Services Trust

Whitford-Brown Community
Trust

Yodat

Youthline Zealandia



Corrections employee volunteers took on a variety of tasks with Riding for the Disabled

"It gave us all the opportunity to get to know people better. The team gravitated towards tasks that they felt comfortable with. Some did not even know each others names before we started. For me it provided an opportunity to live our values in a more relaxed setting with all contributing towards a common goal."

DEPARTMENT FOR CORRECTIONS AT VOGELMORN COMMUNITY CENTRE

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") on pages 3 to 4 and pages 13 to 22, 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 2024, the statement of financial position as at 31 March 2024, 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 Reporting – Accrual (Not-For-Profit).

BK Audit is a CPA Practice.





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

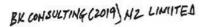
This report is made solely to the Trustees, as a body. Our review has been undertaken so that we might state those matters we are required to state to them in an Independent Assurance Practitioner's Review Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume 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 on pages 3 to 4 and pages 13 to 22 does not present fairly, in all material respects:

- the entity information for the year ended 31 March 2024; and
- the financial position of Wellington Volunteer Centre as at 31 March 2024, 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
CERTIFIED PRACTISING ACCOUNTANT

Dated at Auckland this 1st day of July 2024

BK Audit is a CPA Practice.



Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024	2023
Revenue			
Donations, fundraising and other similar revenue	1	309,957	298,256
Fees, subscriptions and other revenue from members	1	63,495	51,243
Revenue from providing goods or services	1	96,286	92,135
Interest, dividends and other investment revenue	1	19,489	7,915
Other revenue	1	17	39
Total Revenue		489,244	449,587
Expenses			
Volunteer and employee related costs	2	338,417	305,897
Costs related to providing goods or service	2	94,552	85,024
Other expenses	2	39,258	35,262
Total Expenses		472,227	426,183
Surplus for the Year		17,017	23,404

Statement of Financial Position

AS AT 31 MARCH 2024

A3 A1 31 MARCH 2024			
	Notes	2024	2023
Assets			
Current Assets			
Bank accounts and cash	3	170,223	184,875
Debtors and prepayments	3	42,788	23,726
Term deposits	3	304,318	200,000
Total Current Assets		517,329	408,601
Non-Current Assets			
Property, Plant and Equipment	5	3,919	3,713
Total Non-Current Assets		3,919	3,713
Total Assets		521,249	412,314
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	30,517	17,421
Income in advance	4	169,877	82,212
Employee costs payable	4	24,483	21,287
Total Current Liabilities		224,877	120,920
Total Liabilities		224,877	120,920
Net Assets		296,372	291,394
Accumulated Funds	'		
Accumulated Funds		96,372	91,394
Reserves		200,000	200,000
Total Accumulated Funds		296,372	291,394

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 2024

	2024	2023
Cash Flows from Operating Activities	_321	_320
Donations, fundraising and other similar receipts Fees, subscriptions and other receipts from members Receipts from providing goods or services Interest, dividends and other investment receipts GST Payments to suppliers and employees Cash flows from other operating activities	385,582 44,448 96,303 19,489 12,312 (466,461)	222,519 47,021 91,825 7,915 (17,118) (416,317
Total Cash Flows from Operating Activities	91,673	(64,155)
Cash Flows from Investing and Financing Activities		
Payments to acquire property, plant and equipment Payments to purchase investments (term deposits)	(1,992) (104,318)	_
Total Cash Flows from Investing and Financing Activities		
Net Increase/(Decrease) in Cash	(14,637)	(64,155)
Bank Accounts and Cash		
Opening cash Net change in cash for period	184,860 (14,637)	249,015 (64,155)
Closing cash	170,223	184,860

Statement of Movements in Equity

FOR THE YEAR ENDED 31 MARCH 2024

Increases Surplus for the Period 17,017 23,40 Prior period adjustment (12,039)	Total Equity	296,372	291,394
Equity Opening Balance 291,394 267,99 Increases Surplus for the Period 17,017 23,40	Total Increases	4,978	23,404
Equity Opening Balance 291,394 267,99 Increases	Prior period adjustment	(12,039)	
Equity Opening Balance 291,394 267,99	Surplus for the Period	17,017	23,404
Equity	Increases		
	Opening Balance	291,394	267,990
2024 2023	Equity		
		2024	2023

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 2024.

APPROVED for and on behalf of the Trustees

Debra Joy Gee, Trustee and Chair

Date: 1 July 2024

Fiona Clare Smith, Trustee and Deputy Chair

Date: 1 July 2024

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 20243

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 \$5,000,000. 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.

Notes to the Performance Report

FOR THE YEAR ENDED 31 MARCH 2023

1. Analysis of Revenue

	2024	2023
Donations, fundraising and other similar revenue		
Grants Received Donations Total Donations, fundraising and other similar revenue	306,278 3,679 309,957	269,905 28,352 298,256
Fees, subscriptions and other revenue from members		
Member Subscriptions Employee Volunteering Partner Total Fees, subscriptions and other revenue from members	38,826 24,669 63,495	33,143 18,100 51,243
Revenue from providing goods or services		
Contracted Services Income Reimbursed Rent Training Fees Total Revenue from providing goods or services	83,548 7,163 5,575 96,286	81,972 7,437 2,726 92,135
Interest, dividends and other investment revenue		
Interest Received Total Interest, dividends and other investment revenue	19,489 19,489	7,915 7,915
Other revenue		
Sundry Income Total Other revenue	17 17	39 39
Grants List		
Lottery Grants Board Department of Internal Affairs – Support for Volunteering / CVC Volunteering Wellington City Council Domain Name / Internet NZ Wellington Community Trust	84,350 55,305 44,905 — 20,000	84,500 51,655 45,732 20,000 20,000
Department of Internal Affairs – COGS Lion Foundation Trust House Foundation Hutt City Council: Community Development New Zealand Community Trust	17,500 9,000 12,904 5,000 3,000	10,500 10,000 9,896 5,000 3,000
Four Winds Foundation Hutt Mana Charitable Trust Upper Hutt City Council Kiwi Gaming Foundation	4,348 — — 2,833	2,870 2,500 1,500 1,419
Pelorus Trust T G McCarthy Trust Tai Shan Foundation Alexander Harold Watson Charitable Trust	4,333 10,000 28,000 4,800	1,333 — —
Total Grants List	306,278	269,905

Some of the grants received during the year were for client training expenses in Note 2. For example, a total of \$9,600 was received from Alexander Harold Watson Charitable Trust in November 2023. This was used for two workshops (which had a cost of \$4,800 each). The first one workshop 'Growing Great Volunteer Teams' was held on 13 March 2024. The remaining funds were recorded as being in advance as they were unspent at year end.

	2024	2023
Donations List		
Tai Shan Foundation	_	24,000
Other Donations	3,679	4,352
Total Donations List	3,679	28,352
. Analysis of Expenses		
Volunteer and employee related costs		
Accident Compensation Levy	456	582
Kiwisaver Employer Contributions	9,402	8,322
Recruitment Costs	4,955	7,539
Staff Reimbursements	1,654	2,165
Staff Training	2,377	1,807
Volunteer Expenses and Events	2,983	682
Wages and Salaries	316,592	284,800
Total Volunteer and employee related costs	338,417	305,897
Costs related to providing goods or services		
Cleaning	1,990	1,817
Client Training Expenses	22,180	815
Computer Maintenance and Support	782	1,014
Conference Expenses	813	
Consultancy	500	9,060
Employee Volunteering Expenses	520	188
Events	559	3,141
General Expenses	89	746
Insurance	1,109	866
Volunteer Centre Meeting Expenses	58	2 267
Office Expenses	3,188	3,267
Parking Expenses	19	34
Postage and Courier Printing, Photocopying, and Stationery	3,954	4 2,717
Rent	55,073	56,762
Stripe Fees	(19)	30,762
Telephone and Internet	3,707	4,612
Total Costs related to providing goods or services	94,552	85,024
Other expenses	- 7-5-	
Promotion / Publicity	3,801	364
Bank Charges	185	189
Accounting fees	25,200	25,200
Depreciation	1,786	2,558
Light, Power and Heating	2,020	2,100
Review Fees	1,750	1,600
Coloradia tiana Manalanakin anali ia ana Fara	1,730	1,000

In the prior year, funding for client training expenses was received and was offset against the client training expenses. In this financial year, Volunteer Wellington recorded the client training expenses without any offsets. Funding related to this training was received from a number of sources in Note 1 during the year.

Subscriptions, Membership, and Licence Fees

Total Other expenses

3,251

35,262

4,515

39,258

3. Analysis of Assets

	2024	2023
Bank accounts and cash Term deposits Debtors and prepayments	170,223 304,318 42,788	184,875 200,000 23,726

4. Analysis of Liabilities

Creditors and accrued expenses		
Accounts Payable	8,854	7,980
Accrued Expenses	1,750	1,840
GST	19,943	7,584
Sundry creditors	(30)	17
Total Creditors and accrued expenses	30,517	17,421
Employee costs payable		
Annual Leave Accrual	24,483	21,287
Total Employee costs payable	24,483	21,287
Income in Advance		
Income in Advance	169,877	82,212
Total Income in Advance	169,877	82,212

5. Property, Plant and Equipment

Furniture and Fittings		
Furniture and fittings Accumulated depreciation – furniture and fittings Total Furniture and Fittings	3,179 (2,473) 706	3,179 (2,365) 814
Office Equipment		
Office equipment Accumulated depreciation – office equipment Total Office Equipment	22,526 (19,313) 3,213	20,534 (17,635) 2,899
Total Property, Plant and Equipment	3,919	3,713

31 March 2024	Opening carrying amount	Additions	Disposals	Depreciation	Closing carrying amount
Furniture and Fittings	814	_	_	108	706
Off as Faurinas and	2,899	1,992	_	1,678	3,213
Office Equipment	3,713	1,992	_	1,786	3,919
31 March 2023	Carrying amount	Additions	Disposals	Depreciation	Carrying amount
Furniture and Fittings	952	_	_	138	814
Off as Faurinas and	5,319	_	_	2,420	2,899
Office Equipment	6,271	_	_	2,558	3,713

6. Breakdown of Reserves

	2024	2023
Reserves	200,000	200,000

The reserve fund is comprised of 5.1 months of operating costs. The reserve fund was created to accumulate reserves up to six months of operating costs.

7. Commitments

	2024	2023
Commitments to lease or rent assets		
Office lease commitments – within 1 year	24,743	53,483
Office lease commitments – between 1 to 5 years	_	24,743
Total Commitments to lease or rent assets	24,743	78,226

8. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 31 March 2024 (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.



Your Community Connector