



## REPORT BY CHAIR: CHRIS ATHERTON

After the changes at Volunteer Central in 2019 to management and the Board, I had hoped that 2020 would be a year of consolidation and growth. The year started that way with the continuing great work of our Volunteers, the valued leadership from Kate Aplin the Centre Manager, and the wonderful contributions of Juliana Chang our Events Manager, not to mention the valuable work done by Guy, Janetta and Melva our Co-ordinators.

The COVID pandemic really shaped events over the last quarter of the year, with changes in the way staff at VC worked, and how the Board interacted with each other. The volunteers themselves continued to provide support where needed even during the level 4 lockdown in April and May, whilst making sure that everyone was kept safe. The pandemic has had an effect not only on how we work and interact, but also on our funding, despite having applied for and received the COVID-19 wage subsidy for the initial period. These effects are likely to be ongoing.

2020 has seen the Board focus on developing a strategic plan – a Connected Future – that is fit for purpose and will set the tone for Volunteer Central for the coming three to five years. The Board members are also volunteers, giving freely of their time, and I have to thank the valuable input of all Board members as well as Vince at Refreshbiz and Kate Aplin for helping us form our ideas into this document. We also had a change of identity from the Volunteer Resource Centre to Volunteer Central, a process that has been a couple of years in the making, having been started by my predecessor Margo Lawrence.

Without the continuing support of our funders, which include Horowhenua District Council, Palmerston North City Council, The Department of Internal Affairs and member organisations, Volunteer Central would not be able to continue to support the great work that our Volunteers do.

# OUR PERFORMANCE

## REPORT BY MANAGER: KATE APLIN

**"Poipoia te kakano Kia puawai"**  
**Nurture the seed and it will blossom**

Volunteer Resource Centre Manawatu & Districts celebrated our 10 year birthday with a rebranding to Volunteer Central to represent our greater focus on inclusion and access, and emphasising the positive impact of volunteering across the community.

The 19/20 year was to be one of stabilising the service which has successfully been achieved with a fantastic team of volunteers and staff keeping the motors running. Of course, the introduction of COVID-19 and lock down showed our flexibility at moving from our usual business to being part of the Civil Defence Emergency Welfare response, providing volunteers to pack and deliver essential supplies, as well as providing positive messaging throughout lockdown, and volunteering best practice guidelines for organisations and volunteers.

The team wear our new brand with pride as we continue to work with communities to provide experiences, opportunities, skill development, community and strategic development. As a centre we would like to acknowledge the many people who have significantly impacted the growth of our service.

20/21 will see the service continue the move to greater engagement with the community, organisations, and volunteers across the region with a focus on collaborative relationships that benefit the community and make best use of the resources available.

Statistics for period 1 July 2019 – 30 June 2020:

Active Organisations	103
Active Volunteers	1392
Total Active Roles	168
Total Referrals	9,285
Total Matches	812

Specific COVID-19 Welfare Volunteers organised for the Civil Defence Welfare Group response:

Number of Volunteers	134
Number of Roles	2
Total deliveries/shifts	320

# OUR PERFORMANCE

## REPORT BY EVENT MANAGER: JULIANA CHANG

In the last 12 months we were able to achieve many of our goals, i.e. successfully complete the rebranding process (including the new website), diversify our events portfolio by creating the Volunteering Expo, continue to be active in youth related events, and expand our work with migrants and former refugees not only by hosting dedicated workshops but also by adapting our referral/connection processes to better suit them.

The lockdown was a challenging period as our main events were postponed but we redirected this time and energy to the launch of Volunteer Central, to stay virtually connected to our clients and in preparation for the re-opening of the office and pop-ups.

Continuous improvement is the focus and base of our mahi. We are constantly looking for ways to enrich our services, processes, social media and website contents; it is an ongoing learning process we are proud of and that we find essential to develop our activities with commitment and aroha.



**NEW BRAND . NEW CHAPTER . SAME HEART**



# OUR FINANCES

## REPORT BY TREASURER: MARISA THOMPSON

Financially this has been a difficult year for Volunteer Central with revenue being lower than expected, costs however were also lower than expected. Volunteer Central has undergone a complete rebrand this year which has had its costs, Covid-19 was an unexpected set back but we managed to keep providing services during this time.

The final outcome for 2020 was a loss of \$32,459 which compares with the 2019 loss of \$18,566. Revenue was higher than 2018/2019 by over \$14,000 and expenses higher by \$27,270 due to higher volunteer and employee costs and costs related to providing goods and services than the previous financial year. Unfortunately a loss of funding in the Horowhenua has meant we have had to make cut backs to services in the area.

Looking forward to 2021, now that we have a fresh new face to put our best foot forward, we have taken a realistic outlook towards expected revenue due to the current economic situation but have also adjusted our expected expenses to suit and will continue our path of growth and dedication to the community.

### Profit & Loss Volunteer Central 1 July 2019 to 30 June 2020 30 Jun 20

<b>Income</b>	
Grants	\$106,513.00
Workshop Revenue	\$1,112.26
Membership	\$3,772.07
<b>Total Income</b>	<b>\$111,397.33</b>
<b>Gross Profit</b>	<b>\$111,397.33</b>
<b>Plus Other Income</b>	
Interest Received	\$59.71
<b>Total Other Income</b>	<b>\$59.71</b>
<b>Less Operating Expenses</b>	
Audit Fees	\$3,043.48
Community Events	\$15,115.66
Office Expenses	\$39,240.27
Resources (T-Shirts, etc)	\$6,372.88
Total Staff expenses	\$80,241.06
<b>Total Operating Expenses</b>	<b>\$144,013.35</b>
<b>Net Profit</b>	<b>-\$32,556.31</b>

## WE NEED TO ACKNOWLEDGE THE SPONSORSHIP SUPPORT OF THE FOLLOWING:

