

VOLUNTEERING CANTERBURY

ANNUAL REPORT 2017



**Vision**

People and communities prospering through volunteering

Mission

Enable the successful employment of volunteers by charities, and promote the benefits of volunteering to people and communities

Values

Integrity, respect, inclusiveness and service, with a commitment to Te Tiriti o Waitangi

Authors: Richard Brewster & Glenda Martin

Postal Address: Christchurch Community House
Te Whakaruruhau ki Otautahi
301 Tuam Street
Christchurch 8011

Email: mgr@volcan.org.nz

Phone: 03 366 2442

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ABOUT VOLUNTEERING CANTERBURY

Volunteering Canterbury was opened in September 1988, and has continued to grow since then.

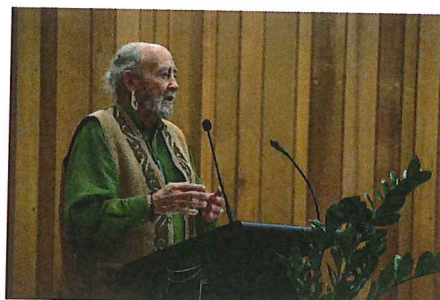
In 2016/2017 we recruited 541 individual volunteers and 678 group volunteers, we ran 41 events for our members, visited 81 not-for-profit organisations, and put on 65 external presentations, displays or youth events.

Glenda Martin (Outreach & Marketing Manager) and Richard Brewster (Strategy & Finance Manager) support our office, aided by 7 volunteers – MaryEllen Wilson, Nathalie Slottje, Tammy Dodgshun, Rosie O'Donnell, Jude Howard, Kirsten Tritt and Carla Martinez Vivanco.

Our Chairperson Sarah Campagnolo is supported by our 2017 Board: Cheryl Moffat, Wendy Butcher, Danté Fyfe, Kaye Vessey, Paul Barclay, Saffron Zhou & Teoti Jardine.

ANNUAL VOLUNTEERING AWARDS 2017

We loved our Annual Awards this year. Mike McRoberts presented 24 worthy individual and group winners with their awards. Below are the Bishopdale Tea Ladies with Mike, Zita Matthies of the Christchurch Charity Hospital, Volunteering Canterbury board member Teoti Jardine, and the Haeata Community Campus kapa haka group.



CHAIR'S REPORT



Ngā mihi nui ki a koutou katoa

Welcome to Volunteering Canterbury's AGM. Thank you for coming. It has been a big year for us with lots of changes and developments following our staffing changes last year. We have made leaps and strides in our outreach and strategic direction, which has been fantastic!

To start off I'd like to do a big thank you to our staff, board members and volunteers. Our organisation could not achieve what we do without your dedication and work. I would also like to thank our funders, supporters and fellow volunteer centres who support us to support volunteers and volunteer organisations across Canterbury. Special thanks must also go to all our members and friends. Your support towards our kaupapa is invaluable.

When I was looking for inspiration to sum up the year that has been, I came across the following well known quote:

"No one can do everything, but everyone can do something" (Author unknown)

This quote has definitely summed up my highlights of the past year at Volunteering Canterbury, both in the culture Volunteering Canterbury has catalysed, but also in the staff themselves. Richard and Glenda have well settled into their roles and are both doing amazing work, utilising their own skills, upskilling where necessary and offering unwavering support to each other. It has been fantastic to see that our hiring decisions have truly paid off to create a team that is greater than the sum of their parts.

They are working hard to ensure Volunteering Canterbury can do as much 'somethings' as it can to help Canterbury thrive. Some of these have included:

- A big focus on inclusivity and what that means in action for Volunteering Canterbury
- Engaging an increased number of volunteers in the office environment and ensuring their skills, talents and interests are put to good use
- Working in collaboration with other organisations and individuals to further what is possible for all involved
- Helping facilitate even more group experiences, including supporting our members on how to set these up
- Encouraging and welcoming volunteers from all walks of life, sourcing volunteer opportunities that meets them where they are and helps them find their 'something'.
- Finding their own strengths to deliver on their 'somethings' and continually finding new ways to improve what they and Volunteering Canterbury do.
- Working with an unwavering dedication to Volunteering Canterbury, it's clients and our world it serves.

It has been an amazing experience as the Volunteering Canterbury Board Chair for the past 18 months. I am stepping down today and will serve the remainder of my term as a board member. I have learnt a lot, but mostly I have been greatly inspired by the actions of the people I work with and what volunteers achieve in our world. I encourage you to do the same.

Tēnā koutou

Sarah Campagnolo

Volunteering Canterbury Board Chair 2017

“What an awesome organisation! We have had an overwhelming response to our VolCan posting and continue to have volunteers coming to us via word of mouth and our website. We, at City Harvest, have been quite humbled at the response of the Community in their willingness to be part of the organisation. And we have fabulous volunteers. Absolutely amazing.”

City Harvest Food Rescue

MANAGERS' REPORT



'So what do you guys do?' A question we're asked on a regular basis. And we're more than happy to talk about our recruiting database, our placement of group volunteers, our workshop and network meetings we provide to not-for-profit organisations, and promotion of volunteering via presentations, displays, events and visits to organisations.

But the better question is why do we exist? We feel passionately about making a difference to communities across Canterbury, helping our member 284 not-for-profit organisations fulfil their missions, helping 36,000 people in Canterbury impacted by these groups, providing the equivalent of 149 full time volunteers every year, helping volunteers experience the many health and social benefits of volunteering, and helping our time-pressured volunteer coordinators and managers .

We're passionate about helping new organisations such as City Harvest Food Rescue. They approached us in January this year, and by the end of March we had provided 14 volunteers to help kick start their charity, helping distribute food parcels to various agencies using fresh food donated by supermarkets across Christchurch. We're delighted to partner organisations such as this, and help them provide these services.

Highlights this year include our recent Awards, giving individual and group awards to 24 worthy winners and hearing their amazing volunteer stories. We have changed the way we run our network meetings, inviting speakers from member organisations, funders and other community groups to help share vital information for our members. Last week we heard some great advice for promoting inclusivity from Comcare, Brain Injury New Zealand and the Disabled Persons Assembly. We are also pleased to have collaborated with 27 very varied organisations this year, improving our understanding of what is happening in the community and exploring new avenues.

The trend in volunteering is a squeeze on volunteer hours. The Volunteering New Zealand survey in 2016 highlighted this reduction could be as high as 42%. Working with our members to help overcome this downward trend has been a theme, exploring better ways to manage volunteers across different generations and encouraging shorter term skills-based volunteering projects.

Saying that, there are still plenty of people who wish to volunteer. We are still seeing approx. 250 new registrations per month. Research shows volunteering gives many benefits: 96% of volunteers said volunteering made them feel happier, 68% said it made them feel healthier, 73% said it made them feel less stressed, and 58% said it made them sleep better.

We have the greatest of respect for our own volunteers, so thank you to MaryEllen, Nathalie, Tammy, Rosie, Jude, Kirsten and Carla, you guys are incredible and we could not succeed without you. Many thanks also to our Board for your backing and encouragement throughout the year.

We'd also like to thank everyone here at Christchurch Community House for their support and we greatly appreciate being part of this community.

Glenda Martin & Richard Brewster
Volunteering Canterbury Co-managers

WHAT VOLUNTEERING CANTERBURY DOES

Recruit

Individually - we recruit individual volunteers and encourage them to apply for roles posted by our member not-for-profit organisations, across all areas of the community sector. Within these roles our volunteers provide help to those who need it most in many different ways: helping vulnerable people manage their everyday lives, educating and mentoring, helping charities administratively and counselling and befriending to name a few.

Group volunteering - we arrange groups of people from businesses, schools and other organisations, to volunteer together, helping not-for-profit organisations achieve larger scale projects.

Support

We support our member organisations by organising appropriate workshops, training and network meetings as well as individual meetings to support our members' management of volunteers and related issues.

Promote

We promote volunteering by presenting the benefits of volunteering at schools, youth events and seminars, by reaching out to people in libraries, malls and WINZ offices, by sharing stories via traditional and social media, and we present Annual Volunteer Awards.

Collaborate

In order to increase the scope of volunteering in Canterbury, we are actively collaborating with various non-member partners including the Canterbury Men's Centre, the Student Volunteer Army, Central Libraries, New Zealand Immigration, WINZ, CCS Disability Action, Serve for New Zealand, Hilmorton Hospital and Volunteering New Zealand.

We encourage inclusiveness within volunteering, and are actively trying to reach everyone in our communities.



Kiwibank Volunteers, working hard in the red zone at Avon-Otakaro network earlier this year, arranged via Volunteering Canterbury's Employee Volunteering service

Volunteering Canterbury

Statement of Funding

For the period 1 April 2016 to 31 March 2017

		2017	2016
		\$NZ	\$NZ
Funds Received			
Subscription income	\$	15,738	\$ 15,562
Donations (Note 1b)	\$	6,157	\$ 6,110
Services	\$	2,413	\$ 4,000
Grants (Note 1a)	\$	138,354	\$ 151,818
Interest	\$	8,095	\$ 10,792
Training for Agencies	\$	-	\$ 4,789
Consultation Fees	\$	-	\$ 500
Total Funds Received		\$ 170,757	\$ 193,571
Funds Applied			
AGM & Annual Report	\$	502	\$ 447
Audit fee	\$	2,036	\$ 1,808
Accountancy	\$	1,093	\$ 104
Communication Expenses			
Internet/Website	\$	783	\$ 1,039
Newsletters	\$	388	\$ 2,467
Postage	\$	899	\$ 618
Telephone	\$	1,941	\$ 735
		\$ 4,010	\$ 4,858
Development & Research	\$	122	\$ 105
General Expenses			
Coffee and Tea	\$	49	\$ 137
ESV	\$	-	\$ 545
Gift Wrapping	\$	-	\$ 294
Insurance	\$	240	\$ 240
Office	\$	1,805	\$ 1,189
Resources	\$	-	\$ 59
Subscriptions	\$	835	\$ 253
Ruth's Leaving Party	\$	1,829	\$ -
		\$ 4,758	\$ 2,717
Information Technology	\$	85	\$ 353
Koha to Te Runaka	\$	1,200	\$ 1,200
Learning Workshops	\$	1,240	\$ 2,911
Meetings & Conferences	\$	542	\$ 522
Meeting Host Expenses	\$	2,816	\$ 1,115
Personnel Expenses			
ACC	\$	285	\$ 312
Contractors	\$	-	\$ 3,130
Recruitment Expenses	\$	-	\$ 703
Wages	\$	136,206	\$ 102,988
Supervision	\$	285	\$ 675
Training	\$	374	\$ 2,173
Travel	\$	2,625	\$ 2,336
		\$ 139,775	\$ 112,316

Volunteering Canterbury

Statement of Funding

For the period 1 April 2016 to 31 March 2017

		2017	2016
Premises Expenses			
Power	\$ 1,592		\$ 1,526
Rent	<u>\$ 12,897</u>		<u>\$ 13,007</u>
		\$ 14,489	\$ 14,533
Printing & Stationery		\$ 2,320	\$ 1,313
Promotions			
General	\$ 1,610		\$ 1,594
International Volunteer Day	\$ 550		\$ 1,187
National Volunteer Week	\$ 1,125		\$ 1,887
International Volunteer Managers' Day	<u>\$ 487</u>		<u>\$ -</u>
		\$ 3,771	\$ 4,668
Volunteer Expenses			
Recognition	\$ 99		\$ 1,149
Travel	<u>\$ 26</u>		<u>\$ 726</u>
		\$ 125	\$ 1,875
National Volunteer Centre Hui		\$ 494	\$ 8,000
Total Funds Applied		<u>\$ 179,378</u>	<u>\$ 158,845</u>
Depreciation		\$ -	\$ 97
Net Reserves Accumulated/(Applied)		<u>(\$ 8,621)</u>	<u>\$ 34,629</u>

Volunteering Canterbury

Statement of Reserves

As At 31 March 2017

	2017 \$NZ	2016 \$NZ
ASSETS		
Current Assets		
Petty Cash	\$ 7	\$ 50
Westpac Cheque Account	\$ 41,446	\$ 622
Westpac Simple Saver Account	\$ 1,000	\$ 24,000
Westpac Investment Accounts	\$ 140,000	\$ 200,000
Westpac - Settlement Reserve Fund (Note 7)	\$ 40,340	\$ 38,905
Interest Accrued	\$ 2,626	\$ 4,160
Accounts Receivable	\$ 730	\$ -
GST Refundable	\$ 2,817	\$ 2,076
Total Current Assets	\$ 228,967	\$ 269,814
Non-Current Assets		
Term Deposits Maturing After Twelve Months	\$ 40,000	\$ 10,000
Property, Plant & Equipment	\$ 9	\$ 9
Total Non-Current Assets	\$ 40,009	\$ 10,009
TOTAL ASSETS	\$ 268,976	\$ 279,823
LIABILITIES		
Unexpended Grants (Note 1)	\$ 20,000	\$ 20,100
Creditors and Accruals	\$ 5,631	\$ 7,255
Income in Advance	\$ -	\$ 502
TOTAL LIABILITIES	\$ 25,631	\$ 27,857
NET ASSETS	\$ 243,345	\$ 251,966
RESERVES		
Opening Accumulated Funds	\$ 251,966	\$ 217,337
Funds Accumulated During Year	(\$ 8,621)	\$ 34,629
TOTAL RESERVES	\$ 243,345	\$ 251,966

Volunteering Canterbury

Statement of Cash Flows

For the period 1 April 2016 to 31 March 2017

	2017 \$NZ	2016 \$NZ
Operating Cash Received		
Donations, fundraising and other similar receipts	\$ 143,945	\$ 146,814
Fees, subscriptions and other receipts from members	\$ 14,506	\$ 16,064
Receipts from providing goods or services	\$ 2,413	\$ 9,358
Interest, dividends and other investment receipts	\$ 9,630	\$ 11,586
GST Inflow	\$ -	\$ 1,728
Total Operating Cash Received	\$ 170,494	\$ 185,550
Operating Cash Applied		
Wages	\$ 136,993	\$ 103,651
Other Operating Expenditure	\$ 43,543	\$ 56,418
GST Outflow	\$ 742	\$ -
Total Operating Cash Applied	\$ 181,278	\$ 160,069
Operating Cash Flow	(\$ 10,784)	\$ 25,481
Investing/Financing Cash Applied		
Purchase of Long-term Deposit	\$ 30,000	\$ -
Total Investing/Financing Cash Applied	\$ 30,000	\$ -
Investing/Financing Cash Flow	(\$ 30,000)	\$ -
Net Cash Flow	(\$ 40,784)	\$ 25,481
Add Opening Cash Balance	\$ 123,577	\$ 98,097
Closing Cash Balance	\$ 82,793	\$ 123,577
Represented by:		
Cash on Hand	\$ 7	\$ 50
Westpac Cheque Account	\$ 41,446	\$ 622
Westpac Simple Saver Account	\$ 1,000	\$ 24,000
Westpac Investment Accounts	\$ 0	\$ 60,000
Westpac - Settlement Reserve Fund (Note)	\$ 40,340	\$ 38,905
	\$ 82,793	\$ 123,577

MEMBER SERVICES

Here is a list of the services we provide our member not-for-profit organisations:

- Individual Volunteer recruitment: members post available roles and we match individual volunteers to the roles requested. We are happy to actively help out if you are struggling to match a specific role
- Group Volunteer recruitment: we arrange groups of people from business, schools and other organisations, to volunteer together, helping not-for-profit organisations achieve larger scale projects
- Annual volunteer audit: dedicated 1:1 discussion at member's premises , as requested
- Workshops: we support our member organisations by organising appropriate training and workshops, typically using experienced external presenters
- Not-for-Profit Managers Support meeting – opportunity for Volunteer Managers to meet and share success stories and issue resolution
- Volunteer co-ordinator Support group – opportunity for Volunteer Co-ordinators to meet and discuss various topics and share ideas
- Co-ordinator social hour: informal networking and catch up with other Volunteer co-ordinators
- Email and phone support 8.30am-5.30pm Monday-Friday from our office at Christchurch Community House, 301 Tuam St: mgr@volcan.org.nz, or 03 366 2442
- Access to room hire at CCH at Members rates

THANK YOU

We would like to thank all our individual Volunteers, Member Organisations, Funders, Corporate Volunteers, and all our other stakeholders.

We could not succeed without the support of our Members, and the part they play in helping us to address the trends and issues that affect us all.

And without volunteers to apply for roles individually, or as a group, be it as part of a Corporate organisation, or as a school, or another not-for-profit, we would not be able to exist, and neither would the community sector and all those people served by them.

To everyone who volunteers, thank you.

We would also like to thank the generosity of our partners and funders who allow us to operate the way we do, and allow volunteers to be such a pillar of the community sector.

