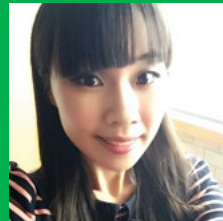


ANNUAL REPORT 2016–2017



Volunteer Wellington
Te Puna Tautoko

A catalyst for involvement in the community

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Volunteer Wellington

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THANKS TO MINIMUM GRAPHICS FOR DESIGN
AND VERTIA FOR THE COVER



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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 purpose

Volunteer Wellington, Te Puna Tautoko, is the champion of volunteering in greater Wellington

Our vision

A strong and connected community and voluntary sector

Our values

- Respect
- Diversity
- Flexibility
- Integrity
- Inclusiveness

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 more than 400 community based agencies providing the essential volunteer workforce needed to sustain their services. We provide advice, mentoring and professional development in the management of volunteers to enhance the experience for both the organisation and the volunteer.

What we do

- Provide professional development to managers/leaders of volunteers which will enhance the growth of the profession of managers of volunteers across **Volunteer Wellington's** geographic and demographic outreach

- Maintain a comprehensive range of quality volunteering opportunities from our network of community organisations
- Recruit and refer volunteers to voluntary roles suited to their interests and goals
- Promote the benefits and value of volunteering with emphasis on diversity, inclusion and effective management of volunteer programmes
- Produce two-monthly newsletters with up-to-date information about volunteering and the management and leadership of diverse volunteers
- Support networks of managers of volunteers and voluntary organisations in the Wellington region
- Maintain and develop accessible resources and publications
- Publicise, 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

Board of trustees

Robert Antonio, Michael Boyd, Laura Cendak, Mary Curnow, Lesley Daly, Dawn Ferguson, Alvin Hu, Louise Lee, Ryan O'Connell, Raewyn Sinclair, Glenn Todd (Chair), Ming-chun Wu.

During a year of change and fiscal uncertainty new and longer-term board members have shown dedication and loyalty to the strong and committed staff of **Volunteer Wellington**; and the organisation's well-placed position as a pivotal **vital link** which makes connections happen throughout the greater Wellington community.

Key achievements

BY THE NUMBERS – THE FOUR PILLARS OF OUR WORK

- Recruitment and referral
- Volunteer diversity and inclusion
- Capacity building wider community
- Promotion and advocacy

RECRUITMENT AND REFERRAL

2612 formal volunteer seekers – includes those interviewed face-to-face and those referred on-line

7530 volunteer referrals made

67% successful volunteering placements within the community sector

VOLUNTEER DIVERSITY AND INCLUSION

674 seeking paid work

260 registered with Work and Income

452 full-time employees

254 part-time employees

564 students

107 retirees

99 unpaid workforce

54 visitors

148 other

586 new migrants

85 refugees

CAPACITY BUILDING IN THE WIDER COMMUNITY

399 active community organisation members of **Volunteer Wellington**

20 professional development workshops/forums organised by our three offices

757 training participants – a record number

346 liaison/mentoring visits and calls with greater Wellington community members

18 meetings held to organise and strengthen mentor programmes and managers of volunteers' peer support groups.

9 mentor/mentee relationships made through our Mentor Programme

107 employee volunteering projects with business friends connecting with our community members

1037 employees participating from 20 businesses.

PROMOTION AND ADVOCACY

6 bi-monthly newsletters produced and distributed to 750 stakeholders

9 profiles/case studies written about volunteers and managers of volunteers and used for advocacy and promotion.

400 copies of booklet containing 31 migrant volunteers' stories – *Volunteer Connect – Migrants volunteering in the community* – launched.

8 celebratory and educative events held in Hutt, Porirua and Wellington on *International Volunteer Managers Day*, *National Volunteer Week*, *International Volunteer Day*. Several hundred participants.

4 monthly volunteer meetups held at The Southern Cross Garden Bar initiated this year by **Volunteer Wellington** in collaboration with Colopia.org.

Chair's report



Tena koutou

I am pleased to present this annual report, one that from a financial perspective was a pleasant surprise considering the challenges that we faced

over the reporting period. Half way through the year the unexpected loss of our contract with Work and Income, meant that we were facing a budget in jeopardy. This became the catalyst for the First XV campaign with the objective of raising the funds needed to fill the budget gap, and in doing so providing the breathing space to allow an examination of our options for the organisation's long term financial sustainability.

I would like to praise the **Volunteer Wellington** team for their efforts; plus a special thanks to those who responded to the call with their generous donations.

The past year saw a number of staff resignations including one of the co-managers – Pauline Harper who had served **Volunteer Wellington** for many years. There is always some trepidation associated with resignations – what is going to be the impact on the organisation, the demands of recruiting and securing new staff and determining what organisational restructuring is required. **Volunteer Wellington** experienced all this while at the same time working on refining strategies to help us in our efforts to secure other sources of funding. With Pauline's departure Julie Thomson picked up the helm as **Volunteer Wellington** Regional manager, doing a brilliant job of guiding the organisation through a very demanding year.

In closing, I want to acknowledge the continued support of our community sector members, funders, our business friends and those who offer their time and skills as volunteers. A special thanks to my fellow Board members, the staff (paid and unpaid) who make **Volunteer Wellington** an organisation that we are proud to serve.

Nga mihi nui
Glenn Todd

Diversifying funding sources

A change in government policy direction and a substantial cut from MSD's budget led to the loss of a Work and Income contract we had had for the past nine years. The contract supported the work we do with people with complex needs who are dealing with unemployment, mental illness, physical and intellectual disabilities, convictions and other issues.

Through **Volunteer Wellington's** intervention and support more than 70 per cent of these people found placements in the community with different organisations from among our network of nearly 400 greater Wellington communities. The financial implications of the contract not being renewed were serious.

We were determined to continue to work with these vulnerable people who are often alienated from mainstream society. Volunteering has proved to be a pathway for people to connect, be safe, strong and independent.

To help fill the financial gap, staff and specialised supporters got together to think creatively about interesting ways to diversify our income sources. The First XV campaign was announced at last year's AGM. If 15 donors who include businesses, councils and individuals, each gave **Volunteer Wellington** \$5000, over and above any ongoing funding agreement, we would then be able to sustain a service which ensures several



Julie Thomson speaks at one of **Volunteer Wellington's** many events of 2016–2017. SETTLEMENT UNIT

hundred vulnerable people throughout the districts of Wellington are given the chance to be included in community life through volunteering.

However **Volunteer Wellington** welcomed all players to their First XV. Several gave \$5000 and others smaller amounts. This wonderful generosity was gratefully received.

With 50% of our target being raised, we were given a breathing space to work on finding new sources and negotiating new relationships with government, with funding organisations and with others in the community sector.

We also restructured and reduced paid staff hours. Through prudent fiscal management and innovation we are proud to be ending the year with a surplus.

Focus on 2020 vision

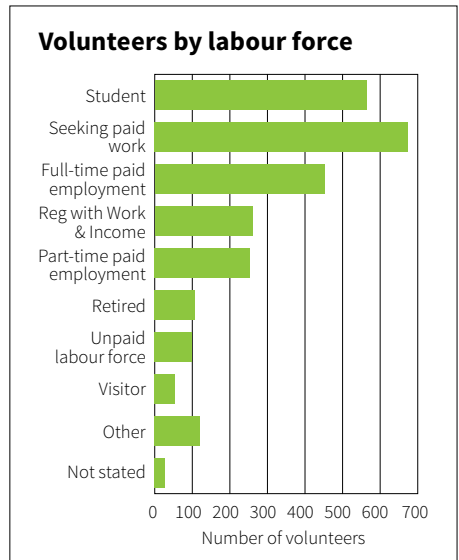
Early in 2017 staff and board attended two planning sessions to set the strategic direction for the next three years through to 2020. We appointed a volunteer intern to carry out a business/operations analysis of our services. Findings from this work will inform our long-term decisions on future funding structures and communications with funders and other stakeholders. A volunteer senior communications professional is working with us on refining our key messages for a range of audiences.

Despite significant challenges, the staff – paid and unpaid – have worked as a cohesive and committed team to maintain and enhance the essential services we offer to the greater Wellington region. Through innovation and resourcefulness we have become a more resilient organisation. I am proud of our team’s achievements this year which are highlighted throughout this annual report.

Thank you to all our stakeholders and supporters. Your confidence in our team and our work ensures **Volunteer Wellington** continues to play a pivotal role as the vital link in the Wellington community and voluntary sector.

The **Volunteer Wellington** team is feeling positive and enthusiastic as we approach our 25th anniversary and the year ahead.

Julie Thomson
Regional manager



Ethnicity of volunteers

Pakeha/NZ	996
Maori	156
Pacific Peoples	121
India	284
China	203
South East Asia	147
East Asia	64
South Asia	64
Middle East	33
Australia	19
Western Europe	193
Eastern Europe	45
Russia/Baltic States	21
North America	73
South/Central America	80
Caribbean	4
Africa	21
South Africa	20
Not Stated	68

BY THE RESULTS – SERVICE PERFORMANCE

Recruitment and referral

Vital link

Why is **Volunteer Wellington** described as the ‘vital link’ within the community infrastructure of greater Wellington?

The reasons are simple – and significant. Several speakers have mentioned at **Volunteer Wellington** events during the past year, our unique ability to connect, and link, people from all walks of life with volunteering opportunities; to introduce business teams to community projects; and to provide quality professional development to a wide range of communities.

Such connections are vital for nourishing community life. And in the words of Wellington Mayor Justin Lester at the launch of a recent **Volunteer Wellington** publication: ‘These services that bring so many people and organisations together are a vital contribution to the social capital of Wellington.’

Volunteering is the active ingredient for social change, social integration and the cohesion that creates a healthy society. But knowing ‘what is out there in the community’ is a critical first step for many people seeking their place in local life and wanting to build skills and connections.

Extensive reach

Says Regional manager Julie Thomson: ‘Time and again volunteer seekers showed surprise at the range of roles available on our database and the extensive reach of the voluntary sector. We make it easy for as many people as possible to access volunteering roles by providing face-to-face interviews at our offices in Wellington, Porirua and Lower Hutt – including offering evening interviews in Wellington to suit the needs of full-time and shift workers.

‘Volunteer seekers also make use of our website and our partnership with Seek Volunteer to connect with opportunities online.’



Volunteer Hutt manager Katie Terris (right), is a discerning interviewer. Her successful placement rate is over 70 per cent.

Say the volunteers – and their families:

‘Thank you **Volunteer Wellington** for the opportunity. You gave me a foot in the door and now I have a paid position with the organisation where I was volunteering.’

‘Volunteering really helped me as I finally had something to put on my CV and was able to build good work relationships.’

An extract from a profile about Bronwen Turner, who talks about volunteering after illness, illustrates an unexpected side effect of her volunteering career. ‘I’m experiencing life more consciously. It’s very easy to despair of the world we live in. Through volunteering we discover amazing people and amazing organisations. I’m a much happier person – despite everything.

‘Unless we pay attention to our skills and the talents we know we have, they can wither ... along with confidence and self-worth.’

Volunteer diversity and inclusion

Pathways to diversity

Pathways to diversity and inclusion have been part of **Volunteer Wellington's** strategic actions for more than a decade. This year migrant numbers of volunteer seekers were 586 with a further 85 who were people with refugee backgrounds.

To celebrate and acknowledge the impact of volunteering for new migrants – and the value of their work – **Volunteer Wellington** published a small book called *Volunteer Connect – Migrants volunteering in the community*.

The stories in the book are taken from the criteria questions answered when nominations are received for the annual Volunteer Connect Awards for new migrants. Those who nominate are the managers of volunteers from our community members; and this year a record number came forward. A grand total of 30 representing 18 different nationalities.

From the book:

- 'I felt more connected to the community by being part of it....I developed a good network of friends from the staff and other business partners who helped me in my job search.' Moutasem Khalifah from Jordan – volunteered as a teacher aid at MCLASS.
- 'I am definitely gaining the skills in retail and administration which will help me to get a paid job. It is a great learning opportunity for me to gain experience and to know the working culture of New Zealand.' Sasmita Perambai Kumar from India – volunteer administration assistant and retail worker at St Vincent de Paul and Red Cross retail outlets.
- 'In my first volunteer role I realized as I was doing this volunteering that I was also developing new skills and gaining happiness. I felt as though I could call myself a citizen.' Pengbo Jiang from China – volunteer trustee and committee member.



At the launch of the Volunteer Connect booklet, MP for Wellington Central Grant Robertson, Edwin Eliecer Alvarado from Venezuela whose story features in the book, Mayor Justin Lester. SETTLEMENT UNIT

All ages

The parents of young people who took on volunteering roles were impressed that their children were excited about volunteering as a way of using their time productively... and gaining work experience. There were also children intrigued by a parent's new activity – like the small girl who was excited to go to the Christmas party at the day centre where her vision-impaired mother volunteers.



Volunteer Porirua manager Julia Donovan has ensured people with disabilities are given opportunities to volunteer and be part of local life. Laurence from Whitford Brown is proud of his good work.

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 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

Capacity building in the wider community

Record numbers

Numbers attending our training programme of the past year have set a new record – 757, with participants representing people from organisations across a wide range of community activity. The workshops and forums took place in Wellington, Lower Hutt and Porirua.

Topics covered included sustainable funding, managing difficult conversations, social media, leadership skills, communicating change, governance, and health and safety. We hosted four Community Comms Collective forums and international writer, presenter and trainer on the management of volunteers, Andy Fryer. Andy provided a global perspective on volunteer management.

UK based productivity guru Graham Allcott delivered a dynamic *Ninja productivity* workshop for the National Network of Volunteer Centres Aotearoa at their two day hui organised and hosted by **Volunteer Wellington** in November.

Our training programme feedback was extremely positive: *‘Wonderful, excellent, inspiring. So much rich information. Best thing I’ve ever done in relation to fundraising.’*

As well as the varied and relevant topics covered, people always commented on the importance of sharing best practice and resources; and networking together in order



Sharing best practice and resources.

to learn from one another. These often lead to ongoing peer support and taking advantage of **Volunteer Wellington’s** mentoring programme.

Capability on both sides

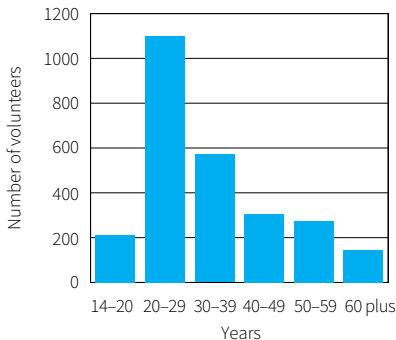
The Employee Volunteering programme continues to bring together business and community groups. These projects build capability on both sides and in many cases business volunteers – all from among our Business Friends – maintain their relationship with the community partner after the initial volunteering day.

For example, after a team from the project management department of ACC completed renovating administration spaces at Mary Potter Hospice in Newtown, several members of the team signed up for other roles with this organisation.

BNP Paribas partners with Rimutaka Forest Park each year for a conservation project. They have also run a careers day for the past five years for youth associated with the YMCA.

Other recent and innovative projects were from Z Energy and ANZ who both provided teams from their staff to volunteer at the Curtain Bank of Sustainability Trust – helping to prepare window coverings that will shield Wellingtonians from the coldest blasts of winter.

Volunteers by age



A creative manager of volunteers



Tyler Wickham's career as manager of volunteers with IHC Wellington is a result of his volunteer experience. While still at university studying health science and physiology he took on a befriending role with a young man with an intellectual disability. With first-hand knowledge of the importance of 'social connectedness' he felt excited about working closely with the volunteer team plus those who were seeking a 'friend.'

Despite 'stumbling' into the position he now says, one year later ... 'some of the most interesting things in our lives happen through stumbling, one activity leading to another.'

In fact, continuously building new networks and social connections is Tyler's modus operandi. The main elements of his co-ordinating role are to match volunteers with people who have a disability, 'looking for a friend.'

The brief of Tyler's own volunteering had been to introduce Edward, his friend, to the gym and different methods of getting fit. Now he is in the game of matching, on a one-to-one basis, people's interests with people's needs.

'Having a friend adds quality to life and the independence that every person with a disability desires. It could be catching the bus, using Eftpos, cooking, or learning to live compatibly in a flat ... more meaningful socialising is always the aim.'

Biennial surveys run by IHC indicate how 'overwhelmingly positive' it is to have a friend who is *not paid; is not mum or dad; and who does not have a disability*. 'It's all about expanding social connectivity and engaging in a number of different ways.'

'IHC is an organisation with excellent processes and systems,' says Tyler. After volunteers undergo an initial introductory and training procedure the key ingredients of flexibility and consistency are explained and emphasised.

'Being consistent and reliable is as essential as it is with any friendship.'

Excellent support in his role has been another plus for this 'stumbled upon' position. 'My manager really promotes and understands the creative aspect of the position of manager of volunteers. I have also been part of the **Volunteer Wellington** run peer support group for those working with teams of volunteers. Also I have a mentor – a manager of volunteers – with whom I can talk over ideas and learn other ways to think about things.'

Workshops run by **Volunteer Wellington** likewise ensure organisational connectedness with the volunteer-involving community – plus stimulus and new learning.

Tyler's aims now are to create more awareness among other support agencies about the significance of people with a disability having a friend. And from the other side, with every group or network he meets with, he mentions the personal rewards of being a volunteer.

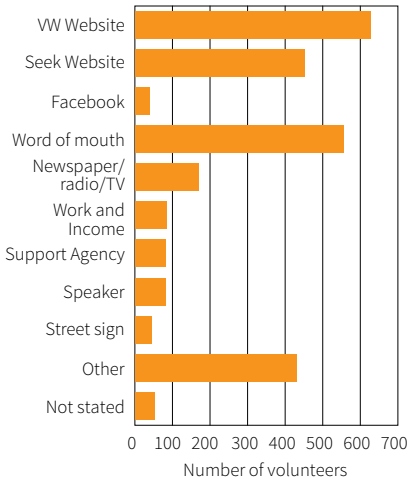
'You never know when or where the next volunteer friend will come from. I talk about the programme all the time!'

Total projects for the year 107.
 Number of business volunteers 1037.
 All connections are organised by
Volunteer Wellington Employee
 Volunteer coordinator, Lyne Pringle.



Vishal from the Curtain Bank with volunteers from Z Energy.

How volunteers heard of Volunteer Wellington



Nikau Corporate Challenge

Local action for global impact

January to June is *Nikau Foundation Corporate Challenge* time. The focus this year – the 11th challenge in partnership with **Volunteer Wellington** – is on the UN Sustainable Development Goals. During these months any project, large or small, is automatically part of the challenge which culminates in a celebratory evening during *National Volunteer Week* in June at the premises of KPMG.

An award is presented for an outstanding project where the strength of the partnership between business and community can be seen as an inspiration for others during the coming year. The 2016 winners were a number of teams from ANZ who worked on a smooth-running roster to hew hundreds of new metres for the Makara Peak Bike Track.



Lyne with Jo Boyle from Makara Peak Supporters Club and Melissa Middleton from ANZ – leaders from the business/community project to win the 'stand-out' award at the 2016 Corporate Challenge.

Business Friends April 2016–March 2017

ACC; Allen & Clarke; ANZ National Bank; BECA Engineers; BNP Paribas; Capital Coast District Health Board; The Commerce Commission; Chorus; Contact Energy; DAC Beachcroft; Grant Thornton; IAG New Zealand; IBM New Zealand; KPMG; Kiwibank; OMD; Massey University College of Creative Industries; Ministry of Business Innovation and Employment; Mercer Ltd; NZ Post Group; Parliamentary Counsel Office; Pricewaterhouse Cooper; Thomson Reuters; Transpower; The Treasury; Z Energy.

Opening up an exciting new world



Pengbo Jiang (pictured left) came from Fuzhou in China as a young student at Newlands Intermediate. ‘I was a newby,’ he said, ‘I knew nothing about New Zealand and had very little English. But so many people helped me – they showed me the way.’

As he moved into secondary school at Newlands College he recognized the value of this help and reckoned it was ‘pay back’ time. Pengbo discovered the

world of volunteering. This started in a small way with sausage sizzles; and later moved on to being a buddy for new arrivals – showing them the way.

‘I realized as I was doing this volunteering that I was also developing new skills – and gaining happiness. I felt as though I could call myself a citizen.’

After graduation from university with a BCA in commercial law and marketing, Pengbo worked in Auckland for a few years. Returning to Wellington he came into **Volunteer Wellington** to find new volunteering roles. This led to governance positions with **Interpreting New Zealand** and **Multi-Cultural Learning & Support Services (MCLaSS)**.

‘Opening up an exciting new world’ Pengbo called these experiences. Being a committee member and publicity officer for the **NZ/Chinese Friendship Society** and a mentor with **Business Mentor New Zealand** run by **Wellington Chamber of Commerce** has meant that he has built not just experience, but also new networks and lots of goodwill.

In fact, one of his friends from the community, Jack Zhang, emphasised that through all of these roles Pengbo works to foster and enhance friendly relationships in the community and has made significant contributions to promoting and raising funds for many community projects. ‘He has made the communities he has worked with stronger and more vibrant.’

As a senior consultant with Ernst & Young how do you have time to contribute this varied and time-consuming amount of volunteering? we asked Pengbo. ‘Everyone has 24 hours in their day,’ he said with a relaxed grin. ‘This is my hobby; I enjoy the community sector environment.’

Recently Pengbo received a Volunteer Connect Award, a certificate presented annually to acknowledge the work of migrants who give so generously to the community. It follows, that since his early days in New Zealand helping out with sausage sizzles at Newlands College he enjoyed ‘feeling connected’. He has now made sure the ‘connections’ have spread above and beyond.

Promotion and advocacy



The Southern Cross meetups are all about talking about the joys of volunteering!



Somewhere between speed dating and a Ted talk

Taking the volunteering story out into the byways and alleyways of Wellington has been a major promotional stretch of the past year.

Well, it's actually been the very welcoming warmth of the Southern Cross Garden Bar for monthly volunteer linking meet-ups; and more student expos and forums than ever before.

Initiated by volunteers Claude Ao and Chalaka Salpadoru the monthly volunteer meetups are hosted by **Volunteer Wellington** in partnership with Colopia.org. Organised by Programme Manager Aileen Davidson and Jo Boyle of Colopia.org, the discussion fests have always involved a wide range of our community organisation members giving them a rare opportunity to talk with completely new audiences about their services.

Potential volunteers come along and hear a five-minute pitch from a community organisation; what they do, what they're passionate about, what volunteer roles they are looking to fill. These 'hugely successful' events are somewhere between speed dating for volunteer seekers and Ted Talks.

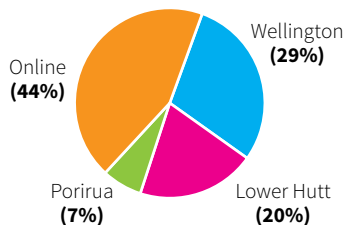
Examples of the wide range of communities who have signed up as speakers were Trade Aid, the Blind Foundation, Film For Change, the Wellington Fire Service, BGI Challenge for Change, Pablos' Art Studio, NZ Holocaust Centre, Wellington Community Rugby, Te Hopai Hospital, Dress for Success. All have reported 'instant' sign-ups.

Students give it a go

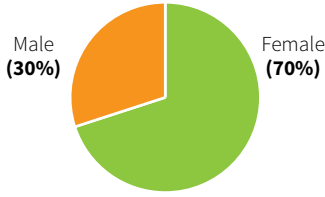
Massey University, with **Volunteer Wellington**, got behind Student Volunteer Week with teams of students volunteering at Ronald McDonald House, The Free Store, The Soup Kitchen, Workerbe Oasis, Kaibosh and signing up for shave for a Cure.

The students were 'amazed' at the range of volunteer roles available with our community organisation members.

Distribution of volunteer registration by office



Volunteers by gender



Programme manager Aileen Davidson doing some 'hard-talking' at Weltec Petone.

Others have become regularly involved with conservation projects at Upstream – Friends of Central Park.

Besides Massey, outreach expos took place at WelTec Petone, Queen Margaret's College and Victoria University. These promotional – and 'hard-talking' – events are the actions which keep the student numbers of volunteer seekers coming through our three offices – **Volunteer Wellington**, **Volunteer Hutt** and **Volunteer Porirua**. Almost 600 this year.

Keep kicking the ball

That was a **Volunteer Wellington** refrain throughout the year. Organised to keep the *First XV campaign* prominent, and for the sustainability of our three offices with their very different cohorts of volunteer seekers, a consistent stream of well-known supporters were photographed 'kicking the Rugby ball.' (Go to **Volunteer Wellington's** Facebook page for the line-up.)

The *First XV* hasn't quite reached its full muster; but those who have come into the fray with donations of \$5000 have given our organisation the resilience needed to sustain our services throughout greater Wellington.

The campaign has also helped to spread the word about **Volunteer Wellington** – the vital link building social capital across this region.



MP and well-known Wellingtonian, Annette King, about to prove she is also a high-flyer when it comes to kicking a rugby ball – especially when **Volunteer Wellington's** cause is the goal.

Staying positive and proactive after redundancy



Denise Haronga – *Te Aitanga-a-Māhaki* (Gisborne) *Ngāti Kahungunu* (Wairarapa) – is volunteering at both **Volunteer Porirua** and **Citizen's Advice Bureau Porirua (CAB)**.

In her roles registering new volunteers for **Volunteer Porirua** and as an accredited interviewer with **CAB**, she meets many people who are in the same boat as her ... skilled

people made redundant from positions they have held for many years who are trying hard to find full-time employment.

'My volunteer roles have led me to gaining new skills and confidence. I have progressed in both roles and taken on additional responsibilities. For example: this year I have moved from a small admin role at **CAB** to complete the six-week induction course to become an accredited interviewer. This role has really brought me out of my shell. I meet lots of different people.'

After the shock of redundancy after so many years working locally as a career administrator, Denise recognised the need to keep motivated and to develop new skills. She talked about *In Work NZ's* valuable transition programme and how this led to taking on her current volunteering roles.

This year Denise has prepared for and sat through 15 job interviews. 'It's pretty hard to keep bouncing back when you are turned down for jobs over and over again. The job market out there is tough. And preparing each job application is a lot of work.'

But she is able to fit in applying for work around her schedule of volunteer roles and ongoing study. 'I am doing a Tikanga Māori course and Te Papa Whai Rawa, a financial management course with Te Wānanga o Aotearoa. I'm also working on the last paper to finish a NZ Business Diploma. In 2008, when I was working, I completed a certificate in management with Te Tai Poutini through part-time block study.'

She also keeps in touch with former workmates and stays actively involved with friends and family. 'The job market today is very complex and challenging but I remain motivated by my advocate roles, study, friends and family and social activities.'

Her advice to those in similar situations to herself is 'stay positive, be proactive, don't sit at home ... get out, look at opportunities to fill your time while seeking paid employment – like volunteering, study, social activities, sports, friends and family time. And keep up your past work networks.'

She adds some final comments on the benefits of volunteering emphasising how the skills and experience gained are great for your CV – and keeping up good work habits.

'In my current role at **CAB** I'm enjoying the challenges of an advocacy role where I can share the lessons from my own life experiences.'

WRITTEN BY CAROLYN WILLIAMS

Independent Auditor's Report

To the Trustees of Wellington Volunteer Centre,

Report on the Performance Report

Opinion

We have audited the performance report of Wellington Volunteer Centre (the entity) on pages 9 to 20 which comprise the:

- Statement of financial position as at 31 March 2017
- Entity information, the statement of service performance, the statement of financial performance, the statement of movements in equity and the statement of cash flows for the year ended 31 March 2017

In our opinion, the performance report:

- Presents fairly, in all material respects, the entity's financial position as at 31 March 2017, its service performance, financial performance, movements in equity, and cash flows for the year ended on that date
- Complies with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standards issued by the New Zealand Accounting Standards Board
- Includes reported outcomes and outputs in the statement of service performance, where the quantification of the outputs (to the extent practicable) are suitable.
- Notes to the performance report, including a summary of significant accounting policies and other explanatory information.

Basis for Opinion

We conducted our audit of the statement of financial performance, the statement of financial position, the statement of movements in equity, the statement of cash flows, and the notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised).

Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance Report section of our report. We are independent of the entity in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. Other than in our capacity as auditor, we have no relationship with or interests in the entity.

Other Information

The Trustees, on behalf of the entity, may prepare an Annual Report which includes the audited performance report. The Trustees are responsible for the other information that may be included in the entity's Annual Report. Our opinion on the performance report does not cover any other information in the entity's Annual Report and we do not express any form of assurance conclusion on that other information.

Key Audit Matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the performance report for the current period. Below is a summary of those matters and our key audit procedures to address those matters in order that the Trustees may better understand the process by which we arrived at our audit opinion. Our procedures were undertaken in the context of and solely for the purpose of our statutory audit opinion on the performance report as a whole, and we do not express discrete opinions on separate elements of the performance report.

The key audit matter

- The entity received grants from several organisations during the period.
- These grants are quantitatively significant to the entity's performance report.

How the matter was addressed in our audit

- We reviewed a sample of grant applications, invoices, bank statements to confirm that funds were received, and the use of grant funds. Unspent amounts at year end were recorded as income in advance.
- Based on our sample testing, we did not identify any material issues with the entity's grants income and income in advance at year end.

Grants income and income in advance (notes 3 and 5 of the performance report).

Use of this Audit Report

This report is made solely to the Trustees of the entity. Our audit has been undertaken so that we might state to the Trustees those matters that we are required to state to them in our Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees for our audit work, this report, or any of the opinions we have formed.

Responsibilities of the Trustees for the Performance Report

The Trustees, on behalf of the entity, are responsible for:

- Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance
- The preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board
- Implementing necessary internal control to enable the preparation of the performance report that is fairly presented and free from material



Volunteer Wellington administrator Debra Roche and auditor Jonathan Maharaj – an able partnership.

misstatement, whether due to fraud or error; and

- Assessing the entity's ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of the performance report.

As part of an audit in accordance with ISAs (NZ), the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the performance report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Concludes on the appropriateness of the use of the going concern basis of accounting by the Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the

related disclosures in the performance report or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

Evaluates the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

The auditor communicates with management and the Trustees, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies identified in internal control.

From the matters communicated with management and the Trustees, the auditor determines those matters that were of most significance in the audit of the performance report and are therefore the key audit matters. The auditor describes these matters in the auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, the auditor determines that a matter should not be communicated in the auditor's report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Aurora Financials Limited
 Qualified Statutory Auditors
 Wellington, New Zealand
 28 June 2017

Statement of Financial Performance

YEAR ENDED 31 MARCH 2017

	Note	31 Mar 2017	31 Mar 2016
Revenue			
Donations, fundraising and other similar revenue	3	256,502	211,100
Fees, subscriptions and other revenue from members	3	71,141	67,533
Revenue from providing goods or services	3	40,296	92,012
Interest, dividends and other investment revenue	3	3,787	4,942
Total revenue		371,726	375,587
Expenses			
Volunteer and employee related costs	4	258,116	278,522
Costs related to providing goods or services	4	91,438	88,750
Other expenses	4	2,273	2,935
Total expenses		351,827	370,207
Surplus for the year		19,899	5,380

Statement of Cash Flows

AS AT 31 MARCH 2017

	Note	31 Mar 2017	31 Mar 2016
Cash flows from operating activities			
Donations, fundraising and other similar receipts		279,007	238,567
Receipts from providing goods or services		56,759	91,008
Fees, subscriptions and other receipts from members		46,445	69,865
Interest, dividends and other investment receipts		3,888	4,931
Net GST		(1,680)	(1,222)
Payments to suppliers and employees		(353,231)	(392,354)
Net cash flows from operating activities		31,188	10,795
Cash flows from investing and financing activities			
Receipts from the sale of property, plant and equipment		—	1,023
Acquisition of property, plant and equipment		—	(1,630)
Net cash flows from investing and financing activities		—	(607)
Net increase / (decrease) in cash		31,188	10,188
Cash and cash equivalents at the beginning of the year		148,591	138,403

These statements must be read in conjunction with the notes to the performance report and the audit report.

Statement of Financial Position

AS AT 31 MARCH 2017

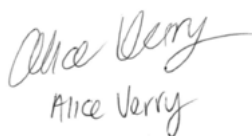
	Note	31 Mar 2017	31 Mar 2016
ASSETS			
Current assets			
Cash and cash equivalents	5	179,779	148,591
Trade and other receivables	5	49,310	19,927
Total current assets		229,089	168,518
Non current assets			
Property, plant and equipment	6	3,004	4,412
Total assets		232,093	172,930
LIABILITIES			
Current liabilities			
Trade and other payables	5	34,082	36,391
Income in advance	5	96,771	55,198
Total liabilities		130,853	91,589
Net assets		101,240	81,341
EQUITY			
Accumulated surplus		21,240	6,341
Reserves	7	80,000	75,000
Total equity		101,240	81,341

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

Dated: 28 June 2017



Trustee



Trustee

Statement of Movements in Equity

YEAR ENDED 31 MARCH 2017

	Accumulated surplus	Reserves	Total equity
At 1 April 2015	961	75,000	75,961
Surplus for the year	5,380		5,380
At 31 March 2016	6,341	75,000	81,341
Surplus for the year	19,899		19,899
Transfers to reserves	(5,000)	5,000	—
At 31 March 2017	21,240	80,000	101,240

Notes to the Performance Report

YEAR ENDED 31 MARCH 2017

1. GENERAL

Wellington Volunteer Centre (the entity) is a charitable trust that is domiciled in New Zealand and is registered with the New Zealand Charities Commission.

The entity's principal activity is championing volunteering to build the capacity and capability of communities in Greater Wellington. During the year ended 31 March 2017, there was no material change in the nature of the entity's principal activity.

This performance report was authorised for issue by the trustees on 28 June 2017.

2. STATEMENT OF ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the performance report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation

The performance report has been prepared under the historical cost convention.

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 of less than \$2,000,000. All transactions in the performance report are reported using the accrual basis of accounting.

The performance report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

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 statement. Accordingly, the trustees believe that the classification and carrying amounts of the assets and liabilities as stated in the performance report are appropriate.

Tier 2 PBE accounting standards applied

The entity has not adopted any Tier 2 PBE Accounting Standards in the preparation of the performance report.

Changes in accounting policies

There have been no changes in the entity's accounting policies since the prior financial year.

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. Goods and services tax
All amounts are shown exclusive of Goods and Services Tax (GST), except for receivables and payables which are stated inclusive of GST.

Operating leases

Where the entity is the lessee, the lease rentals payable on operating leases are recognised in the statement of financial performance over the lease term.

Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to the statement of financial performance on a straight-line basis over the lease term.

Income tax

The entity is exempt from New Zealand income tax because it is a registered charity and has fully complied with all statutory conditions for tax exemptions.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and at bank which are stated at face value.

Trade and other receivables

Trade receivables are recognised and carried at the original invoice amount less any allowance for impairment of these receivables. An allowance for impairment of receivables is established when there is objective evidence that the amount will not be collected according to the original terms of receivables. This allowance is based on a review of all outstanding amounts at year end. Bad debts are written off during the year in which they are identified.

Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

Depreciation is calculated to allocate an asset's cost to its residual value over its estimated useful life. The residual values and useful lives of assets are reviewed, and adjusted if appropriate, at each balance sheet date.

The following depreciation rates have been adopted in line with those permitted under the Income Tax Act 2007:

Furniture and Fittings:

10% to 19.2% Diminishing Value

Computers and Equipment:

30% to 67% Diminishing Value

Gains and losses on disposal are determined by comparing the proceeds with the asset's carrying amount. These are included in the statement of financial performance.

Trade and other payables

These amounts represent liabilities for goods and services provided to the entity prior to the end of the financial year and which are unpaid at the reporting date.

Liabilities for wages and salaries and annual leave are recognised and measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date.

Income in advance

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

Donated services

The entity is dependent on the voluntary services of many volunteers. Due to the difficulty in determining value with sufficient reliability, donated services are not recognised in the performance report.

3. ANALYSIS OF REVENUE

	31 Mar 2017	31 Mar 2016
Donations, fundraising and other similar revenue		
ANZ Bank Limited	5,000	5,000
Betty Campbell Trust	8,500	8,500
CCM Architects	5,000	5,000
Celia Wade Brown	1,000	—
Department of Internal Affairs – COGS	12,500	16,000
Department of Internal Affairs – Settling in Fund	4,824	22,000
Department of Internal Affairs – Support for Vol Fund	19,745	18,902
First Sovereign Trust	2,125	—
Four Winds Foundation	6,000	—
Geoffrey Marsland	5,000	—
Holcim New Zealand	1,000	—
Hutt City Council – Community Development Fund	6,348	4,500
Hutt City Council – Youth Development	—	2,903
Hutt Mana Charitable Trust	2,582	2,500
Infinity Foundation	2,000	2,014
John Ilott Charitable Trust	1,500	1,500
Lion Foundation	18,336	1,663
Lottery Grants Board	30,000	30,000
Mazda Foundation	—	474
Ministry of Business, Innovation and Employment	—	2,000
N & P Ramsay	5,000	—
Nikau Foundation	15,077	14,556
New Zealand Community Trust	3,000	—
Olwen Taylor	5,000	—
Other Donations	1,914	3,607
Pelorus Trust	1,000	2,000
Porirua City Council	12,000	7,500
Pub Charity	1,671	1,156
Sargood Foundation	3,500	—
Sue Hobbs and Chris Streatfield	5,000	—
Tai Shan Foundation	10,000	5,000
T G Macarthy Trust	4,500	—
Tindall Foundation	3,000	4,000
Trust House Foundation	6,880	9,000
Upper Hutt City Council	1,500	—
Wellington City Council	36,000	35,000
Wellington Community Trust	10,000	6,325
	256,502	211,100
Fees, subscriptions and other revenue from members		
Fees and subscriptions from Corporate members	39,105	35,145
Fees and subscriptions from NFP members	32,036	32,388
	71,141	67,533

	31 Mar 2017	31 Mar 2016
Revenue from providing goods or services		
Ministry of Social Development – Work and Income	24,250	69,000
Training fees	14,154	21,192
Consultation services	1,820	1,620
Book sales	72	200
	40,296	92,012
Interest, dividends and other investment revenue		
Interest	3,787	4,942
	3,787	4,942

4. ANALYSIS OF EXPENSES

	31 Mar 2017	31 Mar 2016
Volunteer and employee related costs		
Salaries and wages	248,507	267,267
Volunteer costs	6,674	7,066
Staff training and recruitment	2,238	3,301
ACC levies	697	888
	258,116	278,522
Costs related to providing goods or services		
Rental of premises and moving costs	51,527	39,141
Client training costs	10,665	17,190
Travel and meeting costs	8,485	6,994
Telephone and internet	8,075	9,317
Premises costs	5,561	7,054
Office supplies and insurance	3,242	3,169
Printing and photocopying	2,660	4,217
Advertising	660	458
Postage and courier	563	1,210
	91,438	88,750
Other expenses		
Depreciation and assets written off	1,408	2,032
Bank / professional / membership fees	865	903
	2,273	2,935

These statements must be read in conjunction with the notes to the performance report and the audit report.

5. ANALYSIS OF ASSETS AND LIABILITIES

	31 Mar 2017	31 Mar 2016
Cash and cash equivalents		
Term deposits	105,000	95,000
Deposit account	70,349	44,045
Current account	4,430	9,546
	179,779	148,591
Trade and other receivables		
Trade receivables	40,705	10,970
Prepayments	7,947	7,941
Bonds receivable	518	774
Accrued interest	140	242
	49,310	19,927
Trade and other payables		
Annual leave accrual	14,910	18,659
GST payable	13,137	10,863
PAYE payable	3,511	3,929
Trade payables	2,031	2,570
Accrued expenses	493	370
	34,082	36,391
Income in advance		
Lotteries Grants Board	30,000	—
NFP membership fees	25,661	26,457
Corporate subscription fees	17,104	14,659
Wellington Community Trust	10,000	10,000
Nikau Foundation	9,467	9,544
Lion Foundation	—	8,336
Hutt Mana Charitable Trust	3,500	2,582
Training fees	1,039	(130)
Work and Income accrued revenue	—	(16,250)
	96,771	55,198

These statements must be read in conjunction with the notes to the performance report and the audit report.

6. PROPERTY, PLANT AND EQUIPMENT

2017	Opening Carrying Amount	Additions	Disposals	Depreciation	Closing Carrying Amount
Furniture and fixtures	1,864		33	298	1,533
Computers (and software)	1,365			685	680
Office equipment	1,183		73	319	791
	4,412	—	106	1,302	3,004

2016	Opening Carrying Amount	Additions	Disposals	Depreciation	Closing Carrying Amount
Furniture and fixtures	1,602	1,156	662	232	1,864
Computers (and software)	2,806		73	1,368	1,365
Office equipment	1,439	474	298	432	1,183
	5,847	1,630	1,033	2,032	4,412

7. RESERVES

	31 Mar 2017	31 Mar 2016
Reserve fund	80,000	75,000
Total reserves	80,000	75,000

The reserve fund is comprised of 2.7 months of operating costs. The reserve fund was created to accumulate reserves up to six months of operating costs.

8. COMMITMENTS AND CONTINGENCIES

Commitments

Total commitments for future lease rental agreements which have not been provided for in the performance report are as follows:

	31 Mar 2017	31 Mar 2016
Office lease commitments		
Within 1 year	42,359	49,314
Between 1 to 5 years	17,728	56,409
Total commitments	60,087	105,723

Contingent liabilities and guarantees

There are no contingent liabilities or guarantees as at balance date. (2016: \$Nil)

9. RELATED PARTY DISCLOSURES

There were no transactions involving related parties during the financial year. (2016: \$Nil)

10. EVENTS AFTER BALANCE DATE

No events occurred after the balance date that would have a material impact on the performance report. (2016: \$Nil)

THANK YOU, THANK YOU, THANK YOU

Volunteers who have worked with us during the past year

Interviewers

Ameline Yow
Anjali Sheth
Anna Maria Rossi
Ava Sanganoo
Billee Mutton
Catherine Watkins
Chalaka Salpadoru
Claude Ao
Cristian Leaman
Denise Haronga
Helen Deeble
Judith Hatton
Katie Monteith
Margarita Dimitrievska
Mary-Ann Parker
Mayumi Burkhart
Nicole Voykovich
Nikita Naik
Nivedita Nikhil
Olivier de Smedt
Peter Atkinson
Rahul Singhal
Ravya Suvarna
Samantha Pardo
Sandhya Poojari
Tanu Agrawal
Vivienne Rosvall
Kathy Aitken
Carla Bentley
Lesley Daly
Belynda Jack
Daniel Jordan
Pula'au Pilitati
Nitika Sarna
Erica Schouten
Shiju Suresh Kumar

Administration

Amy Davis
Bronwen Turner
Chevaun Morris
Chris Golder
Himani Ahlawat
Manisha Guria
Paul Headifen
Sarah (Giang) Bui

Followup

Ankita Rabra
Ed Hamilton
Mai Mostafa
Mary Lochore
Mayumi Marcotte
Rachel Evans
Zakiah Amir
Viraj Thomson

Forum/workshop facilitators

Aly McNicoll
Andy Fryer
Ginette Spence
Helen Brasting
Kate Scarlett
Katie Byrne
Kerri Tilby
Lichelle Evans
Nick Sinclair
Madeleine Taylor
Pat Shepherd
Rob Jackson
Rachel Wood
Ruth Croft
Sandi Champaneri

Other Roles

Ann (Ahn) Tran, business analyst intern
Brenna Smith, liaison
Carolina Henriquez, photographer
Carolyn Williams, writer
Chris Golder, writer
Eva Kaprinay, photographer
Fiona Bailey, strategy support
Fiona Foxall, photographer
Gary Jones, photographer
Jason Dykes, communications
Jennifer Monk, social media, writer
Joan Begg, writer
Jonathan Maharaj, auditor
Kamini Singh, liaison
Kat Paton, consultant & mentor
Kylie Capundan, statistics
Kate Morrison, mentor
Louise Lee, mentor
Paula Connolly, facilitator

Hutt Managers of volunteers support group
Pauline Harper, writer/promoter
Peter Thomson, Mr Fixit
Peter O'Connor, consultant & mentor
Roger Tweedy, mentor
Valerie Barnes, mentor
Sheba Basika, Corporate Challenge support
Rachel Qi, Corporate Challenge support
Lesley Daly, liaison
Carla Bentley, liaison
Belynda Jack, liaison
Erica Schouten, liaison
Bianca Schioler, event assistant

IT, graphic design

Chris Streatfield
Sue Hobbs

EV Youth Vanguard

Lucy Davy
Luke Humphries
Lucy Kenner
Rebecca Warn
Qu Shen (Sunny)

Thank you for your generosity and funding support which has added resilience and capability to our services during the past year

Individual Friends

Ann Hodson
Chris Streatfield
David Loveridge
Helen Middleton
Olwen Taylor
Pat Lakeman
Raewyn Sinclair
Robert Limb
Sue Hine
Sue Hobbs

THANK YOU, THANK YOU, THANK YOU

Premier Supporters

ANZ Bank
CCM Architects
Havana Coffee Works
Tai Shan Foundation

First XV

Celia Wade-Brown
Hutt City Council
Marion Wood
Nigel & Pam Ramsay
Olwen Taylor
Porirua City Council
Raewyn Sinclair
Sue Hobbs & Chris Streatfield
Tai Shan Foundation

Funders and other contributors

COGS; Department of Internal Affairs Support for Volunteering Fund; First Sovereign Trust; Four Winds Foundation
Holcim New Zealand Ltd; Hutt City Council Community Development Fund and support for Volunteer Hutt training; Hutt Mana Charitable Trust; Hutt News; Infinity Foundation; John Ilott Charitable Trust; Kapi-Mana News; Lion Foundation; Lottery Community; Mana Community Grants Foundation; Mazda Foundation; Ministry of Business Innovation & Employment; Nikau Foundation; NZ Community Trust; Office of Ethnic Communities Settling-In; 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; The Tindall Foundation; Trust House, Wellington City Council; Wellington Community Trust; Work and Income

Thank you to these organisations and individuals whose skills, enthusiasm and support has made such a difference to our services during the 2016–2017 year

Jo Goodhew, Minister for the Community and Voluntary Sector
Celia Wade-Brown, former Mayor Wellington
Justin Lester, current Mayor Wellington
Ray Wallace, Mayor Lower Hutt
Nick Leggatt, former Mayor Porirua
Mike Tana, current Mayor Porirua
Paul Eagle, Wellington City Councillor and deputy mayor
Ian McKinnon, greater Wellington regional Councillor
Liz Medford, Ida Tai, Victoria University Careers Services
Department of Internal Affairs Support for Volunteering Fund
Jenny Rains, Mark Farrar, Wellington City Council
Community Development teams, Porirua City Council, Hutt City Council, Upper Hutt City Council
Community Law Wellington and Hutt Valley
Sue Hine, managers of volunteers advocate and writer
DLA Piper
Vertia
Scott Miller, Volunteering New Zealand
Mathew Matai, Karen Baine, Ota Savaiinaea, Sharleen Alaifea, Work and Income
English Language Partners Job Mentoring Service

Wellington Citizens Advice Bureau
Riegers Copiers
Southern Cross Garden Bar Restaurant
Chris Streatfield, IT specialist
Sue Hobbs, graphic designer
Nikau Foundation
Sue Hilliard
KPMG
Community Comms Collective
Liz Hampton, IBM
Hutt News
Kapi-Mana News

Mentors who worked with the volunteer wellington mentoring programme

Ann Hodson
Christine Jones
Coline Ryer
Mark Corbitt
Pauline Harper
Sue Hine
Trish Lee
Zoe Heine

Thanks for catering support

Mayor's office Wellington City Council
Fidel's Cafe
Mulberry Garden Cafe
Formula Cafe
Cafe 93
Dusted & Delicious caterers
L'Affare Coffee
Sushi Bi
Heaven Pizza
Hells Pizza
Blue Carrot Catering

Those who have used our services

- Accent Learning
- Access Radio
- Activation
- Addiction Practitioners Assn of Aotearoa NZ
- AFS Intercultural Programmes
- Agape Budgeting Service Ltd
- Age Concern New Zealand
- Age Concern Wellington
- Alicetown Community Centre
- Aro Valley Community Centre
- Alzheimers Wellington
- Anglican Parish of Miramar
- Ara Taiohi
- Aro Valley Community Centre
- Arthritis New Zealand
- Arts Access Aotearoa
- Asert Tatou Development Trust
- Asthma Wellington
- Autism Intervention Trust
- Baggage Arts Charitable Trust
- Barnardos
- Bellyful NZ
- Beneficiary Education Advisory Service
- BGI
- Birtheright Hutt Valley
- Birtheright NZ
- Birtheright Wellington
- Brain Injury Association Wellington
- Brooklyn Playcentre
- Brooklyn Resource Centre
- Buddies Peer Support Service
- Cancer Society of NZ Wellington Division
- Cancer Society of NZ National Office
- Canine Friends Pet Therapy
- CanTeen
- Cats Protection League
- CCS Disability Action (Wellington Branch)
- Challenge 2000
- Changemakers Refugee Forum
- Chelsea Day Care Trust
- Child Cancer Foundation
- Christ Church Preservation Society
- Citizens Advice
 - Central City
 - Eastern Suburbs
 - Newtown
 - Wellington West
- Johnsonville
- Wellington Budget Service
- Clubhouse Naenae – Hutt City Council
- Community Gardens
- Community Law Wellington and Hutt Valley
- Community Networks Aotearoa
- Community Networks Wellington
- Conservation Volunteers NZ
- Creative Capital Arts Trust
- Creative Voice
- Diabetes NZ Wellington
- Disability Information & Equipment Centre Kapiti
- Disability Information Service Centre
- DCM
- Dress For Success
- Dwell Housing Trust
- Earthlink Incorporated
- Eastern Hutt Rotary
- Emerge Supported Employment Trust
- English Language Partners Hutt
- English Language Partners Porirua
- English Language Partners Wellington
- Enjoy Public Art Gallery
- Environment & Conservation Organisations of NZ
- Epilepsy New Zealand
- Evans Bay Intermediate
- Fertility New Zealand
- Film for Change Aotearoa
- Focus Trust (Workmates)
- Footy For All Charitable Trust
- Fostering Kids
- Foureyes Foundation
- Friends of Bolton Street Memorial Park
- Friends of Maara Roa
- Friends of the Mount Street Cemetery
- Generosity NZ
- GirlGuiding New Zealand
- GirlGuiding Porirua
- GirlGuiding Wellington
- Graeme Dingle Foundation
- Great Start
- Greenstone Doors
- Greyhounds As Pets
- Grow Te Ahumairangi Forest
- H2O Xtream
- Habitat for Humanity (Porirua) Ltd
- Habitat for Humanity Hutt Valley
- Hearth Trust
- HolocaustCentreofNewZealand
- Hutt City Budget and Advocacy Service
- Hutt City Council
 - Road Safety
 - City Services & Parks
 - Community Arts & Culture
 - Hutt Science Centre
 - Leisure Active Business Unit
 - Hutt City Guides
 - Animal Control
 - CBD Development
 - Youth Inspire
 - Hutt City Library
 - Mayors Task Force
 - Clubhouse Nae Nae
- Hutt Rape Counselling Network
- Hutt Safe City Group Charitable Trust
- Hutt Valley Benefit Education Service Trust
- Hutt Valley DHB
- Hutt Valley Disabled Resources
- Hutt Valley Riding For The Disabled
- Hutt Valley Youth Health Trust – VIBE
- IDEA Services
 - ACTIVE Youth Services
 - Aranui
 - The Parade Day Programme
 - Alpha Art StudioIDEA Services
 - Wellington & Hutt ValleyArea
 - Te Mana Huarahi (Day Base)
 - Specialist Services: Lifeskills
- IHC (NZ) Inc
 - Wellington
 - Porirua and Kapiti
- Inclusive Education Action Group
- Initiatives of Change New Zealand

Interpreting Wellington
 Intersex Trust Aotearoa NZ
 Island Bay Community Centre
 Johnsonville Community Centre
 Johnsonville Playcentre
 Kaibosh Charitable Trust
 Kaibosh Food Rescue Lower Hutt
 Kapiti Womens Health Collective
 Karori Playcentre
 Karori Community Centre
 Karori Youth Centre
 Keep Porirua Beautiful
 Kemp Home & Hospital
 Khandallah Plunket Toy Library
 Kilbirnie Lyall Bay Community Centre
 Kites Trust
 Kiwi Community Assistance Charitable Trust
 Laura Fergusson Trust Wellington
 Lesbian and Gay Archives of NZ Library and Information Association of NZ
 Literacy Aotearoa Wellington
 Lower Hutt Citizens Advice Bureau
 Lower Hutt Community Foodbank
 Lower Hutt Womens Centre
 Marsden Day Care Trust
 Mary Potter Hospice

- Porirua Shop
- Miramar Shop
- Paraparaumu Shop
- Porirua Shop
- Karori Shop
- Kilbirnie Shop

 MCLaSS
 ME/CFS Support Group
 Media Matters in NZ
 Miramar and Maupia Community Trust
 Mix – Connecting Creating Living Lower Hutt
 Mix – Connecting Creating Living Upper Hutt
 Moera Community House
 Mokai Kainga Maori Centre Charitable Trust
 MOSAIC
 Mothers Network Incorporating New Mother Support Groups
 National Collective of Independent Womens Refuges

National Council of Women of New Zealand
 National Heart Foundation of NZ
 Neighbourhood Support Wellington
 New Horizons for Women Trust
 New Zealand Blood Service
 New Zealand CCS Inc
 New Zealand Deaf Rugby Football Union
 New Zealand Green Bike Trust
 New Zealand Myanmar Ethnic Council
 New Zealand Police
 New Zealand Police Museum
 New Zealand Symphony Orchestra
 Newlands Community Centre
 Newtown Budgeting & Advocacy Service
 Newtown Community and Cultural Centre
 Newtown Park Flats
 Community Sewing Group
 Nga Hau e Wha o Paparangi
 Nga Taonga Sound and Vision
 Nikau Foundation
 North Porirua Care Centre Trust
 Northern Suburbs Stroke Club
 Northland Kidz Club
 NZ AIDS Foundation
 NZ Association of Citizen Advice Bureaux
 NZ Red Cross Humanitarian Services

- Refugee Resettlement
- Community Programmes

 NZ Red Cross Refugee Trauma Recovery
 NZ Red Cross Shops

- Kilbirnie
- Petone
- Upper Hutt
- Tawa

 Oasis Network
 Old Saint Pauls
 Opportunity for Animals Newtown
 Opportunity for Animals Miramar
 Otari-Wilton Bush
 Pablos Art Studio
 Parent Help Wellington
 Partners Porirua Charitable Trust
 Pauatahanui Wildlife Reserve
 People First Central Region
 People First New Zealand

Perinatal Anxiety & Depression Aotearoa
 Petone Citizens Advice Bureau & Budget Service
 Petone Community House
 Petone Settlers Museum
 Plunket
 Porirua Activity Centre
 Porirua Budget Service
 Porirua Citizens Advice Bureau
 Porirua City Council
 Community Development
 Porirua City Council Library
 Porirua College
 Porirua Community Services Centre
 Porirua Healthy Safer City Trust
 Literacy Aotearoa Porirua
 Porirua Sexual Abuse HELP Foundation
 Post & Ante Natal Distress Support Group
 Pregnancy Counselling Services
 Presbyterian Support Central Central Offices

- Cashmere Heights
- Longview Home
- Cashmere Home
- Woburn Elderly Care
- Huntleigh Home
- Kilmarnock Heights

 Pride Awards Trust
 Prison Fellowship NZ
 Read Write Plus
 Rimutaka Renegades Inline Hockey
 Robson Hanan Trust
 Ronald McDonald House
 Royal Forest and Bird Protection Society of NZ
 Royal New Zealand Plunket Society
 Royal NZ Foundation of the Blind
 Royal NZ Plunket Society
 Sailability Wellington Trust
 Samaritans of Wellington
 Save Animals from Exploitation
 Save The Children New Zealand National Office
 Save The Children New Zealand Wellington
 Scouts New Zealand
 Sing Your Lungs Out
 Skylight Trust
 Special Olympics Hutt Valley
 Special Olympics Wellington
 Sport Porirua (ACNET)
 Sport Wellington

St John Retail Porirua
 St John Retail Lower Hutt
 St John Greater Wellington District
 St John of God Hauora Trust
 St Michaels School
 St Vincent de Paul Society Shops
 — Aro Valley
 — Karori
 — Kelburn
 — Johnsonville
 — Newtown
 StarJam
 Stokes Valley Community House
 Stroke Foundation of New Zealand
 Summer Shakespeare
 SuperGrans Aotearoa Inc.
 Supergrans Charitable Trust HV and Wellington
 Sustainability Trust
 Suzanne Aubert Compassion Centre
 T.S Taupo Sea Cadets
 Taita Community Patrol
 Tautoko Services
 Te Aroha Hutt Valley Association
 Te Hopai Trust Hospital
 Te Omanga Hospice
 Te Whare Rokiroki Maori Womens Refuge
 Team Naenae Trust
 The Dowse
 The Hearing Association Hutt Valley
 The Malaghan Institute
 Mt Vic Hub
 The New Zealand Breast Cancer Foundation
 The New Zealand Centre for Gifted Education
 The NZ Portrait Gallery
 The Road Forward Trust
 The Salvation Army Central Division
 The Salvation Army Wellington South Corps
 The Salvation Army Community Ministries
 — Family Store Nae Nae
 — Family Store Upper Hutt
 — Family Store Miramar
 — Family Store Kilbirnie
 — Family Store Newtown
 — Family Store Petone
 — Family Store Lower Hutt

— Family Store Tawa
 — Family Store Porirua
 — Boutique Store Kaiwharawhara
 The Whitireia Foundation
 Titahi Bay Lions Club
 Trade Aid Wellington
 Trade Aid Petone
 Trade Aid Paraparaumu
 Trellissick Park Group
 Upper Hutt Budget Advisory Service
 Upper Hutt Citizens Advice Bureau
 Upper Hutt City Council
 Upper Hutt City Library
 Upper Hutt Womens Centre
 Upstream – Friends of Central Park
 Victim Support
 — Wellington
 — Kapiti
 — Porirua
 — Lower Hutt
 — Wairarapa
 — Upper Hutt
 Village Green Charitable Trust
 Vincentian Home for the Elderly
 Vincents Art Workshop
 Virtuoso Strings Charitable Trust
 Vogelmorn Community Group
Volunteer Hutt
 Volunteer Kapiti
Volunteer Porirua
 Volunteer Service Abroad
Volunteer Wellington
 Volunteering New Zealand
 Wainuiomata Community Centre
 Well Health Trust
 WellElder Counselling Trust
 Wellington After-Care Association
 Wellington City Council
 Wellington City Housing
 Wellington City Mission
 — Mission 4 Seniors
 — Mission 4 Youth
 — Mission 4 Independence
 — Mission 4 Families
 Wellington Free Ambulance
 Wellington Hockey Association
 Wellington Hospitals Foundation
 Wellington Hospitals Foundation Kenepuru
 Wellington North Parents Centre

Wellington Playcentre Association
 Wellington Region Free Kindergarten Association
 Wellington Regional Emergency Management Office
 Wellington Regional Prisons
 Wellington Riding For The Disabled
 Wellington Rugby Football Union
 Wellington Seafarers Centre Inc Charitable Trust
 Wellington Sexual Abuse HELP Foundation
 Wellington Somali Council
 Wellington SPCA
 Wellington Volunteer Fire Support Unit
 Wellington Womens Boarding House
 Wellington Womens Health Collective
 Wellington Womens Refuge
 Wellington Zoo Trust
 Wesley Care Hutt Valley
 Wesley Community Action
 Wesley Community Action Porirua
 Wesley Haven Naenae
 Waterloo Empowerment through the Arts Programme
 Whanau Family Support Services Trust
 Whare Manaaki Incorporated
 Whitford-Brown Community Trust
 Windley School
 Women of Worth Charitable Organisation
 WorkerBe Oasis Inc. Soc.
 World Wide Fund for Nature
 YMCA Greater Wellington Education Programme
 Young and Hungry Arts Trust
 YouthArk Trust
 Youthline
 YWCA Aotearoa New Zealand Zealandia



Volunteer Wellington
Te Puna Tautoko

A catalyst for involvement in the community