

News

VOLUNTEER WELLINGTON



Achieving your mission this year

Happy New Year and welcome to 2017! We hope you had a wonderfully relaxing Christmas/New Year holiday and are feeling refreshed and energized for the year ahead.

New Year is traditionally a time for reflection and goal setting for both individuals and organisations. An opportunity to celebrate our successes and take stock of what we learnt from the challenges we faced in the past year.

What did we accomplish and are most proud of? What challenges did we handle well? What changes do we want to make? What competencies and skills do we need to develop this year to achieve our goals and reach our full potential?

We have designed our 2017 professional development programme to keep you motivated and inspired in your work, to provide an opportunity

for reflection, learning and networking; to develop your management and leadership skills.

As reported in our last NEWS, 2016 saw a record number of 752 people attend our 21 workshops and forums held in Wellington, Hutt and Porirua. Feedback confirmed we are offering relevant, quality training and networking opportunities that meet the unique needs of the community and voluntary sector.

Make your professional development a priority goal for you this year so you are well equipped and resourced to meet the demands of your role. Come the end of 2017 you will be able to reflect on your personal and professional growth and development and the impact you had on your organisation in achieving its mission and objectives.

Won't that be satisfying!



EVA KAPRINAY

Regional manager Julie Thomson with Mayor Justin Lester, praises volunteers at Volunteer Wellington's IVD celebration 2016. 'You are all part of amazing teams who have supported local communities achieve their goals of this year,' she said. (More about goals, vision and volunteers on Page 4.)

Key numbers from the past 12 months

- 2701 volunteer seekers registered
- 1079 employee volunteers completed 109 community projects
- 752 people attended our training workshops and forums
- 21 workshops and forums delivered
- 380 people attended our volunteering celebratory events

Seek Inspiration: Build confidence: Learn to storytell

SPEAKING WITH PURPOSE <http://www.speakingwithpurpose.nz> is a one-day conference on 26 March for those looking to increase their public speaking confidence and develop their storytelling techniques.

Hosted at the Roxy Cinemas, Miramar, there are limited early bird and 25s-and-under registrations available although they are selling out fast. This is for project managers, established executives, sales reps, lecturers, students, startups, entrepreneurs, and those who can't ever imagine speaking to a room of people (no matter how big or small) and have a positive impact.

This is for you. To enable you to speak and present with clarity and purpose.

Top training topics lead the 2017 line up

Coaching and managing staff – paid and volunteers

FRIDAY 3 MARCH IN WELLINGTON

How to get the best out of the people you lead

Start the year as you mean to go on. Learn how to think and act like a natural coach to get the best out of the people you lead.

If you are a manager, leader or coordinator of staff (both paid and unpaid) the **Coaching and managing staff workshop** is for you. Don't miss out on this opportunity to develop your skills to be a highly effective manager and coach and to learn from the best – international trainer and presenter Aly McNicoll.

[Click here](#) to find out more and register

VOLUNTEER WELLINGTON | TE PUNA TAUTOKO | A CATALYST FOR INVOLVEMENT IN THE COMMUNITY

➤ VISIT US AT www.volunteerwellington.nz ➤ EMAIL info@volunteerwellington.nz

CHAIR'S COLUMN



The team at **Volunteer Wellington** ended 2016 with a Sunday morning session

where we critically examined our operations to identify our strengths and weaknesses, and how these effect the goals and aspirations of the communities with whom we work. The information gathered will be used to frame our strategic plan for the coming year.

Since the reduction of our funding levels last year (a loss of 18%) as a result of a government cut it is now necessary to focus on more inventive ways to deliver our strategic objectives.

New Zealand's socio-economic issues are not diminishing. Where money is tight, and for some, jobs are scarce, **Volunteer Wellington** is being regularly called on to support people seeking employment, to gain work experience by volunteering. In turn, these volunteers are giving you, our communities, valuable assistance to provide the wide range of services so essential to community life.

However this increased demand for our services must be understood by local and central government... and the fact that it really does need adequate investment. It is therefore important for us to get better at demonstrating impact...how many people's lives are changed as they begin the journey to paid work through volunteering. Improved health both mental and physical, skills development, new networks and connections – so many benefits. And in the long term, how much our positive intervention saves the public purse.

We need your support and ideas to bring more attention nationally and locally to what volunteering and community organisations do for their communities ... to highlight the importance and value of investment in the volunteering sector.

Kia Kaha

Glenn Todd

Having difficult conversations workshop

WEDNESDAY 12 APRIL IN LOWER HUTT

Have you ever been in a situation where you felt that:

- you couldn't effectively get your message across?
- you couldn't say "no" to a volunteer who applied for a role that they are not suitable for, instead telling them that the role has gone
- you couldn't say what needed to be said to a staff member (paid or volunteer)
- you didn't know how to say what you wanted to say
- you ended up stretching the truth in order to stop feeling uncomfortable
- you didn't address the issue

If these or similar situations sound familiar to you, then come along to this half-day workshop which will provide useful ideas on how to have those difficult conversations. You will have time to practise to ensure you leave with language that will help you to set limits and maintain relationships at the same time.

[Click here](#) to find out more and register. You will find the registration on the left-hand side of the page.

Harnessing corporate teams for environmental and social good

Welcome to 2017. My highlights in the break were: a close encounter in my sea kayak with a kotuku (white heron) on the Okarito lagoon, as well as a sobering visit to the Pike River memorial.

In Blackball I learnt about important historical events at the turn of last century. The Blackball mine manager Walter Leitch unwittingly planted some of the seeds for the NZ Labour movement by standing over a miner, timing him eating his lunch; he insisted that 15 minutes was adequate. Strikes ensued, the miners fought back and eventually half-hour lunch breaks became standard practice.

The West Coast is an awe-inspiring place drenched in history. A good mixture of the environmental and the social which segues nicely into the great environmental and social work that you, our community partners, bring your skills and passion to.

As the coordinator of **Volunteer Wellington's** employee volunteering programme, I am enthusiastic about deploying corporate teams to worthwhile volunteering activities in our community.

We had a record breaking year in 2016 and I am keen to make 2017 another great year. January to June is the Nikau Corporate Challenge period and I am hungry for new opportunities as the year revs up.

Please contact me if you have a bright idea to engage a team of enthusiastic volunteers or would like to discuss potential projects. Lyne Pringle, ev@volunteerwellington.nz or phone 499 4570.



Volunteers from The Parliamentary Counsel Office head to Somes Island in wintery conditions.

➤ FRIENDS OF VOLUNTEER WELLINGTON

BUSINESS MEMBER FRIENDS: ACC; Allen & Clarke; ANZ National Bank; BECA Engineers; BNP Paribas; The Commerce Commission; Chorus; Contact Energy; DAC Beachcroft; IAG New Zealand; IBM New Zealand; Kiwibank; KPMG; Massey University College of Creative Industries; Mercer; Ministry of Business Innovation and Enterprise; OMD, Parliamentary Counsel Office; The Treasury, Thomson Reuters; Transpower; Z Energy **INDIVIDUAL FRIENDS:** Sue Hine, Sue Hobbs, Ann Hodson, Pat Lakeman, Robert Limb, David Loveridge, Helen Middleton, Raewyn Sinclair, Chris Streatfield, Olwen Taylor, Celia Wade-Brown



DOMINIONPOST

After being connected through Volunteer Wellington's mentor programme, Sarah O'Sullivan from Zealandia talks with mentor Sue Hine.

Facing challenges with a mentor

A new role or being new to the sector can make you feel isolated – and even a bit scared.

In response to feedback from our members who talked about this isolation – the word for ‘scared’ was often stress and anxiety – **Volunteer Wellington** developed, in 2014, a mentoring programme.

We connect people who are new to their role, the sector, or who want to develop their practice with those that have more experience working in community organisations.

The programme has been highly successful for the people who have been involved in it. Both mentors and mentees report on its value and the impact it has had on their professional and personal growth.

The process to get involved is simple. If you would like to become a mentor or would like to be a mentee contact Aileen on 499 4572 or email aileen@volunteerwellington.nz to register your interest. Once we have details about you and your work, we will connect you with someone we think will be a suitable mentor/mentee. It is then up to the two of you to establish your working relationship, to create some shared expectations about the aims of your partnership, the frequency of your meetings and when and how you will review your progress.

‘The best part of learning is sharing what you know.’

VAUGHN K LAUER

First XV Campaign

Volunteer Wellington and the First XV Campaign continues to have great support across the city. We are keen to keep the profile of **Volunteer Wellington**, and of the importance of volunteering high.

As Wellington Mayor, Justin Lester said at our 2016 International Volunteer Day afternoon tea: *‘Without volunteers doing what they do in our community, this city would grind to a halt.’*

In December, we met with MP Annette King and she readily agreed to have her photograph taken with our Campaign ball. As a keen supporter of volunteering and of rugby, she felt this was a good match! We continue to speak to supporters, businesses and others about the Campaign, asking them to be photographed kicking our First XV rugby ball ... and donate.

All the photos of people with the rugby ball are on our Facebook page. It's interesting viewing! One of our Facebook posts in January includes a quotation from Winston Churchill: *‘We make a living by what we get, but we make a life by what we give.’*

Via our [givealittle](#) page is an easy way to contribute. If you know someone you think would like to hear more about



MP Annette King with VW First XV campaign ball.

the **Volunteer Wellington** First XV Campaign and the unique services this aspect of work provides to assist people on their journey back into the workforce or community participation, please contact Regional Manager Julie Thomson on 499 4570.

The golden 48-hour rule

If you want to give a negative impression of your organisation all you need to do is not respond within 48 hours to a volunteer's application to work for your organisation.

Volunteers have so many choices available and they very quickly become disillusioned when their applications are ignored. Our aim is to ensure that volunteering is a positive experience for both the volunteer and the organisation; so please show your appreciation and return volunteers' calls/emails/applications within 48 hrs.

Also, when you do respond promptly – whatever the request may be – people have a positive impression of your organisation. Such an impression is worth hundreds of dollars of any promotional dollar.

If time is an issue for you, recruit a volunteer to respond to volunteer referrals/applications by registering that specific role with us.

THANK YOU FOR FUNDING AND SUPPORT

Betty Campbell Trust; COGS; Department of Internal Affairs Support for Volunteering Fund; First Sovereign Trust; Four Winds Foundation; Holcim; Hutt City Council Community Development Fund; Hutt Mana Charitable Trust; Infinity Foundation; John Ilott Charitable Trust; *Kapi-Mana News*; Lion Foundation; Lottery Community; Nikau Foundation; NZ Community Trust; Pelorus Trust; Porirua City Council Community Outcomes Fund and support for Volunteer Porirua training; Pub Charity; Sargood Bequest; St John's in the City Presbyterian Church; T G McCarthy Trust; The Tindall Foundation; Trust House; Upper Hutt City Council; Wellington City Council; Wellington Community Trust **PREMIER SUPPORTERS:** ANZ Bank; CCM Architects; Havana Coffee Works, Tai Shan Foundation

Deaf with a capital D!

MONROE TAYLOR says simply call me 'Deaf—Deaf with a capital D!'

Monroe volunteers each week at Wellington's **Trade Aid Shop**. The team and I communicate through gestures and interpreting facial expressions, it's always a laugh because they don't understand sign language and I can't hear; but the jokes and comedy routines that come out of the dramatic motions we make is always entertaining. I'm also teaching them how to sign – a little bit each week: "Have a good day!"; "good teamwork"; "fair"; "thank you" and "how are you"?

'By doing what I'm doing, helping out in the store – and teaching these phrases – I feel I'm making a difference.'

When Monroe first came to **Volunteer Wellington** he wasn't sure where his skills would be of most benefit. Over the years he has worked in restaurants and offices and volunteered doing

maintenance and painting; but a back injury meant no more heavy physical work.

'It had to be the right match for me. I wasn't worried. I knew **Volunteer Wellington** would understand my needs and find somewhere that would be the best fit. And I was right – **Trade Aid** is that right fit for me. And it's mainly because the team there are such good communicators.'

Monroe likes the ethos of **Trade Aid**. 'It's such a fascinating place to work. There are so many interesting countries that the goods come from.'

Being deaf means he has to rely more on his other senses: For example he finds the fabrics particularly visually stunning and especially enjoys the tactile nature of the woodwork – the patterns and shapes. 'As a woodworker myself I am particularly inspired by the boxes that have been intricately carved



Monroe Taylor

by disadvantaged artisans in India using Sheesham, Indian rosewood. I love the touch and the feel. It's beautiful, the fragrance, the way it's turned, the craftsmanship, and its ornateness.'

Working at **Trade Aid** means Monroe has discovered a skill in displaying the colourful handcrafted surprises. 'I like putting the stock out and making it look attractive. It's nice to be able to be creative.'

He also enjoys the gift wrapping – a chance to have small conversations with the public. Such a good experience, friendly and positive. 'Sometimes (in the hearing world) it's hard to communicate and this way I can get some of the socialisation I need.'

Monroe is not sure what the future holds for him; he aspires to being more creative and his goals include finding paid work in retail or the corporate sector. As for being deaf he says 'Deafness is not a disability ... maybe it's you who has the disability because you can't sign!'

STORY AND PHOTO AMANDA HANAN

Goals vision and volunteers

What does your volunteer programme look like for 2017? Let's get a jump on the year!

The beginning of the year is an exciting time as we plan the year ahead and think about how volunteers can support our goals and vision.

It's an ideal time to think about the volunteer roles your organisation has listed with **Volunteer Wellington**. And the ones you would like to register to achieve your goals.

Do the roles you have need refresh-

ing? Have they changed in focus and in tasks? Are there gaps that need filling by able and keen volunteers?

Energize writer and volunteer-involving guru Susan Ellis has this to say:

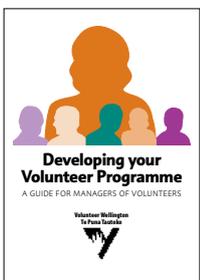
'What are your organisation's goals for what volunteers will achieve this year?'

'In other words, what value will they add to your organization and its services? It's scary how few organizations have articulated a solid response. Or even realize they have neglected to consider purpose and outcomes.'

'Lack of goals means lack of serious expectations for the impact of volunteers. The old adage of "if you don't have a road map you won't know where you are going" is very true. There are far-reaching consequences of not having clear goals.'

Who knows what the year will bring. What we do know is that volunteers are important in supporting us to navigate the way through ... and achieve our goals and vision on the way.

If you would like to discuss current or upcoming volunteer roles, call Aileen on 499 4572; or email aileen@volunteerwellington.nz



Make use of **Volunteer Wellington's** Developing your Volunteer Programme: A Guide for Managers of Volunteers is full of tips, tools and resources for each aspect of your volunteer programme – from set up to ongoing management.

To access the guide email aileen@volunteerwellington.nz

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