

# PERFORMANCE REPORT 2023

*Central Lakes*

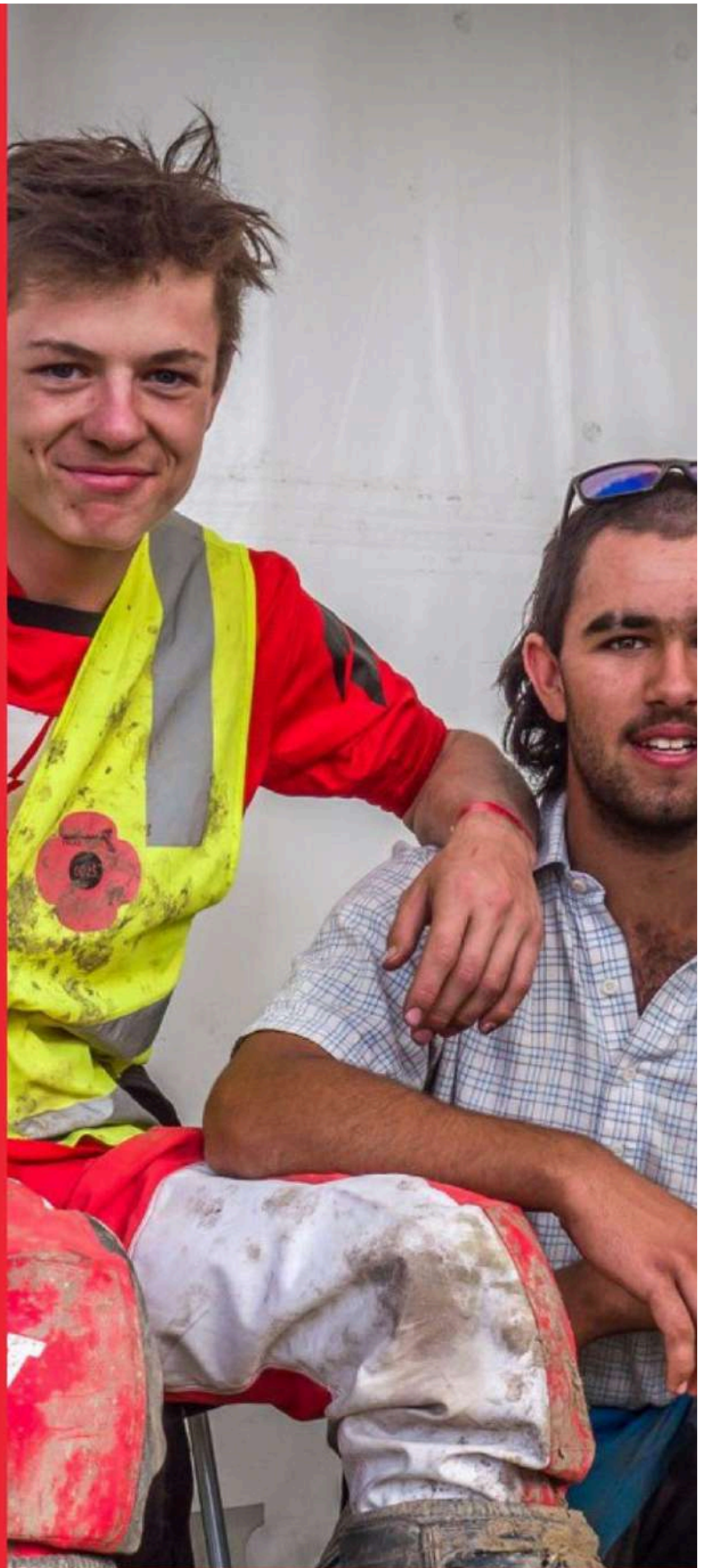
*Waitaki*

*Invercargill*

*Dunedin*



**Volunteer South**  
Kaitiāo o te Taitonga



*People like you volunteer!*



**Volunteer South**  
Kaitiāo o te Taitonga

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# Entity Information

## **Volunteer South Trust | Kaitūao o te Taitonga**

For the year ending 31 March 2023

### **Legal Name of Entity**

Volunteer South Trust | Kaitūao o te Taitonga

### **Entity Type and Legal Basis**

Charitable Trust

### **Registration Number**

CC11317

### **Entity's Purpose or Mission**

Volunteer South Trust | Kaitūao o te Taitonga seeks to celebrate, support, highlight, and motivate volunteering in the southern region of Aotearoa New Zealand. We increase the capacity of community organisations that rely on tūao, volunteers, by connecting them with people who are willing to offer their skills and energy. We provide training, advice, advocacy, resources, and recognition for individuals and volunteer involving organisations and community groups.

### **Entity Structure**

Volunteer South Trust is governed by a non-profit board of trustees. This board of trustees is made up of a chair, minutes secretary, treasurer, and up to 12 other trustees. The board meets once a month, at least 10 times per year. Paid and volunteer staff manage the daily operations of Volunteer South. We have moved to a more regional structure with a Chief Executive on contract for 20 hours/week, a Regional Lead employed 34 hours/week a funding role of 5 hours/week, a Community Connector-Coastal Otago hired at 35 hours/week, a Community Connector in Central Lakes employed 25 hours/week with an extra 5hrs/week as our Connect Database Lead, a Regional Administrator employed for 16 hours/week and a Community Connector - Supported Volunteering for 34 hours/week who is employed under the Supported Volunteer Programme contract we have with Te Whatu Ora (One Health) and MSD.

Trustees during the 2022/23 year were Andrew Whiley (Chair), Ben McCormack, Robyn Bennett, Lynda Marnie, Tracey Farrington, Tagiilima Feleti, Vikki Lawrence and Vivian Griffiths.

### **Main Sources of Entity's Cash and Resources**

The main source of cash revenue is through grants. The secondary source is through government contracts. Other sources of revenue are generated through business sponsorship, fees for specific services such as training and mentorship,

and donations.

### **Main Methods Used by Entity to Raise Funds**

Applying for funding from government and non-governmental grant making entities. Annual Subscriptions to the friends programme. Charging fees for specialist training, seminars and workshops and other services. Sponsorship from local businesses with a community spirit.

### **Entity's Reliance on Volunteers and Donated Goods or Services**

A team of volunteers are integral to the success of Volunteer South Trust. Their gift of skills, talent and time extends our reach in a myriad of priceless ways.

### **Organisation Details**

**Website:** <https://volunteersouth.org.nz/>

**Phone:** (03) 471 6206

**Facebook:** <https://www.facebook.com/VolunteerSouthNZ/>

**Instagram:** <https://www.instagram.com/volunteersouthnz/>

**Physical Address:** Ground Floor, Community House, 283-301 Moray Place, Dunedin Central, Dunedin, 9016

**Postal Address:** Ground Floor, Community House, 283-301 Moray Place, Dunedin Central, Dunedin, 9016

# Chair's Report

Kaitiāo o te Taitonga | Volunteer South had a very active year as we strengthened our community connections throughout Otago and Southland. We saw a large number of organisations and volunteers become involved in our programmes as well as successfully connected volunteers with volunteer opportunities through our website portal.

Along with successes, we also faced some challenges. Like many similar organisations in the Not-For-Profit space, we struggled with issues around funding and delivering where services are most needed. Once again, this was a difficult year for us to deliver programmes for the community. However, I am extremely proud of how our team continually step-up to support nearly five hundred community organisations throughout Otago and Southland to find volunteers and have best practice volunteer programmes.

Volunteer South continues to acknowledge that we live in a world where the nature of volunteering is changing as society changes. Today, volunteering includes many forms, including traditional regular ongoing commitments, one-off projects, corporate volunteering schemes, and online volunteering. These different types of volunteering ensures many different people including students, new immigrants, men and women, old and young can still contribute to their community through volunteering..

At a national level, we have continued to be active in developing and supporting 'best practice' in volunteer centre management. There are further opportunities for greater coordination and cooperation across the country's volunteer centres to share best practice, develop common technology platforms, and create opportunities for professional development.

Volunteer South encourages volunteering across a wide range of groups. We continued our successful Community Connections programme, linking volunteers and volunteer roles in Coastal Otago, Central Lakes and Invercargill. We have also continued to work with the University of Otago's on-campus volunteer centre and applaud the University's active support for volunteering that will benefit the individual students, the city where they live and study, and foster a lifelong habit of giving.

A major highlight of the year was our second Dunedin Volunteer Awards that were celebrated in September 2022. These awards allow Volunteer South to place a spotlight on the many outstanding volunteers and organisations in Dunedin. It was great to have major sponsor SBS Bank come onboard as the naming rights sponsor, along with several category sponsors. Over 120 nominations were received; it was exciting to see the delight of the winners along with the many individuals and groups that were acknowledged for their service to the community.

The Volunteer South Board has continued to go from strength to strength. As a non-profit board, the quality of our board members is outstanding. I truly appreciate the time and energy that the board members contribute to the organisation. We welcomed to the board: Tagiilima Feleti who has worked in the education sector for close to 30 years in various roles and organisations including the Ministry of Education, Te Rito Maioha Early Childhood New Zealand and the Education Review Office. He currently works at the University of Otago, as the Manager of the Pacific Islands Centre. Also, during the year, we had to say goodbye to Vicci Lawrence due to work commitments. Vicci made a strong impact as a board member, particularly in supporting Gillian and increasing our impact in Central Lakes.

The existing board members continue to build their institutional knowledge, combined with their work expertise, to ensure we have a very balanced board with strong skill sets. My thanks go to: Robyn Bennett, Tracey Farrington, Vikki Lawrence, Clare Greensmith, Viv Griffiths, Lynda Marnie and Ben McCormack.

Volunteer South CEO Sues Russell has been extremely busy in her first full year in the role and has been active working with the team and other organisations to develop some strong programmes and to lift the organisation's profile across Otago and Southland.



Gillian White continues to increase our engagement levels in the Queenstown Lakes and Central Lakes communities. For a period-of-time, she did double-duty until Neha Gosalia was recruited. Gillian has strong connections with local government along with many community organisations including youth volunteering at local high schools.

Peter Claman and Hagino Baker were active in growing our Dunedin programs and working with local organisations and community groups. Peter has made a strong impact working as the Supported Volunteering Coordinator with the support of funding from MSD and Te Whatu Ora (Southern DHB). He has grown the relationships we had in this space and client outcomes for those using SVP are seeing lots of positive outcomes.

Raewyn Clarke (our Invercargill Community Connector) and Isabel Murray (CAB Manager) affectionately referred to as “the ladies”, worked to develop Volunteer South’s relationships in the community. Unfortunately Izzi passed in February 2023 suddenly and left a huge gap. Izzi was a strong identity in Invercargill and she is very much missed.

We did have some staff changes at Volunteer South, with the departure of Hagino Baker (December) who was the Dunedin Coordinator but it was great to welcome Steve Baker (January) who came on board to work closely with Sues and Peter to enhance our services in the Dunedin region, Steve has had a background with Jobseekers and disabled persons. In Central Lakes, we were fortunate to hire Neha Gosalia (July) who has lived in Queenstown since 2015 and has developed strong community connections with the many organisations she has been involved with.

Behind the scenes we have a great accounts/finance volunteer in Alison who has been with the organisation for many years. She really is one of those dedicated volunteers who is passionate about her role.

With regards to the finances, the board noted the difficulty with the funding situation across the not-for-profit sector and the challenges facing the community. This affected our finances however, Volunteer South had a small surplus this year. The board would like to acknowledge the efforts of Ben, Gillian and Sues in their fiscal management and diligence in working with funders to ensure our applications were well received and to ensure we are financially responsible.

We extend a big thank you to all the funders who make our work possible. We appreciate the generous assistance from the Department of Internal Affairs Lottery Community Fund, COGS Central, COGS Dunedin/Waitaki, CVC Fund, Dunedin City Council, Central Lakes Trust, Otago Community Trust, Southern Trust, Southern District Health Board, Ministry of Social Development, Lotteries Communities, Bendigo Valley Trust, Otago Healthcare Charitable Trust, Queenstown Lakes District Council, ACE Shacklock Charitable Trust, and sponsors of the Volunteer Awards, SBS Bank and Otago Community Trust.

I wish to acknowledge the contribution of my fellow Trustees who volunteer their time and energy to the organisation. I am grateful for their wisdom and ongoing commitment. Our thanks go to the fantastic Volunteering South team of paid staff – Sues, Gillian, Peter, Steve, Neha, Raewyn, and Katrina. As well as our volunteers, both in Dunedin and Central Lakes. Their skill and passion has ensured that we delivered programmes that made a difference. Together, we are proud to contribute through volunteering to a more connected and more caring community.



Andrew Whiley  
Board Chair  
Volunteer South

## Chief Executive's Report

This last year has been one of consolidation as we implement the New Way of Working developed as part of our Reimagination process undertaken in the previous year. We have had a change of staff in Otepoti|Dunedin, leading to the induction of a new Community Connector and employment of a Regional Administrator (a new role to our organisation).

A BIG thank you goes to our amazing staff, who have continued to provide amazing services to our communities across the Southern Region of Aotearoa, even when we have been down a couple of team members.

This report shows the work we do in each of our Core Areas of business, shows the networking and connections we have, the celebrations we have been involved in and the Memorandums of Understanding with various entities we are a part of.

Please read below for all the work we have done to support, promote and encourage volunteering in our area



Sues Russell  
Chief Executive  
Volunteer South

## Statement of Service Performance

Kaitiāo o te Taitonga | Volunteer South promotes, supports, and strengthens volunteering to create stronger, more connected, and resilient communities. We are open to everyone and strive to ensure volunteering is a positive and rewarding experience for all involved and provide a link between prospective volunteers who are willing to share their skills and energy, and organisations that involve volunteers. In addition, we provide training, networking, advice, support, resources, advocacy, sector news, promotion of roles and recognition of volunteering and volunteers.

## Description of Volunteer South's Outcomes

1. Volunteering and volunteers are recognised and promoted in the Southern Region.
2. People of all ages, abilities, and backgrounds participate in meaningful voluntary activity in the community; their impact is recognised and celebrated.
3. Community organisations have good access to support, information, resources, and training about volunteering in the Southern Region and are encouraged to provide a standard of excellence in their volunteer programmes.

1. Volunteering and Volunteers are recognised and promoted in the Southern Region	2023	2022	2021	2020
1.1. Number of Promotional Events Hosted	7	3	10	2
1.2. Number of Facebook likes	3,594	5,532	5,112	4,609
1.3. Number of hits in printed media		130	122	102
1.4. Number of unique website visitors	24,887	28,600	14,000	21,307
1.5. Number of newsletters	37	85	42	17
1.6. Number of talks to other entities	14	12	9	17
1.7. Number of volunteer roles promoted	580	557	548	639
2. People of all ages, abilities, and backgrounds participate in voluntary activity in the community.	2023	2022	2021	2020
2.1. Total number of volunteer connections made by volunteers that use our services to connect with volunteer opportunities	1483	2,000+	1,279	5,604
2.2. Number of volunteers who enrolled in Supported Volunteering	69	37	64	102
2.3 . Number of Supported Volunteers who progressed to volunteering	38	No Data		
2.4. Number of volunteers who directly help Volunteer South	20	34	46	19
2.5. Number of face to face volunteer interviews and assisted registrations	29	85	73	227
3. Community organisations have good access to support, information, resources, and training about volunteering in the South Region.	2023	2022	2021	2020
3.1. Number of community organisations registered	496	506	557	506
3.2. Number of workshops, training, and networking events hosted	15	32	19	8
* Please note (3.1) the number of organisations has reduced due a merging organisations. We had a 7% increase in organisations register in the year				
**Data Unavailable				



# One Team Across One Region

Last year Volunteer South embarked on a process that looked at ways to work smarter across the vast southern region of Aotearoa. We implemented an organisational structure that incorporated local and regional tasks in a way that ensured the volunteers and volunteer involving organisations were always at the forefront of everything we did. We believed in the importance of retaining local initiatives, relationships, and feel, while using the organisational strengths to achieve positive outcomes in our local communities.

During the 2022/23 year, we embedded this new structure into how we operate. We reduced duplication of internal processes and subscriptions, by:

- Merging our Facebook pages to one Volunteer South page with all posts and communication taking place on that platform.
- Merging our Mailchimp accounts and related audiences to more effectively get messages out to specific audiences with content that is relevant to them.
- We employed a Regional Administrator who is able to support the team across the region and keep an eye on how we can continue to combine skills, information, and knowledge.
- We now have a consistent process to support our Community Connectors across the region and share their knowledge and expertise across the team.
- We are looking at ways we can implement programmes and services we have in one area across the whole region.

This process was internally driven, however, it is important we connect back with our communities and ask them what they would like to see in the volunteer space. What challenges are they facing, what changes are happening for them, how would they like to engage with our services, what services, if any, they would like to see that we are not currently providing. Therefore, we are calling our next project “Blueprint to the Future” which incorporates community conversations to better understand the changing landscape of volunteering, taking those conversations and re-thinking our services to ensure we remain relevant and useful to our communities, and then looking at how we implement what we have learnt.

We are hoping these conversations will begin in 2023/24 and help Volunteer South provide more relevant and connected services.

We promoted and supported best practice in volunteering and worked with our member organisations to help them create strong and transformative volunteer programmes, where volunteers not only have a fantastic experience, but are recognised and celebrated for their impact and contribution to their community.

To do this we identified four (4) main groups we can work alongside to promote volunteering and overcome barriers they may experience when accessing volunteering :

- [Youth](#)
- [Newcomers](#)
- [Mental Wellbeing](#)
- [Employee | Corporate](#)

Our core work is split across four (4) key objectives feeding into our core business:

1. [Volunteer Connections](#)
2. [Supporting Volunteer Involved Organisations \(VIOs\)](#)
3. [Promoting and celebrating all things Volunteering](#)
4. [Providing services and running an organisation on sustainable practices](#)

Our Community Connectors provided services in line with the core objectives. Their main role is to connect, support, advise, and encourage volunteers and VIOs to engage in meaningful, transformative, and impactful volunteering. This was done by working alongside and supporting VIOs to develop and run successful, engaging, and safe volunteer programmes that connected the community with their purpose and the change they were wanting to make.

Our Community Connectors also supported and assisted potential volunteers to find a role that suited their passions, skills, and availability in a way that was meaningful to them.

## 1. Volunteer connections

Our Community Connectors supported volunteers to identify roles that suit their passions and skills to ensure a seamless, enjoyable, and ongoing volunteering experience. Some people have difficulty volunteering due to age, gender, ethnicity, circumstance, health, ability, lack of experience, availability or simply not knowing where to look for a role. No matter who wants to volunteer, we are there to help overcome those difficulties and enable everyone that wishes to volunteer to do so, regardless of their background or challenges. We support people to identify rewarding roles suitable to their interests and skills to enable them to benefit from volunteering and subsequently increase their sense of belonging, purpose, self esteem and much more.

## 2. Supporting Volunteer Involving Organisations (VIOs)

It is important at Volunteer South that we ensure the right training and resources are available to those managing volunteers. It is a difficult role that requires skills across a wide range of areas from Health & Safety and HR through to scheduling and relationship building.

A key part of our work is encouraging best practice in volunteer involving organisations. We are able to do this through engaging our large membership base of nearly 500 members (membership is currently free to NFP) that benefit from our services such as:

- One on one mentoring
- Advice
- Resources
- Our connections programme
- Training and networking opportunities
- Workshops
- Webinars
- Newsletters
- Promotion of volunteer roles and organisations in the local media.

Organisations, volunteers, and the communities they work in benefit from this best practice guidance, through better retention of their volunteers resulting in an increased capacity and ability to meet their own objectives.

We strive to identify organisations we can partner and collaborate with to co-deliver projects to avoid duplicating services. Additionally, we are members of Volunteering New Zealand and the Volunteer Centre Network Aotearoa. Like volunteering - we are stronger when working together.

This year we held 15 workshops & networking events with volunteer leaders. We also helped many volunteer involving organisations to upskill and further develop their volunteer programmes using best practice guidelines.

Volunteer South hosts a range of events to support VIOs and encourage connection between leaders of volunteers. These include workshops, training and monthly member connect sessions.

We held the following in support of VIO's:

- Monthly online networking and professional development for member organisations
- Volunteer Engagement Workshop for volunteer involving organisations in Dunedin and Central Lakes
- Volunteer Engagement Workshop for QLDC staff
- Good Yarn Wellbeing Workshop for leaders of volunteers - in partnership with Headlight Trust.
- Supported the development of the Upper Clutha Family Support Programme with Community Networks/LINK
- Volunteer Expo (Dunedin) in partnership with Dunedin City Council to connect volunteers to organisations
- Volunteer Expo - (Queenstown) in partnership with The Kiwi Kit Community Trust to connect volunteers to organisations
- Youth Expo - (Invercargill) (had a booth shared with Citizens Advice Bureau to promote volunteering to young people)
- Tākaro Festival of Sport (Wānaka) - supported the 'Get Involved' element of the festival
- Festival of Sport Expo (Wānaka) (had a booth to promote volunteering in the sporting space)
- Otago Pop-Up Job Shop (Dunedin) to promote volunteering to job seekers
- Regular promotion of roles to support recruitment of volunteers



### 3. Promoting and celebrating all things volunteering

We raise awareness of volunteer experiences and opportunities, encouraging others to consider volunteering and to celebrate volunteer achievements.

We regularly promote volunteers and the impact they make in the local media. Our team is also regularly invited to speak at various events and meetings, to raise awareness of volunteer opportunities in the area and to inform people how they can connect with their community through volunteering.

For more information feel free to visit our new section on our website:

<https://volunteersouth.org.nz/news>

### 4. Running Volunteer South on sustainable practices

As one of our Key Objectives, it is important for Volunteer South to support our staff to do amazing things, consider our environmental footprint and ensure our services are funded sustainably. We do this by:

- Ensuring we have reusable items when catering,
- Being a paperless organisation
- Constantly looking at how we can further reduce our carbon footprint
- Ensuring we have funding for additional services, programmes, events etc before committing them
- Ensuring our team is well supported to do the work they do

# Staff Achievements, Connections, Volunteering, and Training

Looking after our staff is important to Volunteer South; they are our biggest asset and advocates for volunteering. Here are some of the things they have participated in over this year.

## Training/Workshops

Our team has attended various trainings and workshops. Below is a list of trainings/workshops attended by individuals (not as a team):

- Volunteering Waikato - 2 online workshops exploring Volunteer Retention
- Volunteer Emergency Management workshop
- Te Tiriti Workshop
- Train the Trainer online course through the Volunteer Centre Network Aotearoa
- Volunteer Centre Network Aotearoa hui
- Queenstown Interagency (participated)
- Volunteer Centre Network Aotearoa (Active Member)
  - Youth Sub-Group (Facilitated)
- Wanaka Interagency (Participated)
- ACROSS Alexandra (Participated)
- Cromwell Collective (Participated)
- Reconnecting Seniors, Wanaka (Active Member)
- Young Families Collective, Cromwell (Active Member)
- Stronger Waitaki Management Meeting (Participated)

## Volunteering

Our team is committed to volunteering, each one engaging in a cause they are passionate about and within their own capacity. They are committed to and involved with their communities. Here are some of the organisations they have supported this year.

- Hagino - Orokonui Ecosanctuary
- Gillian - The Wānaka Trail Ride, Wānaka Primary School
- Neha - Remarkable Theatre, Remarks Dance Crew, Queenstown Roller Derby
- Peter - Dunedin Symphony Orchestra, Dunedin City Jazz Orchestra, Kaikorai Metropolitan Brass Band, Inati
- Sues - Malcam Foundation Trust
- Raewyn - Menz Shed, Citizens Advice Bureau



## Team Hui

As our team is across a large geographical area, Volunteer South is committed to bringing them together several times a year to work on system and service development, team build, and get to know each other a little better.



Gillian White (Regional Lead), Raewyn Clarke (Community Connector - Invercargill), Katrina Dodd (Regional Administrator), Sues Russell (CE), Hagino Baker (Community Connector - Coastal Otago), Alison Maynard (Deputy Treasurer), Neha Gosalia (Community Connector - Central Lakes), Peter Claman (Supported Volunteer Coordinator)



# Focus Areas

Volunteer South acknowledges the importance of diversity within volunteering. With diversity comes stronger communities that benefit from the freshness and passion that volunteers from diverse backgrounds bring. To ensure we are reaching across a range of volunteer groups we have developed the following focus areas - Youth, Newcomers, Mental Health & Wellbeing, Employee | Group and are working to support and encourage volunteering in a meaningful and impactful way for all.

## Youth Engagement

Young people are passionate volunteers, keen to create change through their actions. Unfortunately, they face considerable barriers to volunteering such as time, school work, extra curricular activities, employment, and transport.

Volunteer South believes in volunteering as a way to connect with one's community, develop skills, explore passions, and create new opportunities. Volunteering as a young person often carries different aims and practicalities from that of an older person. To that end, we strive to ensure the needs and goals of our young volunteers are being met. Additionally, we are aware that the benefits of volunteering can have a huge impact at such a pivotal time in one's life.

In the Central Lakes area we run a programme in which High school students spend their time volunteering on a Teacher Only Day. The past year saw the following Teacher Only Days:

- May 22, Wakatipu High School: 32 students = 96 hours, 12 days worth of activity with 2 community organisations (limited to outdoor activities due to COVID)
- June 22, Dunstan High School: 22 students = 66 hours, 8 days worth of activity with 3 organisations.
- September 22, Wakatipu High School, 36 students = 108 hours, 13.5 days worth of activity with 7 organisations.
- February|March - Queens High School Gateway programme participants (25 students doing 4 hours a week for 5 weeks = 500 hours) with 4 organisations.



**Teacher Only Day  
Volunteering**



## Newcomers

Volunteering is a great way to get involved as a newcomer to any region. Through volunteering, newcomers can get to know people in their community, discover new passions, and create a sense of belonging which, in turn, fosters wellbeing. Volunteering also offers an opportunity to learn and build skills that might help with finding employment.

We continued to develop relationships with organisations working with newcomers and migrants in the Central Lakes area to enable our team to reach deeper into these communities and ensure volunteer opportunities are promoted to all corners of our communities. We are developing these relationships in the wider region and recognise the strength that collaboration brings in this space.

## Employee/Group Volunteering

In addition to working with individual volunteers, we offer support to groups keen to volunteer, including businesses and social groups. Employee volunteering reaps a host of benefits, including higher satisfaction, motivation and retention of staff, increased sense of team and sharing of skills to community organisations who benefit from their support.

Volunteer South is aware of the growing need for employee and group volunteering. In this area, we aim to facilitate a culture, lifestyle, and ongoing love for volunteering among staff who might not have considered volunteering as an option. With the implications of COVID still in the community we were less active in the employee volunteer space than in previous years; however, our group youth volunteer opportunities did continue as highlighted above. We have started to take enquiries that translated into active volunteers in the following year and worked to develop more structure around supporting a wider range of organisations to host groups of volunteers and ensuring it is a transformative experience for all involved.

## Supported Volunteering

### Mental Health and Wellbeing

Tūao Awhina | Supported Volunteering is a non-clinical programme that supports people struggling with mental health and isolation to connect with their communities, find a sense of purpose and develop new skills through volunteering. We take a strengths-based approach to working with potential volunteers, where we identify their goals and hopes for volunteering as well as their particular interests, skills, and any potential barriers to volunteering so we can explore roles that might be a good fit for them. We walk alongside the volunteers at their pace and in the direction they set, supporting them in meeting new people and going into new environments, and following up on their goals and general wellbeing to tailor their volunteering experience to suit their changing lifestyle.

In 2022/2023, we began delivery of a revised service model for Supported Volunteering under contract with Te Whatu Ora Southern and the Ministry of Social Development. Recognising that many people struggling with mental health may not have a formal diagnosis or support worker in place, we elected to take a proactive approach, allowing self-referral to the programme and conducting specific outreach with other providers in the community. The goal was to bring Supported Volunteering into spaces where people are

naturally presenting in their communities to ask for support, which allows us to be present at the time they are motivated to make changes to their lifestyle.

Through this approach we have developed relationships with providers across a range of services in Ōtepoti including not just mental health & wellbeing providers, but also those providing support for people who have been unemployed long-term and those who are struggling with isolation due to intellectual and physical disabilities, where there is a high degree of intersectionality with mental health.

As a result, we were able to support a total of 75 people to explore volunteering throughout 2022/2023, with 42 (56%) of those making a successful & ongoing connection with a volunteer role. The programme has a wide appeal - we are reaching a wide variety of New Zealanders, with volunteers coming to us for support across a range of ages (from 18 to 70+), genders (M=43.6%, F= 51.3%, Diverse= 5.1%) & backgrounds. Those volunteers who we have been able to connect to a volunteer role are feeding back that volunteering is helping them to achieve their goals, and that it is having a positive effect by helping them to feel active and fill their daily life with things that interest them. We've seen many volunteers build routine, increase confidence, and gain skills and even referees! Here's looking forward to building on these successes in 2023/24.

# Collaborations



## Christmas Shoebox Project



Volunteer South's CEO, Sues, heading off to deliver Christmas boxes

This is an amazing initiative by Catalytic Foundation to ensure every child has something under the Christmas tree each year. We have joyfully been involved with this for 2 years and look forward to doing it again next year.

Catalytic Foundation work with businesses across our region asking them to provide 4 things for the box:

1. Something to love
2. Something to wear
3. Something to play with
4. Something for school

Volunteer South collects filled shoe boxes from local businesses and coordinates volunteers to wrap and allocate them to age appropriate groups, before distributing them to community organisations that have families in need of a little Christmas cheer

This year we had approximately 30 volunteers wrapping over 150 boxes going to 5 organisations to distribute to over 150 children in the Dunedin, Invercargill and Oamaru areas.



Forsyth Barr also coordinated filling boxes, wrapping and distributing to our communities.

## Lighthouse Initiative & Governance Mentoring Programme

*'Working together to strengthen communities in Central Otago and the Queenstown Lakes District'*

Covid-19 exposed and increased the need for community-initiated responses to the issues that our communities face as well as a notable increase in the desire for, and openness to the concept of cooperation and collaboration across our sector.

Several key organisations/individuals came together in 2021 after becoming aware of similar needs and issues from community groups and organisations. The group included members from ACOSS, Central Lakes Trust, Central Otago District Council, Cromwell and Districts Community Trust, Sport Central, and Queenstown Lakes District Council. They collated information on the needs and issues that they were hearing from across the region, and looked at how, if they joined forces, they could collectively support a region wide initiative to strengthen community capacity and capability.

Key elements of other successful models from across New Zealand were considered and developed into a fit for purpose model, called The Lighthouse Initiative, for Central Otago and Queenstown Lakes, which has been tested and refined with a wider group of community groups and organisations from across the region.

This piece of work is in development and whilst discussions were underway, an opportunity arose that the team at Volunteer Kapiti shared with us: A Governance Mentoring Programme in partnership with Mentoring Foundation NZ and Community Governance NZ. The Governance Mentoring Programme is a six month programme, aimed at strengthening leaders in governance roles of community organisations through focused mentoring relationships. With financial support from Central Lakes Trust, Volunteer South delivered the programme in the Central Lakes region, supporting individuals on their governance journey, offering fantastic opportunities for mentees and mentors to improve networks and connections with leaders in local communities and provide access to a proven mentoring model which helps get the most out of mentoring relationships.



## The Kiwi Kit Community Trust

Our relationship with The Kiwi Kit Community Trust continued in 2022/23 and saw us participating in and facilitating a breakout session at their Great Migrant Brainstorm in Wānaka and partnering with them to host a Volunteer Expo in Queenstown, bringing community organisations together to meet with individuals interested in volunteering. The partnership enables us to reach deeper into migrant communities and connect newcomers with volunteer opportunities in their area.

## Volunteer Centre Network Aotearoa

Aotearoa is a nation of Volunteers, evidenced by the 17 Volunteer centres across the country. Volunteer South is independently governed and managed, however we work closely with the other centres and Volunteering New Zealand, to tackle issues and challenges within the sector. This collaboration allows the team at Volunteer South to each contribute their unique skills, knowledge, and passion to strengthen volunteering nationwide. Staff from the Volunteer South team lead the Youth Volunteering focus group and contribute to the Training focus group and VCNA advisory focus group.

## How We Supported Our Communities

### Civil Defence Emergency Management Partnership

We continue to forge stronger working relationships with region wide emergency response groups. We're proud to be part of the conversation around emergency preparedness to ensure that volunteer support will always be available when and where it is needed. We have a memorandum of understanding (MOU) with Civil Defence, Emergency Management (CDEM) for the Otago region and continue to assist where required.

### Social Impact Studio (University of Otago)

Volunteer South has an MOU with the Social Impact Studio (SIS) to work together to promote and support volunteering in Dunedin. SIS promotes volunteering among staff and students at the University of Otago. They have access to and utilise our database to promote volunteer roles and opportunities so we can be stronger working together. We also have a joint MOU with CDEM and SIS to support in a civic emergency.

## Celebrations and Campaigns

Due to significant changes in staff and the region still adjusting to coming together following COVID, our face to face celebration events did not take place during the year. However we ran a number of media campaigns to raise awareness of volunteering and encouraged volunteer involving organisations to celebrate and recognise their own volunteers in ways that were appropriate to them and their teams. Using resources from Volunteering New Zealand and sharing stories from local volunteers we worked to raise awareness of volunteering and inspire people to volunteer through these campaigns in print, digital and social media.

This included coverage around National Volunteer Week (June, International Volunteer Manager Day (November) and International Volunteer Day (December).



# Volunteer Awards

The 2022 Volunteer Awards was a success with 60 Volunteers being celebrated with a certificate.

We were blown away by the aroha and mahi of all the volunteers that were recognised and celebrated at the awards ceremony. With thousands of hours worth of mahi contributed to our community within the room.

The award categories were:

## Volunteer Programmes

- ★ Resilience and Adaptability
- ★ Collaborative Volunteering
- ★ Diversity and Inclusion
- ★ Transformative Volunteering

## Volunteer Category

- ★ Leader of Volunteers
- ★ Rising Star
- ★ Resilience
- ★ Team of the Year



## Volunteer of the Year

Juanita Willems was named Volunteer of the Year for displaying huge Whanaungatanga and Manaakitanga. Juanita leads by example, never asking anyone to do something she wouldn't do. We recognise the exceptional value she brings as a skilled and respected coordinator and leader.

Then an overall winner in each Category -

### **Programme of the Year**

Okāhau Dune Project was named Programme of the Year for the great collaboration and long-term vision. Their work reminds us that the community is not defined by geography. They have shown commitment to future generations and respect to cultural importance of the coastal environment and plants.



### **SBS Spirit of Volunteering Award**

Moira Parker was awarded the SBS Spirit of Volunteering Award for her mahi aroha over the last 41 years. The thousands of hours Moira has dedicated to her volunteer teams mean that they in turn become valuable feet on the ground and genuine advocates of the conservation cause.



# Volunteer Awards 2022



Volunteer Awards  
SBS Volunteer South

60

Individual volunteers were awarded of some kind of certificates



94%

of the awards ceremony guests rated 4+ stars



17

Community organisations were awarded



## Increased awareness of volunteering done in the community

"I learned a lot about different individuals and organisations that volunteer in Dunedin."

## Provided opportunity to celebrate and acknowledge volunteers

"Great event, thrilled to have volunteers recognised in such a lovely way, well done everyone and thanks"



## Other feedback:

"I would like to acknowledge the generosity of the sponsors. The beautiful awards and additional gifts of chocolates, flowers and vouchers were quite overwhelming"

"What an amazing community we live in. All those amazing people giving their time to others and doing fabulousness in the community!"

"A wonderful window into the extraordinary work of volunteers in our city."



We are bringing our community together.



Thank you for your support!



Volunteer South  
Kaitiāo o te Taitonga



We also could not have run the awards without the amazing support of our sponsors. The main sponsor being SBS Bank, who graciously removed their name from the awards to show their respect to volunteers, making the awards about them. To Otago Community Trust for their support and contribution and then to the other many businesses that put their hand up to support the awards and be a part of recognising the amazing people in our community.





**Statement of Cash Flows**

**Statement of Accounting Policies**

**Notes to the Performance Report**

**Our Funders**



**Te Tari Taiwhenua  
Internal Affairs**



**ACE Shacklock  
Charitable Trust**