

## UPDATE



volunteering waikato  
"enriched lives and communities  
through volunteering"

NEWSLETTER

APRIL 2011



## FOR YOUR DIARY

**April 15**

Volunteer Excellence  
Awards  
**NOMINATIONS  
CLOSE**

~~~~~

**May 3**

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

~~~~~

**June 7**

**TRAINING  
WORKSHOP**  
Designing Volunteer  
Roles That Attract  
**SEE PAGE 4**

~~~~~

**June 19-25**

Volunteer Awareness  
Week

~~~~~

**June 22**

Volunteer Excellence  
Awards 2011

## From the General Manager...

During my time with Volunteering Waikato there has always been constant change, not only in our own services, and the way we provide them, but also in the users of this service.

When I started in 2007, we had a experienced a huge increase in the number of young overseas students who were wanting to volunteer as a way to gain local skills and knowledge, while getting an opportunity to learn more about our language and culture.

Since that time we have less overseas students in the Waikato, but we have a higher unemployment rate. This has led to a new trend of people volunteering to gain practical work experience.

For many students in the final years of tertiary study, having a great qualification is not

necessarily enough to get a job in their chosen field. Employers are often looking for some practical experience, and are also requiring a recent reference and referee.

Many of our own team of volunteers are either currently studying, or are looking for full time employment. We understand that this means they will not be with us long term, but the benefit in engaging them as part of our team is very much a mutual benefit.

These volunteers are keen to do a good job, to learn practical skills and experience, and know that in doing so they are also using their time to add value to their community, and of course earning that valuable reference.

Even though they may not be here next month or next year, they are all instrumental in providing our services to the

community, and we are happy to help them on their journey to whatever they are seeking.

I understand that roles that require extensive training may not be suitable for a volunteer who cannot make a longer commitment. However don't let that mean you miss out on the high number of people looking to offer their services. I encourage you to think about a range of ways your organisation can benefit from engaging volunteers.

Many of our organisations make the most of the opportunities that volunteers offer, and have a range of positions available - some long term, some shorter project work, and some 'one off' opportunities, and sometimes roles in different locations throughout the region...

*Heather Moore*  
**GENERAL  
MANAGER**



## 2011 Volunteer Excellence Awards

### LAST CHANCE TO NOMINATE!



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.

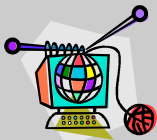
Nomination forms have been sent to each of our member organisations, and can be downloaded by any other organisation that would like to nominate from:

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



"I don't know what your destiny will be, but one thing I know: the only ones among you who will be really happy are those who have sought and found how to serve."

~ Albert Schweitzer



## 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...

On the first Tuesday of each month Volunteering Waikato offers workshops on hot topics within the volunteer management field. Our latest training session was a great success and as always everyone was able to learn a lot - not just from the wonderful facilitator Jenny Magee - but from the other participants.

The workshops are a great way to keep your services and procedures up to date and to meet other Volunteer Managers. One of my favourite things about the workshops (apart from Jenny) is they are always current, addressing the 'issues' relevant to the attendees. There is always ample opportunity to discuss the 'successes' and 'failures' that people have faced in their roles as a Volunteer Manager and to learn about what worked or didn't work for them.

Jenny always provides a warm and safe environment for people to learn in, and although I am

repeating some of the workshops, I still walk away with new insights on how I could do something better, and what I am doing well.

Our next workshop 'Managing Risk With Volunteers' is on 3<sup>rd</sup> May. Our workshops are usually held at the New Zealand Red Cross on Te Rapa Straight - easy parking!

*Discovery consists in seeing what everyone else has seen and thinking what no one else has thought.*

- Albert Szent-Gyorgi.

Every two months Volunteering Waikato, in conjunction with one of our Member Organisations, hosts a network meeting for co-ordinators of volunteers. These meetings are a great opportunity to meet others in your field.

At the most recent network meeting - hosted by Te Whare Kokonga - I was impressed with how everyone attending came together to provide support in a variety of ways to an organisation with an massive event looming. It

was great to see such an awesome display of community spirit - and the event was a great success.

The network meetings provide the opportunity to learn more about other services available in your community, to discuss needs that your organisation has and to meet other people who are doing some fantastic work.

There is always a diversity of organisations and the chance to see what other services and skills are readily available. The next Network meeting is scheduled for Wednesday 11<sup>th</sup> May.

*Don't worry about people stealing your ideas. If your ideas are any good, you'll have to ram them down people's throats.* - Howard Aiken

*Veronica Keats*

**VOLUNTEER CO-ORDINATOR**

*I can't understand why people are frightened of new ideas. I'm frightened of the old ones.*

John Cage

## Volunteering New Zealand's national conference - early bird registrations open until April 21...



**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...

During the past month we have been working with a second group of volunteers from Train Me, which is a great addition to my team. This group really excelled itself with staining 32 picnic tables for the Waikato Winter Show Association. I very much look forward to working with them on future projects - it's great to see so many younger people volunteering, building stronger team relationships outside of the classroom, whilst helping the community, and of course developing their CVs.

Genesis Energy has also been busy with a couple of projects. The group had a very productive day at the Hamilton Zoo and a hard day helping to paint the Sandwich Road clinic for the Royal New Zealand Plunket Society - the room was left bright and shiny.

Our main focus with regard to group volunteering at the moment is increasing the

number of employee groups with which we are working.

I am currently creating a new information pack to take to prospective groups, and I'm also looking at getting feedback from both the member organisations and the volunteers undertaking group projects.

We are developing a simple evaluation form that will help us to ensure that we offer the best possible experience to all those involved with these projects.

If you have any contacts in the corporate sector in Hamilton, and you think they might be interested in undertaking a group volunteering project, I would love to hear from you.

For our member organisations, this is also a very good time to think about any projects that you would like done. Does your garden need a tidy up? Is there some painting that needs doing? A fence that needs to be built?

Our groups in the past have also done a range of one-off admin tasks such as putting together info or registration packs, folding newsletters, stuffing envelopes. Helping out at events, functions or appeals are also popular, although evening or weekend tasks are usually not possible for the corporate groups.

My hours here at Volunteering Waikato have changed slightly; I will be working from 11am-2pm on a Tuesday and 8am-2pm on a Wednesday and Thursday. Feel free to contact me if you would like to discuss a project further - have a great month!

*Charly Ainscough*  
COMMUNITY PROJECT  
CO-ORDINATOR

*"Those who can, do.  
Those who can do more,  
volunteer"*

### 2011 Volunteer Awareness Week

## "Every Minute Counts"

**"Volunteering – every minute counts" will be the theme for the 2011 Volunteer Awareness Week which will take place from 19th – 25 June.**



The theme will highlight that volunteers provide an invaluable contribution to our society and that every minute of their work counts. For those who manage/organise volunteer programmes this means they need to consider how they can be flexible in how and when they involve their volunteers so as to enable everyone – even the busiest – to have the opportunity to volunteer. For everyone who is considering volunteering, it means that every moment of their busy life they can spare for volunteering is valuable because volunteers all contribute no matter what amount of time they give.

Volunteering New Zealand is currently working on promotional materials and other resources for the Week. They should be produced by the end of April and their availability will be announced on the Volunteering New Zealand website: [www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)



### 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"*

**Postal Address:**

P O Box 19-111  
Hamilton 3244

**Street Address:**

2nd Floor,  
Caro Street Community  
Building,  
Caro Street, Hamilton

**Office Administrator's email:**  
[admin@volunteeringwaikato.org.nz](mailto:admin@volunteeringwaikato.org.nz)

**Website:**

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

**Phone:**

07 839 3191

Fax: 07 839 7987

## Key Contacts

### Heather Moore

*General Manager*

Ph 07 838 3919

[manager@](mailto:manager@volunteeringwaikato.org.nz)

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

### Veronica Keats

*Volunteer*

*Co-ordinator*

Ph 07 838 3449

[recruitment@](mailto:recruitment@volunteeringwaikato.org.nz)

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

### Charly Ainscough

*Community Project*

*Co-ordinator*

Ph 07 838 3449

[projects@](mailto:projects@volunteeringwaikato.org.nz)

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

### Liddy Aislabie

*Office Administrator*

Phone 07 838 2832

[admin@](mailto:admin@volunteeringwaikato.org.nz)

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



# Upcoming Training Workshops

## 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.

**PLEASE SEE ENCLOSED REGISTRATION FORM!**

~ ~ ~ ~ ~

## Bees To The Honey Pot

### Designing Volunteer Roles That Attract

- Tuesday 07 June, 9am-1pm

Volunteers are as often drawn to an organisation as they are to a particular role. While they may have a sense of the work they would like to do, volunteers mostly want to make a difference through involvement in useful work that has a clear purpose. Getting clear about the kind of roles you can offer and then creating well-written job descriptions helps everyone understand what is offered and expected.

**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)**

## Why worry?

If I had a dollar for every time I worry I'd be... well, let's say I might be sunning on some distant island right now.

I'm a world-class worrier about all sorts of things; some I can do something about and lots that I can't. In terms of the Serenity prayer, I'm a work in progress! *'God, grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference.'* That's an aspiration, not yet a reality.

So when it comes to Risk Management, I'm quite capable of lying awake at night imagining all sorts of terrible things that could go wrong. Everything from murder and mayhem to plain old forgot-to-set-the-alarm.

Extreme? Maybe so, but I reckon it's better to be at least mentally prepared where I can. Christchurch and Japan remind us of that, and also that even the

best preparations can catch us unaware.

In non-profit organisations, one of the greatest vulnerabilities is your reputation. You may have all the necessary operational policies and procedures in place, but what happens if a disgruntled volunteer starts to spread mud publicly? It can bring an organisation's good name into disrepute very quickly.

Sometimes all it takes is a word in the wrong ear, a rumour, a letter to the editor. And before you know it, the flames are fanned and you have a full-scale PR incident on your hands. Rebutting those claims and re-establishing that reputation can be very hard.

Do you have a designated spokesperson to deal with the media? Do you have in-house procedures for dealing well with the volunteer? Do you have the skill and confidence necessary for

those difficult conversations?

It's crisis times that test the mettle of an organisation. Identifying potential risks is a methodical process that puts you in the best possible position when stuff happens. And happen it will.

Join us on Tuesday 3rd May, from 9am-1pm for the next volunteer management workshop. *Managing Risk with Volunteers – What Can Go Wrong and How You Can Minimise the Impact.*

*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).*