

ANNUAL REPORT 2022/2023



WHATUNGA TŪAO
VOLUNTEER
CENTRAL

CHAIR'S REPORT

by Chris Atherton

The past year has been one of consolidation for Whatunga Tūao | Volunteer Central. 2023 has seen us not only continue to grow, with a 20% increase in member organisations but also focus more on quality. Although we had only a modest 2% increase in volunteers over the year and a reduction in referrals to 1,572 there was an increase in matches in percentage terms. The statistics do not capture the quality of the work that we do, however, the continued rise in member organisations as well as increased volunteers would suggest that we must be getting something right!

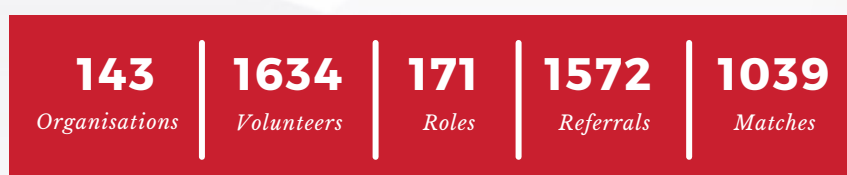
We now have 1,634 active Volunteers and nearly 150 member organisations and although the number of active roles and referrals has reduced compared with last year, the number of matches at 1,039 represents a 66% success rate compared to referrals (62% in 2022). The credit for this hard work goes to both Kate Aplin, our Tumu Whakahaere Manager and Carla Renata, our Marketing and Events Co-ordinator, who have once again performed miracles this year. A big shout out to our hard-working and dedicated office volunteers as well.

On top of the business as usual, we have also continued to support our communities through the Essential Wellbeing Volunteer Delivery Service which we've been operating since November 2021. Over the 21 months of the contract, our volunteers travelled an average of over 1,300 km per month and covered 24,447km in total. Not only was this beneficial to Whatunga Tuao | Volunteer Central's bottom line financially but also benefitted our volunteers and the communities we live in. This contract with Te Whatu Ora Health New Zealand was completed up to the end of June 2023 and although we'll miss the financial support this has brought to us, it means that there will be more time to focus on the other fantastic opportunities that we provide.

Looking forward, our strategic plan – a Connected Future, has been in place for three years now and is due for a refresh and although it was a great plan three years ago it is a little out of date now. Both Whatunga Tuao | Volunteer Central and the world have moved on in that time, so we will be looking at reviewing what we had and looking to the future for the next three-year plan. The Connected Future Plan is a fabulous starting point to move on from, and one that the Board of Trustees can be very proud of being involved in developing. We are always eternally grateful for our funders and contributors, without which none of our work would be possible, so a big thank you to Horowhenua District Council, Palmerston North City Council, Manawatu District Council, The Department of Internal Affairs and UCOL Te Pukenga as well as our member organisations.

Our Board of Trustees are also volunteers and commit their time on a regular basis, and give valuable input to the decision-making process every month and are often involved with projects or issues throughout the year.

Statistics for period 1 July 2022 - 30 June 2023



Volunteers have completed in 21 months
924 deliveries to quarantining households totalling **24,447 km** equating to travelling the length of Aotearoa New Zealand **15 times!**



TUMU WHAKAHAERE MANAGER'S REPORT

By Kate Aplin

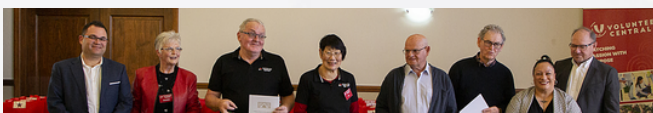
He rau ringa e oti ai Many hands make light work

What a year we have had! We have really enjoyed being able to get out and about in te hapori (the community) with regular visits to Levin (as well as our regular pop up in Te Takeretanga o Kura-hau-pō), Foxton Beach, Feilding, Dannevirke, Pahiatua, and Woodville. We are always made welcome in these communities who value our presence knowing that we are part of building community capacity, capability, and connections through volunteering.

As mentioned in the report from the Chair we have had a significant increase in member organisations and roles available to volunteers as a result. The range of roles is outstanding – there literally is something for everyone no matter your skills, interests, and abilities. While the number of volunteers in total has only increased by 20 this does not take in to account those volunteers who have withdrawn due to change of location, gaining paid employment, or change in general circumstances. We register an average of 20 new volunteers per month. Volunteering is moving to more episodic (short term/one off) type volunteering according to the State of Volunteering Report published in Dec 2023 and we have a fairly transient population in our area due to 2 military bases, and 3 tertiary education institutions. This also means that we have a younger average age of volunteers at 37. Despite popular belief the report also shows that young people are wanting to volunteer however the majority of volunteering opportunities are when they are at school or playing sports. This is an area that Whatunga Tūao Volunteer Central will be focussing on solving over the next year.

We are privileged to have an awesome group of volunteers that keep our office and pop-ups working. Each has different strengths and we have an awful lot of laughs together! Unfortunately Lynn from Levin left us during the year, and Cara passed away. As a result of Cara's passing we were in the position to distribute 455 soft toys to community organisations (Altrusa for their literacy programme, Skills for Living for their sleep well programme, and Ngati Kauwhata who supported us and Cara's whanau with blessing of her whare). In addition to this Sarah and Angela were with us briefly before finding paid employment – our loss but a great outcome for them. Thank you to Janetta, Bev, Audrey, Grant, and Jill for your continued excellent mahi and company. Thank you also to our fantastic Board – we are privileged to have great diversity on our Board of 8, and I value their ongoing support and guidance. Cindy and Marisa departed the Board in Sept 2022 and as a result we welcomed Bruce as Trustee in October, Grace as our Treasurer in March, and following Richard's departure as Trustee in March we welcomed Dr Jennifer Xie. Thank you to Chris, Jordan, Vicki, Terry, and Maria for continuing to stick with us! Thank you also to our Essential Wellbeing Volunteers for your commitment over 2 ½ years – you are awesome.

Of course I can't finish without thanking our fabulous Carla. I really appreciate your work and our differences which make us a dynamic team – thank you.



KAIKŌTUITUI WHAKATAIRANGA, TAIOPENGA MARKETING & EVENT'S REPORT

Ma whero ma pango ka oti ai te mahi
With red and black the work will be complete

By Carla Renata

After compiling all the events and marketing we have done, I was going to start on how busy we were in this 2022/2023 period. However, after attending the Busting the Busy Trap Workshop by Exult, I learned that we could replace the word 'busy' with 'productive'. And they are right! We have been really productive! Bringing it in numbers, we attended/hosted/organised a total of 113 events in this financial year. There were 21 training/webinars attended, 6 workshops presented, 11 celebrations, 15 Cuppa & Chats, 19 Community Events, 12 Expos, 7 Community Give Back Days, 17 Presentations about Volunteering and 5 radio interviews.

In terms of our marketing efforts, we focused on our social media presence. We posted a total of 1062 times across various platforms. Facebook emerged as our primary tool, with 322 posts, and we began the financial year with 1860 followers, ending on 2092. Instagram had 256 posts, and our followers went from 434 to 559. LinkedIn had 240 posts, with followers ranging from 30 to 54. Finally, Twitter had 244 posts, and our follower count tripled, growing from 7 to 21.

We were able to keep our volunteer database aware of new and existing volunteering roles and events through Mailchimp campaigns. Also, we kept our funders/supporters and organisations aware of training, workshops, events, and news about volunteering, with a total of 78 mailing lists sent throughout this financial year. To discuss our website, compared to the previous financial period, we experienced a 27% increase in site sessions, totalling 6,793 people accessing our website, with 4,098 unique visitors, 6,418 of them located within New Zealand.

Regarding our Volunteer Recognition Event, we are thrilled to share that it was our largest event to date, featuring 72 outstanding volunteers nominated by organisations and honoured for their incredible contributions to the community. Also, we were deeply touched by our essential wellbeing volunteers, who were honoured with the Government Covid-19 Response Recognition Award for their work delivering food, medications, and more to isolated individuals during the Covid-19 response. I want to take this opportunity to express our heartfelt gratitude to our event and office volunteers, whose dedication made this event possible. Your support is invaluable, and we appreciate your mahi. To make this significant event happen, we reached out to 247 businesses and had the incredible support of 23 sponsors. We want to express our gratitude for believing in and backing our mahi. Thank you!

Speaking of major events, we hosted the Volunteering Expo Manawatū at The Square Edge Arts Centre with 25 organisations participating. Likewise, the Volunteering Expo Horowhenua took place at Te Takeretanga o Kura-hau-pō, featuring 25 exhibitors as well. These events play a crucial role in connecting organisations with volunteers and spreading awareness about volunteering and are well-expected by our volunteering community. Furthermore, we are pleased to increasingly engage with young people and have found that they do want to participate in volunteering. This was evident at events such as the Careers Expo, Youth Expo, Freyberg High School Youth Expo, Ucol Te Pukenga Expos, Student Volunteer Week, and more.

I cannot finish without thanking our office volunteers for all the laughs, care, sharing, and company during this time. Besides happiness, we shared the heartbreaking passing of Cara. To conclude, a big thanks to Kate for all her support in absolutely everything and for making us the best team to work with.

Ka pai!



Statistics for period 1 July 2022 - 30 June 2023



FINANCIAL REPORT

by Grace Lukenoff

Assessing the financial year 2022/23, we've recorded a deficit of -\$597, a departure from the previous year's surplus of \$16,790 and our targeted budget surplus of \$17,204. This financial report underscores our commitment to responsible fiscal management, especially in the context of sustaining vital community services.

A significant portion of our revenue is attributed to our collaboration with Te Whatu Ora (formerly DHB), which has been instrumental in funding various community services and programs. However, it's essential to note that our COVID-19 response efforts concluded, with no further financial impact beyond the 2022/23 fiscal year.

Through the support of our community, sponsors, and volunteers, we've maintained our cash reserves, and continue our focus on bolstering our financial resilience. This approach ensures that we remain financially sound and capable of delivering critical services to our community, even during challenging financial periods.

Profit & Loss	
Whatunga Tūao Volunteer Central	
1 July 2022 to 30 June 2023	
	30-Jun-23
Income	
Donations	768.00
Grants	43,844.00
	21,000.00
	30,000.00
	10,000.00
	5,000.00
	5,000.00
	4,500.00
Sponsors	3,300.00
	2,500.00
Memberships	6,178.49
Other Income	18,722.32
Interest Received	1,260.76
Total Income	152,073.57
Less Operating Expenses	
Audit Fees	2,971.74
Community Events	25,016.28
Office Expenses	24,728.08
Staff Expenses	99,924.50
Total Operating Expenses	152,640.60
Deficit	(567.03)

We would like to acknowledge the financial support of the following:

