

## UPDATE



volunteering waikato  
"enriched lives and communities  
through volunteering"

NEWSLETTER

MARCH 2011

FOR YOUR  
DIARY
**April 5  
TRAINING  
WORKSHOP**

Dealing With  
Challenging Volunteer  
Behaviour  
**SEE PAGE 4**

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**April 15  
Volunteer Excellence  
Awards  
NOMINATIONS  
CLOSE**

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**May 3  
TRAINING  
WORKSHOP**  
Managing Risk with  
Volunteers  
**SEE PAGE 4**

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**June 19-25  
Volunteer Awareness  
Week**

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**June 22  
Volunteer Excellence  
Awards 2011**

## From the General Manager...

During the past few weeks it has been inspiring to see how well our community, and our country has worked to do all that we can for those affected by the Canterbury Earthquake in February.

It is rare that the Waikato as a region is so greatly involved and impacted by a tragedy - and yet so many people in our region are being called upon to offer their expertise, their assistance and their support.

Not only have many people from our region been called to Canterbury to provide their specialised skills, many others have given their time from within our region to provide skills and support to the hundreds of evacuees that we have received.

It has been a privilege for the staff of Volunteering Waikato to be able to provide a range of

people for many different roles.

Some of our staff have been heavily involved in assisting the Red Cross call centre to answer thousands of calls from people affected by the earthquake, and also from those offering various assistance.

We have also been instrumental in staffing the Hamilton Welfare Centre for evacuees, based at Community Link (formerly Work and Income) in Victoria Street, giving us the opportunity to work 'hands on' with some of those directly affected by the February earthquake.

In addition we have been able to offer support and volunteers to other organisations who are also providing support, or raising funds. This included providing volunteers for the Centre Place Red and Blackout fundraiser at Centre Place on March 5th, raising more than \$4,000!

If your organisation needs the support of extra volunteers at this time (or any time!) contact us and we will advertise this for you.

It has been a real pleasure to work alongside staff from Civil Defence, the Hamilton City Council (and other regional councils), Salvation Army, Citizens Advice Bureau, Housing New Zealand, Victim Support, and Work and Income at the Welfare Centre, and I think that each of our organisations have learned a lot about what the others do in the community.

Finally, I would like to thank my team for going well above and beyond their roles in the past few weeks, doing what needed to be done at this time.

*Heather Moore*  
**GENERAL  
MANAGER**



### 2011 Volunteer Excellence Awards

## NOMINATIONS NOW OPEN!

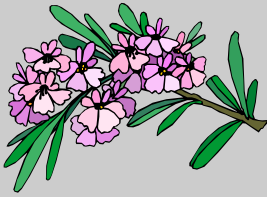


Volunteering Waikato's Volunteer Excellence Awards are a wonderful opportunity for the community to come together to recognise the contribution and achievements of outstanding volunteers.

Your organisation can nominate individual volunteers, including a separate category for Youth volunteers, and also volunteer teams, such as project teams, maybe your board of trustees or a group of volunteers who carry out a vital function in your organisation. Any community organisation in the region can nominate - you do not need to be a member of Volunteering Waikato. Nominations close on Friday, April 15.

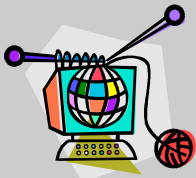
Nomination forms have been sent to each of our member organisations, and can be downloaded by any other organisation that would like to nominate from:

**[www.volunteeringwaikato.org.nz](http://www.volunteeringwaikato.org.nz)**



*"The purpose of life is not to be happy - but to matter, to be productive, to be useful, to have it make some difference that you have lived at all"*

~ Leo Rosten



## ARE YOU PROFILED ONLINE??

Are you aware that every one of Volunteering Waikato's member organisations has the ability to have a profile on our website?

These profiles give potential volunteers some information about your organisation and what you do - helping them to make an informed choice about who they choose to volunteer their time for.

Do you have a profile? Only 58% of our members have set this up - have you??! It's free!

If you are not sure whether you have a profile or not, or if you would like help setting one up, give us a call and we can help!

**Any questions? Phone Heather or Veronica.**

## From the Volunteer Co-ordinator...

### Communication is King.. Or Queen...

At times, if not daily, we are inundated with phone calls, emails and requests of various kinds – this can be overwhelming and the ability to keep up to date and keep everyone informed can seem like a mammoth task.

Are there are moments when you think 'Haven't I been over this with them already'? *'The problem with communication is the illusion that it has occurred'* – George Bernard Shaw.

Peoples' ability to retain information and learn new concepts and ideas varies greatly. Providing an orientation pack or booklet greatly aids the volunteer/team member and can reduce the amount of time you need to spend supervising and training them.

*'The more elaborate our means of communication, the less we communicate'* – Joseph Priestley.

Simplicity is the key to ensuring people receive the information, and that it has been absorbed effectively. Providing information relevant to your organisation and the role is often enough for team members in the first instance. Information that is most important is often retained better with repetition. Stress will make it harder to retain information, and starting a new role can be daunting. Remembering everyone's name, what tasks need to be completed, how to follow procedures...

*'Communication is the real work of leadership'* – Nitin Nohria. Leading a team and managing different personalities can be tough but rewarding work. Ensuring that everyone has a clear understanding of their role and expectations will help produce a happy and productive environment.

*'The way we communicate with others and ourselves ultimately determines the quality of our lives'* –

Anthony Robbins

Developing an orientation pack or booklet will take time initially but in the long run will save you a stack of time. I'm all for working smarter not harder and having an orientation pack allows me to provide information about our organisation and our functionalities, the role, and all of the Health and Safety regulations. It also doubles up as a training manual so it covers the topics relevant to the job, meaning that the team member can be effective within their role and can stroll through the information at their leisure.

*'I'm a great believer that any tool that enhances communication has profound effects in terms of how people can learn from each other, and how they can achieve the kinds of freedom they are interested in.'* – Bill Gates

*Veronica Keats*

VOLUNTEER CO-ORDINATOR

## Volunteering New Zealand's national volunteering conference is now open for early bird registrations



**Raising the bar**  
National Volunteering Conference 2011  
23 - 24 May 2011 - Wellington Town Hall



For more information, including the programme visit:

**[www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)**

***If you involve volunteers in your organisation, we recommend that you consider attending this very worthwhile conference - we'll be there!!***

## From the Community Project Co-ordinator...

Community spirit sure is strong in the Waikato!

It has been a great month for my group and employee volunteering projects. After working a little magic Amber and her team from ASB Bank in Morrinsville did a superb job of filling registration packs for Endometriosis Waikato's Purple Walk. The help of Amber and her team as always was very much appreciated.

The 90m fence is finally up at the Glenview Community House. It was a superb day and the whole community really pulled together. As always the team from Genesis Energy excelled themselves. The builder was very pleasantly surprised that they managed to have lots of breaks during the day, and still the fence was up and completed by the early afternoon. A huge well done to everybody involved in that project.

My group of youth from Train

Me have also been a great asset to Incedo, with the numerous painting projects that they have completed this month. Another huge thank you goes out to everybody involved in that project.

I have had a lot of requests recently from organisations outside of Hamilton and this is something that I will be very much working on over the next month. If you are living in Thames, Matamata or anywhere else in the Waikato, and you have a group or you're an individual that would like to volunteer, I would love to hear from you. I would also be very interested in hearing from any group who may be able to volunteer their time at the weekends.

Autumn is here, the mornings are much cooler, as are the evenings, and this is a great time to think about any outstanding projects that you may have - especially on

the gardening front. If you have a project in mind please don't hesitate to contact me.

It has been superb to hear how our region has really pulled together to help with the earthquake in Christchurch. With fundraising events, the amazing work of the Red Cross and recently the Welfare Centre that has been set up, I think it has been a time that has opened our eyes to the importance of volunteering, and of the community sector in general - let's keep up this great work!

*Charly Ainscough*  
COMMUNITY PROJECT  
CO-ORDINATOR

*"We make a living  
by what we get, but  
we make a life by  
what we give."*

## Centre Place Red and Blackout fundraiser

A huge thank you to all of the awesome volunteers who gave their time and energy to assist Centre Place collect donations for the New Zealand Red Cross 2011 Canterbury Earthquake Appeal.

This project was a great example of how community organisations and corporate groups can work together to the benefit of the wider community. All retailers had collection buckets, volunteers were at all doors, and a range of activities and entertainment were provided - all helping to raise more than \$4,000!



## Volunteering Waikato thanks the following Funders, Sponsors and Supporters:

Accuwrite  
Wordsmiths, ASB,  
Basketique,  
Bunnings,  
Calder & Lawson  
House of Travel,  
COGS,  
Community  
Waikato,  
The Department of  
Internal Affairs,  
Donny Trust,  
D V Bryant Trust,  
G. D. Gallagher  
Family Trust,  
Gallagher Trust,  
Hamilton City  
Council,  
Hamilton Press,  
Imageland,  
Kiwi Property  
Management Ltd,  
Lion Foundation,  
Lottery Community,  
Maggy's Catering,  
New World Te  
Rapa, New Zealand  
Community Trust,  
Page Trust,  
Pak'n Save Mill St,  
Perry Foundation,  
Pub Charity,  
Scotts Epicurean,  
SKYCITY Community  
Trust Hamilton,  
Southern Trust,  
Thai Classic,  
The Base, Trust  
Waikato,  
United Video,  
Waikato Times,  
WEL Energy Trust,  
W3



## volunteering waikato

"enriched lives and communities  
through volunteering"

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# Upcoming Training Workshops

## Dealing With Challenging Volunteer Behaviour

- Tuesday, 05 April, 2011, 9am – 1pm

Problems with volunteers don't go away if you ignore them, instead learn useful techniques for dealing With them – even the ultimate of 'firing' a volunteer.

**PLEASE SEE ENCLOSED REGISTRATION FORM!**

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## Managing Risk With Volunteers

### What Can Go Wrong And How You Can Minimise The Impact

- Tuesday 03 May, 9am-1pm

Risk management is good management. More than just taking out insurance, it's about reasonable measures, reasonably applied. As we ask volunteers to take on increasingly responsible roles, it's vital to be aware of issues of safety and accountability. Involving volunteers can be risky, but you cannot manage risks that you do not identify.

**Facilitator: Jenny Magee. Places are limited.**

**Registration forms available from [www.volunteeringwaikato.org.nz](http://www.volunteeringwaikato.org.nz) or email [admin@volunteeringwaikato.org.nz](mailto:admin@volunteeringwaikato.org.nz)**

## Whose problem is it?

No-one volunteers to do a bad job. Yet many programmes find themselves with volunteers who seem to be more of a hindrance than a help. You know, the ones – the well-intentioned volunteer who treats the place as though it's her own personal domain; the volunteer who bullies new people; the volunteer who never turns up on time; the volunteer who never follows processes... and so on!

US volunteer specialist Sue Vineyard describes the myths about dealing with challenging volunteer behaviour. Maybe you recognise your own thinking in some of these:

- Ignoring a problem will make it go away

- No one else notices. I'm the only one who is suffering
- I can fix/change the problem person
- There's good in everyone, I just need to give them time to show it
- If I confront them, it will make things worse
- If I confront them they'll leave and the program will die
- If I'm really the caring and all-accepting person I should be, I can handle them
- If I push them out they will be mad at me

(From *New Competencies for Volunteer Administrators* by Sue Vineyard. 1996 by Heritage

Arts Publishing. pp92-93)

The reality is that nothing will change unless you make it. Managing teams of volunteers presents at least as many problems as managing paid staff.

Dealing well with people whose behaviour is unacceptable is a skill to be learned. It needs simple, practical techniques and practice. Join us on *Tuesday 5th April, 9am-1pm* to learn how to do this for yourself.

*Jenny Magee*

Jenny Magee has spent almost 25 years immersed in community organisations, managing, growing and supporting large teams of volunteers. As a trainer and coach she helps organisations with volunteer management, governance and diversity. Contact her on 0274 863 623 or visit [www.jennymagee.com](http://www.jennymagee.com).