

UPDATE



volunteering waikato
"enriched lives and communities
through volunteering"

NEWSLETTER

SEPTEMBER 2011

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International
Volunteer Day

From the General Manager...

Each year Volunteering Waikato surveys three of our client groups - our member organisations, the volunteers who come into our centre, and the volunteers who have accessed our services online.

This year we only surveyed our Hamilton based organisations, as those outside of Hamilton will be included in a separate regional survey at a later date.

In general we were pleased with the survey results, our rating for customer services were good, and it seems our member organisations are receiving the support they need and expect from our service.

We did notice that some respondents found our website a little more complicated than you would like, particularly in opening a new position, and we will review this process with the aim of making it simpler in the near future.

We were very pleased to see that 86% of organisations in

Hamilton report that they are getting the number of volunteers that they need - and we of course aim to replicate this throughout the region, but we are not there yet.

For volunteers that visited our centre, 90% indicate that their needs were met by Volunteering Waikato, and 74% reported that their needs were met by the organisation to which they were referred (those who had a successful referral).

For both the volunteers who visited the centre, and volunteers who registered and applied online, the biggest concern was often in the initial contact made (or sometimes not made at all) by the organisation to which they were referred, or to which they applied. This is an area that we at Volunteering Waikato will continue to work on with our members to improve.

Several volunteers reported an unacceptable delay in being contacted, and some had not

been contacted at all. This presents an unsatisfactory outcome for all parties.

Regarding the website, 95.5% of those who used it found it easily (mostly through a search engine), and 81% of online clients reported finding our website easy to use - this is a percentage that we would like to improve.

In the comments section at the end of each question came some great feedback and some simple suggestions that we very much appreciate. We have already made a few simple changes to the website as a result of this feedback.

Thank you to all of you who sent us a response - we really do appreciate the feedback, and we do use it. It is communicated to our entire team, and considered with the view to improving the services that we provide.

Heather Moore
GENERAL
MANAGER



Who Needs Volunteers?? Not You??

As this edition of Update goes to print, a huge 57% of our member organisation do not have any available positions listed with Volunteering Waikato - a figure that both astounds and mystifies us!

We understand that some organisations only have seasonal positions, and others only have a couple of training programmes (and therefore intakes) per year. We also know that some of you have been inundated with applications since the launch of our online services.

Perhaps we are doing such a great job in referring volunteers to you that you really do not need any at this time, and perhaps you have simply been too busy to list any new positions.

If you do have any available roles, we encourage you to list them with us as soon as possible - currently around 36% of volunteers registering on our website have not yet found the type of position they are seeking, in their area. Now is a great time to list more positions, give your organisation some more helping hands, and give more volunteers the opportunity to be involved with your organisation.

Phone Veronica or Heather if you need any help developing a new role, or list your position at

www.volunteeringwaikato.org.nz



"The true meaning of life is to plant trees, under whose shade you do not expect to sit."

~ Nelson Henderson



WEBSITE TIPS

DID YOU KNOW?

Once a volunteer has been referred to your organisation, you will always be able to find their contact details by logging into the website.

To find past applicants, click on Positions and Volunteers, then click "View Previous Applicants" near the bottom of the page.

Select the position for which the volunteer applied, and there they are, and there they will remain!!

From the Volunteer Co-ordinator...

Managing services and rosters can be a time consuming task. It can also be a costly exercise as many computer programmes that are designed to track staff availability, interest and satisfaction are priced for a commercial market. There are however some great online services that you can access at no cost.

Volunteering Waikato offers a range of online services, some of which are not well utilised. Having a profile on our site not only increases your online presence but allows potential volunteers to research your organisation while they are viewing your available positions, helping them to make an informed choice.

Our website also offers great features to volunteers - they are able to log in and view a list of their volunteer achievements. It

is a valuable tool for tracking their volunteer/community involvement.

Many websites are increasingly becoming a part of our day to day activities and are free. Facebook is a great way to promote your service(s) to a wide range of people. What began as a social networking site in 2004 is now (amongst other things) one of the top advertising/promotional mediums for a range of businesses and organisations. 'Like' Volunteering Waikato to keep up to date with events and information.

Google continues to expand the services it offers with a range of useful tools (web pages) and has an online calendar that will allow you to share events with friends, family and co-workers, to have reminders sent via email or to a mobile phone, send invitations and

RSVPs - and best of all it's FREE!

Survey Monkey allows you to keep your finger on the pulse of your volunteers, clients and networks. You can personalise a survey to gather the information you need to review your services, improve your processes or just to find out how wonderful your team are. You may even choose to use it to find out when your volunteers are available for your upcoming events, what hidden skills they have that maybe useful to your team, or what they need to get out of their volunteer experience to make it successful.

There are many free resources available online, and their impact on your volunteer programme could have a lasting effect.

Veronica Keats
VOLUNTEER CO-ORDINATOR

Need pamphlets folded? Got a mailout coming up?

We have a group of volunteers who are in a day programme and are keen to help out with stuffing envelopes, folding pamphlets or newsletters, or similar types of tasks.

This group have done this type of project for Volunteering Waikato - and did a great job - and they want to do more!!

You would need to drop off and pick up the materials in Hamilton East.

If you have a suitable project... phone Veronica or Heather on 07 839 3191



Does your organisation's Chairperson need help?

'From the Chair' is a mentor programme designed to support Chairpersons of non-profit boards & committees. The small group meets monthly for practical ideas and peer support.

For more information, please contact Jenny Magee, phone 0274 863 623 or email jenny@jennymagee.com

From the Regional Co-ordinator...

During my third month in the role as Regional Co-ordinator with Volunteering Waikato, I have attended community network meetings in Otorohanga, Te Kuiti, Te Awamutu and Tokoroa; I have visited Waihi, Cambridge, Paeroa, Morrinsville, Te Aroha, Te Awamutu, Kihikihi, Huntly, Putaruru, Tirau, and Raglan.

On the way to Raglan I couldn't help but notice the huge windmills as they turned slowly like a well-choreographed ballet, simply stunning.

I visited the Raglan Community House; it is a hive of activity. We talked about the history of the Community House. In 1987 a committee was formed and a centre was opened to provide services to the people of Raglan. In 1990 a fulltime co-ordinator was employed, and after four years of fundraising, planning and construction their new premises

at 45 Bow Street was opened.

I met with Nikki who is filling in for Chrissy until October. We discussed the services that the community house offers including free budgeting, subsidised counselling, support, information, community services and advocacy. The Raglan Community House also co-ordinates the van which transports people to Hamilton for health services. The House offers a full programme of workshops including sewing, Te Reo, Thriving on a Shoe String, and Sit and Be Fit classes. They have a drop in lounge, where I was treated to a coffee, thanks Nikki!

I also met Iris Porter, Manager of the Bargain Basement. Iris was the Volunteering Waikato Volunteer of the Year in 2010. Iris has a small team of volunteers who sort clothing, household utensils and magazines etc, and price and display the

items. This is a great resource for the Raglan Community House, and for the Raglan community.

It was great spending time at the Community House, and I am very much looking forward to also spending time at a wide range of other organisations around the Waikato Region.

If you are part of a community organisation in the Waikato, and you would like to know more about Volunteering Waikato and the services we can provide, I would love to hear from you.

It has also been great to attend a range of network meetings in towns around the wider region - and I would love to find out about other community networks that would benefit from knowing more about Volunteering Waikato.

Carol Mills
REGIONAL CO-ORDINATOR

Could one of our volunteer teams help your organisation?

We currently have several groups of 6-10 volunteers, and a few bigger groups, who are looking for group volunteering opportunities. If your organisation is a member of Volunteering Waikato, and you have a project that needs doing, give us a call, or go ahead and list the position online. At this stage the project needs to be in, or close to Hamilton.

Ideally we would like projects that can be completed in one day, or within a few hours.

Ideal projects include:

- Garden revamps
- General maintenance / painting
- Tree Planting
- One off events / functions
- Big admin tasks such as pamphlet folding, large mail-outs, information pack collation

Basically any project that can be done by a group in one day will be considered!!



Email your project idea:

projects@volunteeringwaikato.org.nz or phone 07 838 3449



Volunteering Waikato thanks the following Funders, Sponsors and Supporters:

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Waikato,
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Waikato Times,
WEL Energy Trust,
W3



volunteering waikato

"enriched lives and communities
through volunteering"

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Starting Soon!

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Upcoming Training Workshops

Difference Adds Value

- Building a Diverse Volunteer Team

- Tuesday 04 October, 9am-1pm

Volunteers come in all ages and stages, shapes and sizes, colours and abilities. Yet all have similar motivations and the capacity to make a tremendous contribution to your agency. Can you get past the differences to see how each individual can work with you?

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Project Managing One-Off Volunteer Events

- Tuesday 01 November, 9am-1pm

Many organisations need volunteers for occasional projects and events. Such involvement requires a great deal of planning and preparation to ensure that the volunteers and the organisation achieve the best result.

Facilitator: Jenny Magee. Places are limited.

**Registration forms available from www.volunteeringwaikato.org.nz
or email admin@volunteeringwaikato.org.nz**

More (or less) of the Same...

How's your comfort zone? Likely quite small and well-protected, surrounded by the familiar, supported by people who think and act the way you do.

Fair enough, human nature is drawn to the familiar. There's nothing unusual about that.

Yet the organisation you work with doesn't exist to serve your needs, it's there for your clients and for the community. Your comfort zone has no place in defining who can and should be involved, those parameters are set with the philosophy and values of the organisation. So when it comes to involving volunteers from diverse backgrounds, you might like to take a good look at your approach.

Does the diversity of your volunteer team reflect the community you serve?

Do you welcome people of

different generations, ethnicities, abilities, religious, educational & social backgrounds? If not, then consider what messages are being sent about the capacity of others to contribute to your organisation.

A recent conversation with a Not-For-Profit manager underlined a paternalistic model that seems alive and well in the community sector. With the best of intentions, this organisation delivers services **to**, rather than **with** clients. In contrast to the diverse age and ethnic range of the clients, the staff and volunteers are largely monocultural, middle-aged, pakeha women. Now please don't get me wrong, I'm also a middle-aged pakeha woman! But what struck me is that in recruiting more of the same staff and volunteers, opportunities to better understand client experiences and work alongside them have been lost.

Each of us sees the world through the lens of our individual diversity, filtered by our culture, upbringing and experiences. Putting ourselves into the shoes of others, developing the empathy to really work with rather than for someone, can be made easier when the team we work with brings ideas and understandings that are different from our own.

Next month's workshop looks at building a diverse team. Come and join the conversation and stretch your thinking.

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.