

# Volunteering Canterbury

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# Annual Report

2021





We're here to help you make a difference

## Vision

People and communities prospering through volunteering

## Mission

Enable the successful engagement 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

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

Email: [office@volcan.org.nz](mailto:office@volcan.org.nz)

Phone: 03 366 2442



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**Volunteering  
changes  
lives**

**Are you ready  
to make a  
difference?**

# About Us

# 03

Volunteering Canterbury was opened in September 1988, with a vision to see people and communities prospering through volunteering.

Our purpose on a day to day basis is to enable the successful engagement of volunteers by not-for-profit organisations, and promote the benefits of volunteering to people and communities.

Our office is staffed by Glenda Martin (Outreach Manager), Alison Marshall (Administration & Finance Coordinator) and Tammy Dodgshun (Project Support & Administrator), and aided by our long-standing volunteer, Mary Ellen Wilson.



Our Chairperson, Amanda Edmonds, is supported by our 2021 Board: Helen Kidd (Vice Chair Person), Dante Fyfe (Treasurer), Molly Sialeipata (Pacific Peoples' Forum representative), Ngaio Stuart (e Runaka ki Otautahi o Kai Tahu representative), Lynette Crestani, Peter Madden, Ruby Haddon and Nicole Glover.



From top left: Amanda Edmonds, Helen Kidd, Dante Fyfe, Molly Sialeipata, , Ngaio Stuart, Lynette Crestani, Peter Madden, Ruby Haddon, Nicole Glover, Glenda Martin, Alison Marshall, Tammy Dodgshun and Mary Ellen Wilson.



# 04

## Chair's Report



*Chair Person, Amanda Edmonds, presents  
a Volunteer Recognition Award*

The Board of Volunteering Canterbury has gone from strength to strength during the past year, with a flourishing sense of pride in its organisation, and an increased level of commitment from its members.

We were sad to lose Wendy Butcher from the Board during the year, who left to free up time for family and adventures. Her experience and wisdom anchored many discussions, and were invaluable in driving our HR restructure and managing the transition.

Aware that we lacked communications and marketing expertise on the Board, we are thrilled to have co-opted Nicole Glover to address this skill gap. The Board is proud of our diversity in our people in terms of skills, ethnicity, background, and age. We are hoping to provide even more diversity by enabling the appointment of a Youth Advisor on a one year term to encourage students and young people who might be unable to commit to the current 2 year term.

*"VOLUNTEERS WEAR WORK-BOOTS BUT LEAVE A TRAIL  
OF ANGEL FOOTPRINTS." - TERRI GUILLEMETS*

I would like to highlight the good work of the board in the focus on improving systems and processes this year, we have: implemented Key Performance Indicators which will assist the board in tracking the progress of Volcan and will be useful for funders, we have also carried out a salary benchmarking review and are in the process of implementing salary bands for staff. We have also instigated an ongoing regular review of policies.



*Lincoln University, Career & Volunteering Expo*

# Chair's Report Cont'd

# 05

Early in the year we completed our review of the Strategic Plan. We now have a simplified, one page plan, with four strategic pillars and 3-4 specific goals within each pillar. This informs and underpins everything we do.

The staffing re-structure was also completed. The co-manager structure had shown significant disadvantages and, with the help of Employsure, a new structure was created to give two senior staff specific and separate areas of responsibility while maintaining the team aspect inherent in our values. After a year of this new structure, we are currently undertaking a review to ensure that it is fit-for-purpose and utilises staff skills in the best possible way.



*A team of staff from Northlands Mall  
packing food boxes at 0800 Hungry*



*VolCan team at a Family Volunteering event*

Our staff continue to impress with their passion, focus, creativity and sheer hard mahi. I want to thank them, including volunteer staff member Mary Ellen Wilson, for the incredible work they have done during another difficult year, with Covid restrictions forcing changes in the way we work.

Glenda's outreach work continues to grow Volcan's presence and standing in the community. In spite of a heavy workload, she always seems to have time to look for growth opportunities and new projects.

Alison has embraced the Finance and Administration portfolio, and has taken every opportunity to upskill in her new role while working alongside Glenda and Tammy to facilitate new projects and initiatives.

# 06

## Chair's Report cont'd

Tammy's work is evident in her polished and professional publications. Her biggest piece of work has been the recent transition from the old Volcan Match database to the new Connect one. Congratulations to Tammy and the team for a very smooth transition. Thank you to our team of four for another year of progress and achievement. You will hear from the staff in their report.

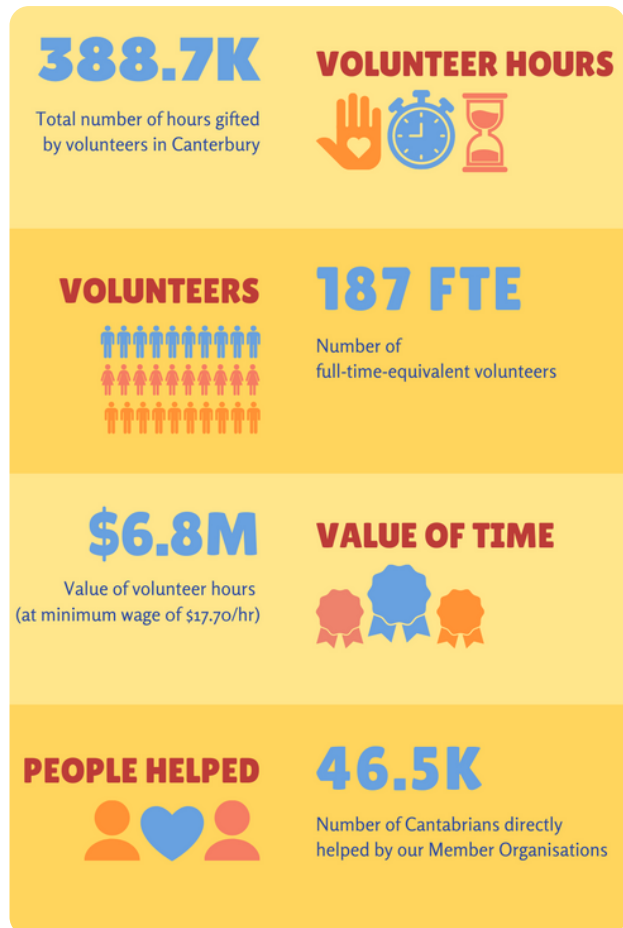
Without our funders we would not be here. Our regular funders, Rata Foundation, Lotteries Community, Christchurch City Council, COGS, and the Department of Internal Affairs continue to support our work, and we are grateful for this support.

Finally, you, our members and volunteers (including the Board members) are what drive and inspire us. Thank you for your ongoing support and commitment to Volcan. We look forward to another year of collaboration, development, and achievement

Who knows what the next year will bring! Whatever it is, Volunteering Canterbury is poised to make the most of every opportunity, and the organisation is in good hands.

*Amanda Edmonds*  
*Chairperson, Volunteering Canterbury*

*August 2021*



*Statistics from our Member Organisation Survey 2020*

# Report from the Office

# 07

Given the opportunity to upgrade technical support to 'the cloud' and the ability to work from home as a result of the COVID-19 lockdown of 2020, Volunteering Canterbury has continued to build on that in the past year, utilising zoom and other remote meeting styles alongside face-to-face meetings. Through upskilling which also took place during that time, particularly in the design/graphics area with Canva, the team have been able to make real progress in providing a uniform approach to areas such as social media and a step up in quality of available promotional materials. To be able to swiftly produce this 'in house' has given flexibility and enabled us to be 'nimble' in creating material which can more closely link to the particular audience we are aiming at. We are looking forward to building on this in the coming year.



*A VolCan display stall at a community event*



*Children and parents taking part in a Family Volunteering afternoon at Linwood Park*

The circulation of information and training on offer to the wider community sector has increased the profile of Volunteering Canterbury. This capacity building has been particularly noticeable in the area of governance training and sits alongside the diversity of community organisations seeking Volunteering Canterbury membership. While 'social services' continues to dominate, other sectors such as Conservation/Environment, Arts/Culture/Heritage, Education, and Disability Services have good representation. Diversity in the organisations which we support brings a depth to the roles which we have on offer to those who are wanting to 'make a difference' in their community through volunteering.

In 2020, volunteer-engaging organisations supported by Volunteering Canterbury contributed some \$6.8m (based on minimum wage of \$17.70/hour) to this region's economy, gifting 388,700 hours in the Canterbury region and impacting on the lives of 46,500 Cantabrians. We continue to be very proud of these figures while recognising that the real impact is much greater than that.



# 08

## Report from the Office cont'd

Our Tautoko Network remains a key focus in providing support for volunteer management. These monthly sessions covering topics such as the updated Privacy Act, Health and Safety, and



*A well-attended Tautoko Support Network workshop on Volunteers and Privacy*

Reimbursement of Volunteer Expenses, have been supported by the second series of Governance Bites. We have been delighted with the uptake of these training sessions, and in particular the interest in governance; strong governance will go a long way to strengthening our sector as a whole and supporting sustainability for those organisations.

We continue to participate in the Otautahi Partnership for Stronger Community Organisations (OPSCO), the Age Friendly Spreydon Cashmere Steering Committee and the Informal Forum for Refugees and Migrants which provide us with networking opportunities as well as a place to be informed about current issues.

Partnering with the University of Canterbury to facilitate the annual Student Volunteer Expo was again well-planned, including a Plan B to move the Expo 'online' if necessary. That option didn't have to come in to play, and the opportunity for students to talk face to face with the 26 organisations which attended, was taken by the record number of students who attended.

Out in the community, 24 presentations were made to 1,282 people, including secondary school assemblies, and 11 displays supported community events. Once more we were assisted by senior students at our Culture Galore and Family Volunteering Day events. This assistance for one-off events is greatly appreciated and sits nicely alongside our team of volunteers who make up the Board, together with Mary-Ellen who joins us in the office once a week and whose way of dealing with prospective volunteers is always impressive, especially when she does this while navigating changes to our online services. As with some opportunities to make presentations, the Family Volunteer Day concept was hindered in 2020 by COVID-related Alert Levels. Time has been made up, though and two very successful painting projects have gone ahead since then with help from the CCC Graffiti team and support from Resene Paints.



*Students from St Margaret's College volunteering at our Culture Galore stall*

# Report from the Office Cont'd

# 09

Our Group Volunteering Programme, also affected by the uncertainties of COVID-19, certainly made a great comeback with some 3,000 hours gifted to the community during 2020, while engaging approximately 700 people. This was in no small part due to an increased interest from school and tertiary groups.



2020 Volunteer Recognition Award recipients

*“When you create a difference in someone’s life, you not only impact their life, you impact everyone influenced by them throughout their entire lifetime. No act is ever too small.”*  
- Danielle Doby

The social media strategy to highlight the work of individual member organisations and celebrate volunteers has also gone from strength to strength, with 13 organisations and a member of their volunteer team, being profiled so far this year alone. We are now exploring the promotion of particular types of volunteering in association with other events, such as Student Volunteer Week during which young volunteers were promoted, and, as upcoming Governance training was



Students from UC Community Engagement 101  
volunteering at Richmond Community Gardens

introduced, profiling volunteers in governance roles. This celebrating of roles by ‘type’ is a great way to let the wider community know just what sort of opportunities are available and encourage the ‘people just like me volunteer’ thinking. The more formal celebration, our annual Volunteer Recognition Awards, was moved to coincide with International Volunteer Day due to lockdowns earlier in the year and was again a wonderful occasion with 17 Awards being presented, five of them being to groups.

# 10

## Report from the Office Cont'd

Collaboration continues within the wider Canterbury area through provision of training and resources to not for profits in Selwyn, Waimakariri and Hurunui Districts. In addition, there has



*Staff from Department of Corrections volunteering at  
Packer Street Park and Community Garden*

been a real strengthening amongst Volunteer Centres around the country, which now meet now meet remotely fortnightly. This has enabled more sharing of information and ideas. Those fortnightly meetings are participated in, together with other working groups of particular interest, such as employee volunteering, and volunteering in schools.

It remains important for Volunteering Canterbury to have its finger on the pulse re trends in volunteering, both nationally and globally, so that we can better prepare our organisations. One such trend which creates particular challenges for some organisations is the motivation of volunteers who are looking for experience which will provide transferrable skills and enhance CVs to enable them to get into, or back into, the paid workforce. Obviously, this means that in some categories of volunteering, such as retail and administration, there can be a higher turnover of volunteers who, having gained that experience, move on as they had planned. Ongoing, this will require organisations to streamline recruitment and induction processes so that the inevitable changes in their teams does not impact negatively on their ability to provide the services they do in their community.

As we move forward, streamlining of our online services and some tweaking of our use of packages such as Xero, will, we hope, benefit our membership and the wider community, and keep us going in the direction of being recognised as an excellent exemplar for other community groups.

*Glenda, Alison and Tammy  
August 2021*



*Students from St Andrew's College Preparatory  
School at Richmond Community Garden*



# 11

## Our Services

### How we're helping to make a difference



#### Recruit - Individuals

We encourage individuals to apply for volunteering roles posted by our member not-for-profit organisations, across all areas of the community. These volunteers support those who need it most in many different ways: helping vulnerable people, educating and mentoring, supporting charities administratively, counselling and befriending, to name a few.



#### Recruit - Groups

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



#### Support

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



#### Promote

We present the benefits of volunteering to schools, businesses and the general public, and share volunteer stories via traditional and social media. We host annual Volunteer Recognition Awards, Student Volunteer Expos, and events to celebrate International Volunteer Week, International Volunteer Manager's Day and International Volunteer Day.



#### Collaborate

In order to increase the scope of volunteering in Canterbury, we actively collaborate with various non-member partners, including the NZ Volunteer Centre network, Exult, University of Canterbury Internship Program, Skillwise and Volunteering New Zealand. We encourage inclusiveness within volunteering and are actively trying to reach everyone in our communities.



# Thank You 12

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

We would 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, 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 enable our volunteers to be such a pillar of the community sector.

*Thank You  
from the Volcan Team*

