



**Volunteer South**  
Kaitūao o te Taitonga

# PERFORMANCE REPORT 2024



<u>Who We Are</u>	3
<u>Chair &amp; CE Report</u>	5
<u>Core Work</u>	7
<u>Subgroups</u>	11
<u>The Wheel of Opportunity</u>	16
<u>Find Your Perfect Match</u>	17
<u>National Volunteer Week</u>	18
<u>Civil Defence Emergency Management</u>	19
<u>Volunteer Awards</u>	20
<u>Our Team</u>	21
<u>Funders</u>	23
<u>Entity Information</u>	24
<u>Statement of Service Performance</u>	25
<u>Statement of Financial Performance</u>	26
<u>Statement of Financial Position</u>	27
<u>Statement of Cash Flows</u>	28
<u>Statement of Accounting Policies</u>	29
<u>Notes to the Performance Report</u>	30
<u>Independent Auditor's Report</u>	35


# WHO WE ARE

**CONNECT**

**SUPPORT**

**STRENGTHEN**

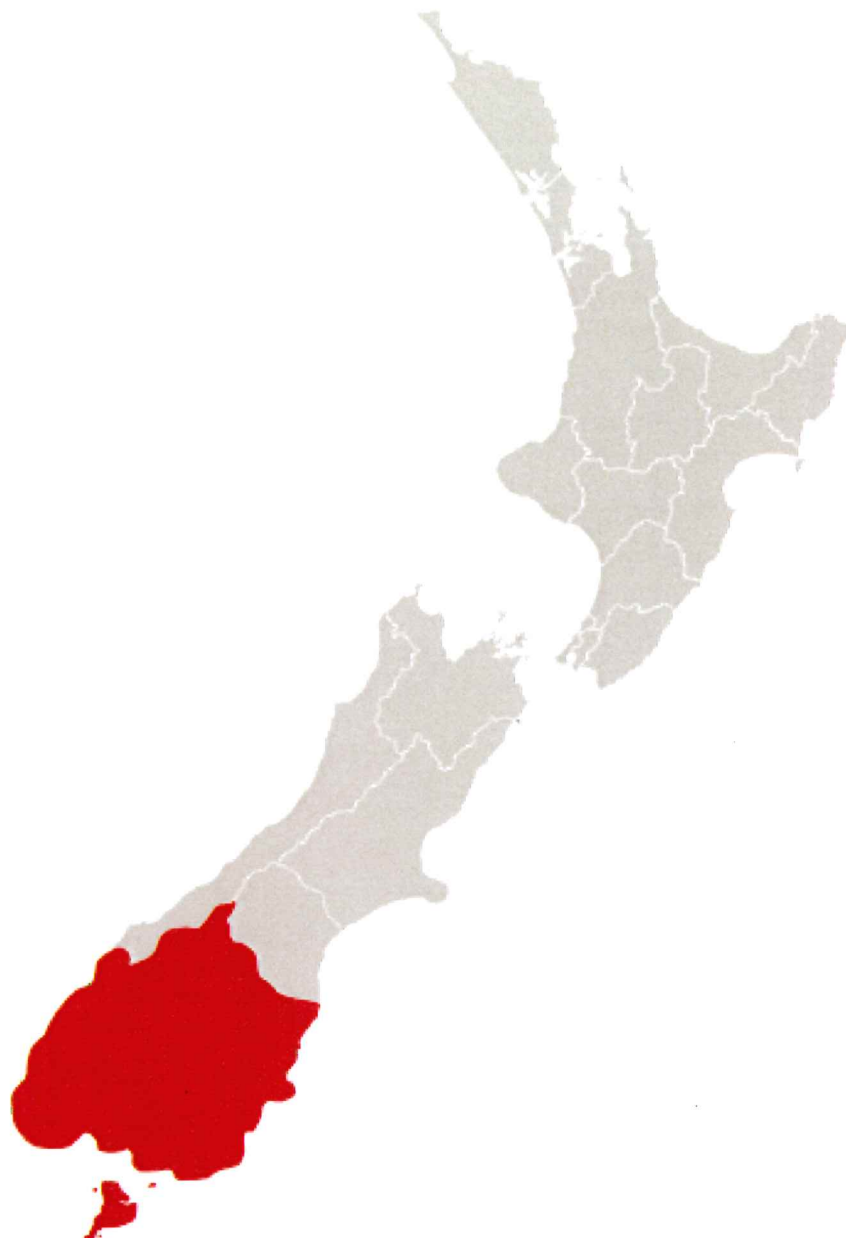
Volunteer South is a charitable trust that connects, supports, and strengthens both tūao volunteers and volunteers involving organisations in the Southern region of Aotearoa New Zealand.



**Increase awareness of  
volunteer opportunities in the  
region, and encourage and  
inspire people to volunteer.**

**Through positive volunteering  
experiences the community's  
health, well-being and  
connectedness is improved.**

**Increase the capacity of local  
organisations involving volunteers  
and to ensure that everyone  
involved; the volunteers and the  
beneficiaries have a positive,  
meaningful and rewarding  
experience.**



Central Lakes → Waitaki → Dunedin → Invercargill



**Volunteer South**  
Kaitūao o te Taitonga



# A NOTE FROM ANDREW



Kaitiāo o te Taitonga Volunteer South (VS) had a very active year as we strengthened our community connections throughout Otago and Southland. We saw a larger number of organisations engage plus a greater number of volunteers become involved in our programmes. We also successfully connected our 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. I am extremely proud of how our team continually step-up to directly support over five hundred community organisations throughout Otago and Southland.

VS continues to acknowledge that we live in a world where the nature of volunteering is changing as society changes. Gone are the days when volunteering was typically a regular, ongoing commitment to a single cause. Today, volunteering can mean one-off projects, corporate volunteering schemes, and online volunteering, which touches many different people including students, new immigrants, men and women, old and young. Plus at a national level, we have continued to be active in developing and supporting 'best practice' in volunteer centre management.

The VS Board has continued to go from strength to strength. As a not-for-profit board, the quality of our board members is outstanding. We welcomed to the board: Nicola Pinfold, Grace Titter, Jordan Nicolson and board intern Charlotte Barker. During the year, we said goodbye to Robyn Bennett after 7-year on the board as she moved to Wellington for work. My thanks go to: Ben McCormack, Lynda Marnie, Tagiilima Feleti.

VS CEO Sues Russell has been extremely busy 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. Our Central Otago Regional Lead, Gillian White, departed us in December and Neha Gosalia is picking up from where Gillian left off. Peter Claman is making a strong impact working in the role of Community Connector – Supported Volunteer with the support of funding from Te Whatu Ora (Southern DHB). Steve Baker has been doing positive work in the role of Dunedin Community Connector. The team have been greatly supported by our part-time administrator Amy Desvaux de Marigny and volunteer Treasurer, Alison Maynard.

The VS board notes the difficulty with the funding situation across the not-for-profit sector and the challenges facing the community. This affected our finances and Volunteer South has made a loss of \$21,037 after a profit of \$36,326 the previous year.

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, Dunedin City Council, Central Lakes Trust, Otago Community Trust, Southern Trust, Southern District Health Board, Ministry of Social Development, Lotteries Communities, Catalytic Foundation, as well as The Lion Foundation.

The future is strong for the VS team as we serve Otago and Southland in building a stronger and more connected volunteering community.

Andrew Whiley  
Board Chair - Volunteer South

A handwritten signature in blue ink, appearing to read 'Andrew Whiley', written over a horizontal line.



# A NOTE FROM SUES



2023/24 was an exciting year for Volunteer South as we embedded our new way of working and saw amazing results in our community engagement. Our Team were collaborative and innovative, promoting volunteering and increasing our profile across the region.

The introduction of our "Wheel of Opportunity" (credit Neha Gosalia for the idea and activation) has engaged communities in conversations about volunteering in Central and Dunedin. The idea went viral with Volunteer Centres across Aotearoa ordering their own Wheel.

Our Speed Dating events have connected many volunteers to organisations that share their passion and drive to make lasting positive impact in the community.

We held our Engagement Training for Volunteer Leaders/Managers to upskill in best practice for volunteer programmes throughout the region. These were well attended with great feedback.

Our membership has increased to over 520, which means we are able to assist more organisations with their volunteer programmes, promote their volunteer roles and connect more people to the volunteer opportunities that exist in our region.

Sadly though, we said goodbye to our long standing team member, Gillian White, who has been with the organisation for 11 years from the inception of a Central Otago service. She has added valuable insight and knowledge to the landscape of volunteering both in Central Otago as well as across the southern region. She will be sadly missed from our VS Whanau. Neha Gosalia has taken on many of her responsibilities and is embedded in the Central Lakes community. We know she will be amazing in taking on the role of Regional Lead.

And finally, I am moving on from Volunteer South. It is an amazing organisation that makes a real difference in the volunteer landscape. The team are experienced, passionate and devoted to raising the profile of volunteering and supporting volunteer involved organisations to provide the most amazing volunteer experience that engages people in their kaupapa and to make a real difference to their communities.

I leave you with this quote -

"If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever." — Kofi Annan

Sues Russell  
Chief Executive - Volunteer South



Over 1404 volunteers used our service to connect with a volunteer opportunity that is right for them.

We offered support to our 522 member organisations through conversations, role promotion, best practice training, advice, resources, and more

We promoted nearly 600 roles on our website, connecting organisations and volunteers that share the same passion

We engaged in nearly 60 talks and community engagement events throughout the year, sharing the important work that we do to make our communities a better place





Our core work is split across four key objectives that feed into our core operations. The Community Connectors work within these objectives with the primary goal of creating meaningful connections that result in maximising the impact of community organisations. We support volunteers into meaningful, transformative, and impactful roles. We provide organisations with guidance on best practices to ensure successful volunteer engagement and promote their roles by various means within the community.





## Volunteer Connections

Each month we connect with volunteers both 1:1 and in public settings, discussing their passions and goals, connecting them with organisations, and supporting volunteers in their roles.

This year we connected via countless conversations, events like the Greater Green Island Expo and the Remarkables Market, and offering support to those who face barriers to volunteering. We presented the benefits of volunteering to diverse groups including students at Wakatipu High School, and Central Otago Reap.



Community Connectors Peter and Steve at a Dunedin event

## What Support Looks Like:



## Supporting Organisations

People are more likely to consider volunteering in the long-term, if the organisation creates a positive, meaningful volunteer experience whether it's a one-off or ongoing role. We support over 500 organisations by encouraging best practices in their volunteer program. Resources and training opportunities are shared in our Volunteer Voice newsletter. Our team provides 1:1 mentoring and advice and tailored role promotion across local and social media and newsletters.

Community Connector Peter Claman presents at the Dunedin Engagement Workshop in Nov 2023

## Training

Supporting leaders of volunteers is essential for volunteer retention.

- Monthly Member Connect offers free bite-sized workshops on various aspects of best practices including recruitment, onboarding, marketing, recognition, etc.
- Our Volunteer Engagement Workshop is a comprehensive, interactive half-day training on best practices. A new workbook was developed this year to allow attendees to apply key best practices immediately and walk away with tangible actions.







### **Promoting and Celebrating Volunteering**

As a team, we are passionate about volunteering and all the benefits volunteerism brings to individuals and the wider community. Over the year, our team were involved in 56 talks and celebrations that promoted volunteering.

### **Sustainable Service**

Sustainability of our environment and our team is extremely important to us at Volunteer South. One practical way we look after our beautiful planet is by operating within a no-plastic policy. We often provide catering at our events and ensure all food is provided on crockery with a tea towel, rather than plastic, to cover the food.

The other major aspect of our sustainable practice is ensuring our staff are equipped to be their best. To this end, we have weekly catch ups where we connect with one another to hear about how everyone is feeling and what is going on in their lives.



**Youth**

**Employee/  
Group**

**Newcomers**

**Mental  
Wellbeing**

We have four core groups that we work with to support volunteering. We provide tailored assistance to these four groups to help them overcome the specific barriers each face in volunteering.

Top Left: WasteBusters volunteers

Bottom Left: Phillipa Jones volunteering with KiwiHarvest

Bottom Right: Queenstown Multicultural Festival



"Thank you so much for meeting with me today. It was a pleasure meeting you. I was so much into the conversation that I lost track of time... Thank you so much once again for guiding me through the process. It will be my pleasure to meet you again!"





# Youth



## CENTRAL LAKES:

- Collaboration with STARS program (Graeme Dingle Foundation) at Wakatipu High School
  - Hosting an activity at Community Adventure Day for 100 Wakatipu High School students
  - Presenting to 50 STARS Peer Mentors about volunteering with a citizenship lens
  - Supporting the STARS facilitator in sourcing group volunteer opportunities
- Collaboration with Branches Trust Community Service Program at Wakatipu High School
  - Connecting 136 student volunteers to 7 different organisations

## DUNEDIN

- Collaboration with Social Impact Studio in the design and facilitation of Futureproof, a youth-led pilot project to support organisations in attracting young volunteers.
- Presenting to Otago Polytechnic L3 Foundation Students and Sport Otago Young Leaders about the advantages of volunteering, with a particular focus on how it can lead to Career Development for the Young Leaders.
- Dunedin team volunteered as event support crew at the Dunedin Polyfest in September to Support youth and the Pasifika community
- Engaged youth visitors at the Greater Green Island Community Network Expo, Polytech Careers Day and the South Dunedin Street Festival

## REGIONWIDE

- Presenting to Y3 Otago Medical School students during Community Contact Week about how Volunteer South contributes community health by supporting VIOs who work in this space, as well as how volunteering enhances personal well-being of individuals. (Queenstown and Milton)

## NATIONAL

- VCNA Youth Sub-Group
  - Facilitator of the sub-group (Neha)
  - Developed Youth Volunteer Engagement Workshop with Volunteering Auckland and Volunteering Kapiti to be delivered to member organisations





### Highlights

- An excellent example of what can be achieved through Employee Volunteering, as a team building and social impact exercise, would include the CHORUS team's volunteering experience through the Catalytic Foundation and Volunteer South's collaboration, at Dunedin Community House, in Dec 23. The Chorus team prepared 134 children's gift boxes for the 'Christmas Shoebox Project', which they then delivered to the Oamaru Pacific Island Community Group for distribution by local community groups to local children - to ensure no child is left without a smile on Christmas day.
- Volunteer South has also focussed on further developing an overarching strategy to increase and expand corporate/employee engagement and impact within regionally.
- They also now have the new TEAMS tab featured available on Volunteer South's website. This function allows community organisations to advertise group volunteering opportunities that businesses can then view to consider available opportunities for their employees.
- Volunteer South has also provided a number of local businesses with a list of opportunities to consider while continuing to promote access and awareness of the value that employee volunteering brings.
- Bespoke employee volunteering experiences have also been arranged for those businesses looking for meaningful experiences tailored to their organisations values and culture.
- Queens High School's Gateway students also benefited from access and connection to a number of meaningful volunteer opportunities organised through Volunteer South.

## Employee/Group



### Highlights

- It has been a real privilege to establish and strengthen relationships with those key players, networks and community organisations serving Newcomers in our communities regionally.
- Volunteer South provides best practice advice and training to volunteer involving organisations who support and work alongside Newcomers.
- Strengthening Newcomer involving organisation's volunteer needs and programmes has been crucial to increasing community participation.
- Volunteer South continues to maximise its impact in this area and is informed by Volunteering New Zealand's Migrant Strategy.
- Understanding the barriers has also been a key focus to locating the solutions necessary to ensure that every member of the community, especially Newcomers, have access to the advantages and benefits that volunteering affords - so that no one misses out.
- Volunteer South has been committed and active in raising awareness of Newcomer needs in all its community interactions, to ensure that newcomers needs do not go unnoticed.

## Newcomers

Wakatipu Volunteers  
*Photo by Franco Nobell*





# Mental Wellbeing



At Volunteer South, we're passionate believers in the power of volunteering to help people connect with each other, find their sense of purpose and be appreciated for giving back to their communities. When we find the right experience, volunteering can promote all Five Ways to Wellbeing and all sides of Te Whare Tapa Whā.

Putting this belief into action, we've continued to deliver **Supported Volunteering** to our Dunedin-based volunteers in 2023/2024. This strengths-based programme is designed to provide a pathway into volunteering for people struggling with mental health - who are less likely to access volunteering experiences and the wellbeing benefits they bring.

Through Supported Volunteering, we see people make real strides as they volunteer - finding experience, skills, references and even paid employment through their volunteer roles, as well as strengthening their relationships both new and old, finding connection through shared causes and newfound faith in their own abilities.

While the programme has been running at reduced capacity due to the loss of MSD as a contract partner in 2023, we've continued to grow and develop our mahi in line with Te Whatu Ora's new model of care for non-clinical day services - focussing on choice and participation - putting the volunteer behind the driver's seat in their own journey.

In 2023/2024, Supported Volunteering was accessed by 37 potential volunteers, with 21 (57%) progressing into volunteering roles that they would otherwise not have accessed without our support. The average supported volunteer contributes approx. 2 hours of volunteering per week, meaning over 2000 hours (\$52,000 in value\*) were produced by the programme this year.

\*Based on current NZ living wage of \$26.00 per hour volunteered



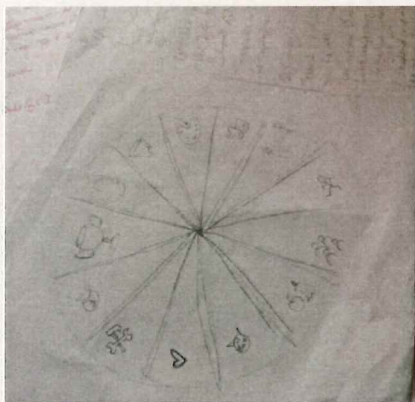
## The Wheel of Opportunity (WoO!)

In May 2023, while brainstorming fun ways to engage youth at Wakatipu High School's STARS Community Adventure Day in a conversation around volunteering, an idea was born: A spinning wheel that represents the various causes that volunteering can support that would be a conversation starter at events. A quick sketch to help Gillian see Neha's vision, and subsequent emails to Pukka and our member VIO Wanaka Community Workshop (WCW) eventually led to the creation of the Wheel of Opportunity (named by Steve) a rainbow-coloured, satisfyingly clicking spinning wheel with icons representing 10 causes.

Once the wheel was created, Neha conceptualised versatile activities that could be conducted using the wheel whether in a presentation or a game/giveaway at a community event. It has been a great way to attract people of all ages at events such as Find Your Perfect Match, South Dunedin Street Festival, Greater Green Island Community Expo, Remarkables Market, and the Multicultural Football Tournament.

When this success was shared at the monthly VCNA hui, several other centres expressed an interest in getting their own Wheel. A slightly smaller version, easier to ship, was created by Pukka and WCW, and 6 more wheels are now spinning at Volunteering Canterbury, Volunteer Wellington, Volunteering Auckland, Volunteering Services (Bay of Plenty), Volunteering Northland, and Volunteer Marlborough, and it has fondly been nicknamed the 'WoO!'.

Needless to say, we are very proud to be able to showcase the volunteer impact of WCW on a national level through this project, and have received nothing but excited, positive feedback from all the centres.



It all started as scribbles on scrap paper...



... there was planning, dreaming, and scheming...



.... and then it became a reality



Now you can find the WoO spinning all over the country!



Volunteering Services (Bay of Plenty) getting the WoO out and about



Volunteer Wellington celebrating their new WoO



# Find your perfect match

This year, we offered a unique and fun-filled community connection opportunity across Central Lakes. **Find Your Perfect Match** is a free, speed-dating style event where organisations host a 'booth' and attendees can meet with them and learn about their activities and opportunities - all in a space of 3 and a half minutes! If the initial conversation sparked interest, volunteers can leave their contact details and organisations walked away with a list of people to follow up with. Participant organisations supported diverse causes including emergency response, youth services, social support, food security, conservation, sustainability, performing arts, sports, animal welfare and health and wellbeing. Collaborators included QLDC Wellbeing, Welcoming Communities, The Kiwi Kit Community Trust, CODC Welcoming Communities and Alexandra Community House.



## Queenstown

June 21st, 2023

The inaugural event was held during National Volunteer Week 2023 at Te Atamira, Frankton.

20 organisations reported 147 new connections with approximately 80 attendees.

### Organisation Feedback

"Absolutely loved the speed dating which broke through people's natural reticence to engage in conversation."

The Wanaka event was held during Mental Health Awareness Week, with funding from Te Hau Toka. 19 organisations met with 40 attendees, and reported 114 connections.

## Wānaka

18th September, 2023



For Valentines Day 2024 we appealed to the Central Otago community to connect with a cause close to their heart. Sparks were flying between 22 organisations and 40 attendees with 99 new connections reported.

## Alexandra

February 14th, 2024



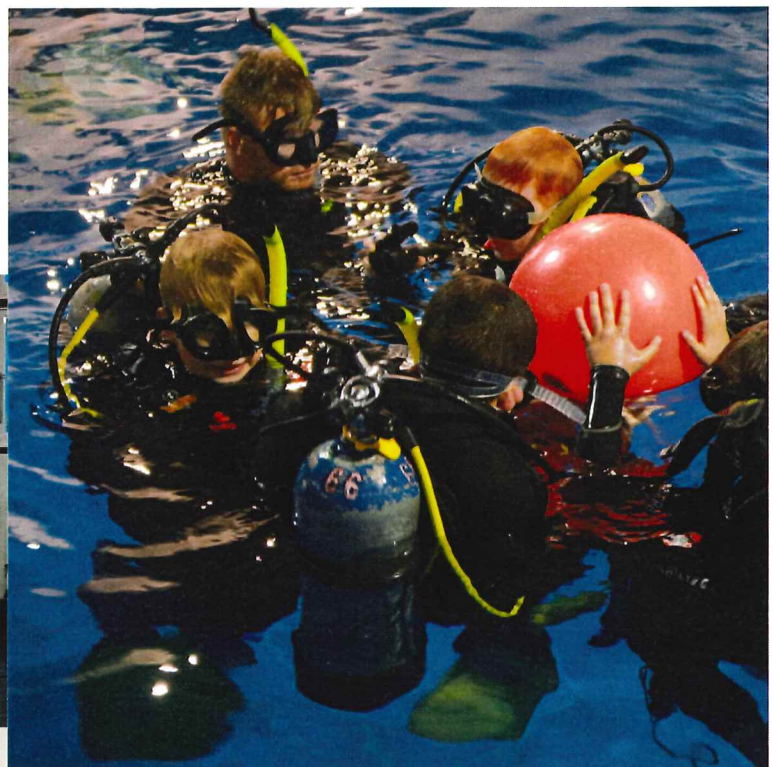


In the month of June, we participated in The Big Shout Out, a campaign that runs nationwide to shout out volunteers and the mahi they do. We love telling stories of volunteers who have found a place to grow their passion, make a difference, and find their people.

TBSO overlaps with National Volunteer Week, a week of the dedicated to highlighting and celebrating volunteerism across the nation and this year the theme was “Shine a Light.” Oh we shined a light alright! We followed three special people as they volunteered...



**Te Wiki Tūao ā-Motu**  
national volunteer week



*(Above) Black Cap Glenn Phillips volunteering with the Anderson Bay Sea Scouts*

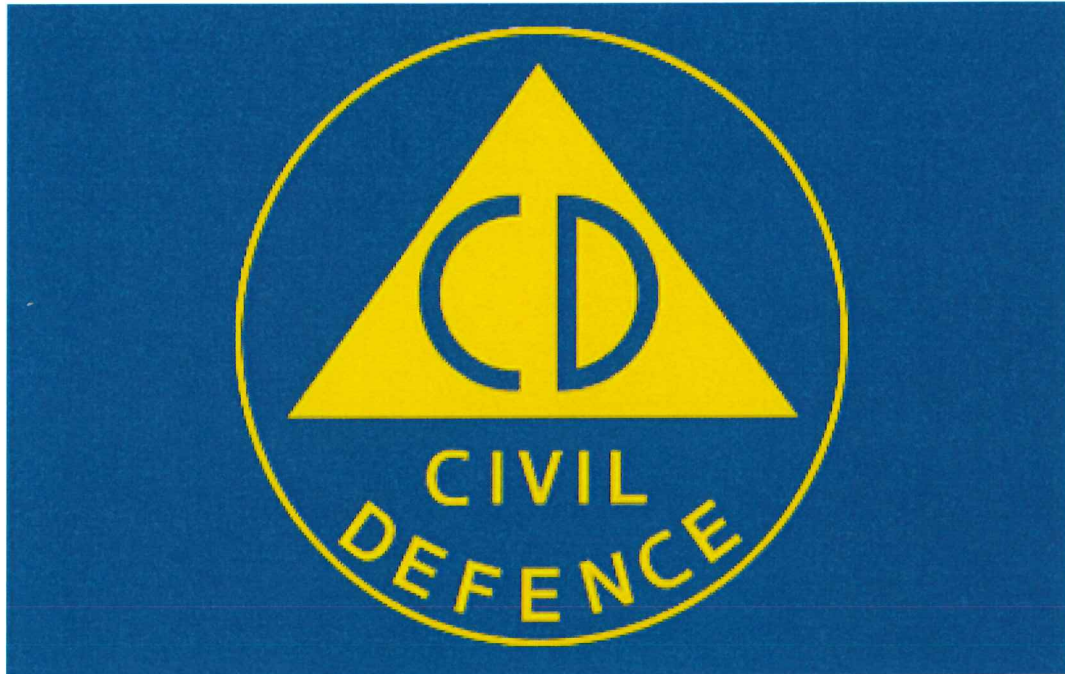
*(Top left) Central Otago Mayor, Tim Cadogan, volunteering with the Dunstan Highschool breakfast club*

*(Bottom left) Callum Proctor of The Hits radio show volunteering with Meals on Wheels to deliver meals to people in need.*



# Civil Defence

## Emergency Management



### Developments in 2024

In early 2024, Neha reached out to Otago CDEM contacts in Central Lakes to revisit the relationship between Volunteer South and CDEM and determine the best way to move forward. CDEM team members acknowledged the contribution of Gillian White and Kirsty Miles in helping direct spontaneous volunteers to appropriate roles during the early stages of the COVID-19 Pandemic.

After discussing how this support might play out in different types of emergency events, it was determined that there would be value in Volunteer South training those who might be responsible for managing spontaneous volunteers. This training could be embedded within the training modules already being delivered by CDEM across the region (ITF and CIMS).

To begin this process, Neha will attend CDEM training sessions to gain an understanding of protocols and determine where Volunteer South training can be effectively added and how delivery would be managed across the region.

Key collaborators in Central Lakes have been Jacqui Lambeth, Derek Shaw and Craig Gibson.

Our database of emergency volunteers will be put into play either to offer training to interested volunteers, or during an event to direct volunteers to the appropriate areas of need.





## Volunteer Honours Board 2022

### IN RECOGNITION OF YOUR COMMITMENT TO VOLUNTEERING

- Aashima Yadav
- Abbey Paterson
- Age Concern  
Accredited Visiting Service
- Alice Kelsall
- Alison Maynard
- Angela Reid
- Angelina Young
- Antonia Wood
- Auden Lee
- Brendan Brown
- Bronson Blackburn
- Bronwyn Jago
- Bruce Mahalski
- Caitlin O'Neill
- Casey Lohead
- Charlie and Joy Pringle
- Citizens Advice Bureau Ōtepoti | Dn  
Volunteer Bureau Advisors
- Claudine Toleafoa
- Club Enliven Volunteer Drivers
- Corinda Taylor and Clare Curran
- Craig Leach
- Dhruv Valera
- Dunedin Curtain Bank Volunteers
- Eleanor Dunn
- Emiko Cowell
- Emily Bull
- Emmerson-Leigh Morgan
- Even Ge
- Family Works Foodbank
- Good Bitches Baking  
Dunedin Chapter
- Heather Fisher
- IHC Friendship  
Volunteering Dn
- Iram Anjum
- James Sutherland
- Jan Letts
- Jemma Main
- Jo Millar
- John Robertson &  
Diana Gash
- Jonte Kydd-Law
- Josiah Edwin
- Juanita Willems
- Jugal Dave
- Julie Cecchi
- Life Matters Suicide  
Prevention Trust
- Peer Support Volunteers
- Mana Rangatahi
- Marga Ranara
- Marion Oliver
- Miranda Wong
- Moira Parker
- Molly McCall
- Nadia Janiczek
- Nalini Kotagiri
- Nathan Kearney
- Neil Burrows
- New Zealand Sea Lion Trust
- Nick Chisholm
- Nicole Bezemer
- Noeline Clark
- Orphans Aid Op shop Dunedin
- Otago Farmers Market Trust
- Ōtokia Creek and  
Marsh Habitat Trust
- Plus Bus - Dunedin Community  
Transport Trust
- Poppy Whittle
- Red Cross Dunedin and  
Otago Polytechnic
- Rob Sheriff
- Shayla Kara
- Sophie Richards
- StarJam
- Team Charlie - Clare, John  
and Charlie the poodle
- Telagi Papau
- The Buddy Programme
- Tillie Lassman
- Tony Stuart
- Waitati Music and Arts  
Festival Team
- Zoe Holgate



SBS Spirit of Volunteering Award Winner Moira Parker with SBS Bank Area Manager Andrew Moreton  
(Blake Armstrong / Armstrong Photography NZ)



# Our Team

## HUI

At Volunteer South, we prioritise connection, especially considering the spread out nature of our team. Every few months, we gather in person to strategically review, plan, and connect to continue our movement forward.



The Volunteer South Team during the January 2024 hui

The Volunteer South Team, Board, and Design Intern at dinner after a full day hui in August 2023





# Wellington



We are very grateful to the Otago Community Trust for providing the funds to send our team up to Wellington for the Volunteering New Zealand Volunteering Leadership Hui in October of 2023. It was wonderful for the majority of our team to travel to Wellington to learn, engage and develop. The team increased their confidence speaking te reo Māori, heard about demographic changes and social cohesion in Aotearoa, heard from volunteer leaders and positive innovations within their organisations, took time to reflect on their own resilience, unpacked volunteering trends identified by VNZ and were inspired by young volunteer leaders of today. We have lots of new ideas and learning to bring back to the region and are so grateful for the opportunity to attend as a team.

# Volunteering

Our team is passionate about volunteering and use their spare time to engage in volunteering opportunities they are passionate about.

- Gillian ~ The Wānaka Trail Ride,
- Neha ~ Administrative Director, Choreographer/Instructor for Remarks Dance Crew Charitable Trust, Production Volunteer for Remarkable Theatre, Serial House/Pet Sitter for friends
- Steve ~ Participant in faith based community activities
- Peter ~ Player's Representative and Board Member for Dunedin Symphony Orchestra
- Amy ~ Secretary for BeHeard! Tamariki counselling, Junior Youth Group Leader

The Dunedin team headed to Daffodil House during National Volunteer Week to help clean up the gardens:





# THANK YOU TO OUR FUNDERS



**ACE Shacklock  
Charitable Trust**





# **Entity Information - Volunteer South Trust | Kaitūao o te Taitonga**

## **For the year ending 31 March 2024**

### **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 a regional structure with a Chief Executive on contract for 20 hours/week, a Regional Lead employed 34 hours/week with 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 20 hours/week and a Community Connector - Supported Volunteering for 34 hours/week. Trustees during the 2023/24 year were Andrew Whiley (Chair), Ben McCormack, Robyn Bennett, Lynda Marnie, Danny Farrington, Nicola Pinfold, Tagiilima Feleti, Charlotte Barker, Grace Titter and Jordan Nicholson.

### **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.

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

**Phone:** (03) 471 6206

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

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

**Address:** Dunedin Community House, sixth floor, 43 Princes Street, Dunedin Central, Dunedin, 9016



# Statement of Service Performance

## Volunteer South Trust | Kaitiāo o te Taitonga

For the year ended 31 March 2024

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.

	2024	2023	2022	2021	2020
<b>Volunteering &amp; Volunteers are recognised and promoted in the Southern region</b>					
Number of promotional events hosted	5	7	3	10	2
Amount of Facebook engagement	12,586	3,594	5,532	5,112	4,609
Number of hits in printed media	125	120	130	122	102
Number of unique website visitors	36,567	24,887	28,600	14,000	21,307
Number of newsletters	68	37	85	42	17
Number of talks to other entities	20	14	12	9	17
Number of volunteer roles promoted	556	580	557	548	639
	2024	2023	2022	2021	2020
<b>People of all ages, abilities, and backgrounds participate in voluntary activity in the community</b>					
Total number of volunteers using our services to connect with volunteer opportunities	1,404	1,483	2,000+	1,279	5,604
Number of volunteers who enrolled in Supported Volunteering	37	69	37	64	102
Number of Supported Volunteers who progressed to volunteering	21	38	-	-	-
Number of volunteers who directly help Volunteer South	12	20	34	46	19
Number of volunteer interviews	44	29	85	73	227
	2024	2023	2022	2021	2020
<b>Community organisations have good access to support, information, resources, and training about volunteering in the South Region</b>					
Number of community organisations registered	523	498	506	557	506
Number of workshops, training, and networking events hosted	40	15	32	19	8



# Statement of Financial Performance

## Volunteer South Trust | Kaitūao o te Taitonga For the year ended 31 March 2024

	NOTES	2024 \$	2023 \$
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	285,515	270,328
Fees, subscriptions and other revenue from members	1	6,934	8,243
Revenue from providing goods or services	1	57,001	90,087
Interest, dividends and other investment revenue	1	1,992	658
Other revenue	1	1,065	-
<b>Total Revenue</b>		<b>352,507</b>	<b>369,316</b>
<b>Expenses</b>			
Volunteer and employee related costs	2	246,653	209,650
Costs related to providing goods or services	2	126,387	122,572
Other expenses	2	504	768
<b>Total Expenses</b>		<b>373,544</b>	<b>332,990</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(21,037)</b>	<b>36,326</b>

This statement should be read in conjunction with the attached notes.




# Statement of Financial Position


## Volunteer South Trust | Kaitiāo o te Taitonga As at 31 March 2024

	NOTES	31 MAR 2024 \$	31 MAR 2023 \$
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts and cash	3	73,612	46,901
Debtors	3	9,467	11,353
<b>Total Current Assets</b>		<b>83,079</b>	<b>58,254</b>
<b>Non-Current Assets</b>			
Plant and Equipment	5	1,468	1,973
Investment Other non-	3	1	1
current assets	3	-	8,749
<b>Total Non-Current Assets</b>		<b>1,469</b>	<b>10,723</b>
<b>Total Assets</b>		<b>84,548</b>	<b>68,977</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accrued expenses	4	18,952	1,678
Employee costs payable	4	11,984	12,654
Unused donations and grants with conditions	4	32,196	11,292
Other current liabilities	4	-	900
<b>Total Current Liabilities</b>		<b>63,132</b>	<b>26,524</b>
<b>Total Liabilities</b>		<b>63,132</b>	<b>26,524</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>21,416</b>	<b>42,453</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)	6	21,416	42,453
<b>Total Accumulated Funds</b>		<b>21,416</b>	<b>42,453</b>

The Trustees are pleased to present the approved financial report including the historical financial statements of Volunteer South Trust | Kaitiāo o te Taitonga for year ended 31 March 2024.

  
\_\_\_\_\_  
Trustee

Date 16/10/24

  
\_\_\_\_\_  
Trustee

Date 16/10/24

This statement should be read in conjunction with the attached notes.



# Statement of Cash Flows

## Volunteer South Trust | Kaitiāo o te Taitonga For the year ended 31 March 2024

	2024 \$	2023 \$
<b>Statement of Cash Flows</b>		
<b>Cash Flows from Operating Activities</b>		
Donations, fundraising and other similar receipts	316,419	270,620
Fees, subscriptions and other receipts from members	6,934	8,243
Receipts from providing goods or services	57,987	88,012
Interest, dividends and other investment receipts	1,992	659
Cash receipts from other operating activities	1,065	-
Net GST received/(paid)	18,412	(10,342)
Payments to suppliers and employees	(376,098)	(326,057)
<b>Total Cash Flows from Operating Activities</b>	<b>26,711</b>	<b>31,135</b>
<b>Net Increase in Cash</b>	<b>26,711</b>	<b>31,135</b>
<b>Bank Accounts and Cash</b>		
Opening cash	46,901	15,766
Net change in cash for the period	26,711	31,135
Closing cash	73,612	46,901

This statement should be read in conjunction with the attached notes.



# Statement of Accounting Policies

## Volunteer South Trust | Kaitūao o te Taitonga For the year ended 31 March 2024

### Basis of Preparation

The Trust has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

### Monetary Measurement

The financial statements are prepared in New Zealand dollars (NZ\$), and all values are rounded to the nearest dollar, except where otherwise indicated.

### Goods and Services Tax (GST)

The Trust is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for accounts payable and accounts receivable which are stated inclusive of GST.

### Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

### Grants Received

Grant Income is accounted for depending whether or not it has a "use or return" condition attached. When no use or return conditions are attached, the revenue is recorded as income when the cash is received. When income includes a "use or return" condition, it is initially recorded as a liability on receipt. The income is then subsequently recognised within the Statement of Financial Performance as the performance conditions are met.

### Other Revenue

All other revenue is accounted for on an accrual basis and recorded as revenue in the period it is earned.

### Plant & Equipment

Plant & Equipment is recorded at cost price at acquisition and then depreciated over their estimated useful lives.

### Income Tax

Volunteer South Trust | Kaitūao o te Taitonga is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

### Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on a consistent basis with those of the previous reporting period.



# Notes to the Performance Report

## Volunteer South Trust | Kaitiāo o te Taitonga For the year ended 31 March 2024

	2024 \$	2023 \$
<b>1. Analysis of Revenue</b>		
<b>Donations, fundraising and other similar revenue</b>		
Grants (see note 9)	285,515	247,323
Sponsorship	-	23,005
<b>Total Donations, fundraising and other similar revenue</b>	<b>285,515</b>	<b>270,328</b>
<b>Fees, subscriptions and other revenue from members</b>		
Fees, Training and Subscriptions Revenue	6,934	8,243
<b>Total Fees, subscriptions and other revenue from members</b>	<b>6,934</b>	<b>8,243</b>
<b>Revenue from providing goods or services</b>		
Contract Revenue - Government	57,001	88,287
Covid Wage Subsidy	-	1,800
<b>Total Revenue from providing goods or services</b>	<b>57,001</b>	<b>90,087</b>
<b>Interest, dividends and other investment revenue</b>		
Interest Revenue	1,992	658
<b>Total Interest, dividends and other investment revenue</b>	<b>1,992</b>	<b>658</b>
<b>Other revenue</b>		
Sale of Low Valued Assets	1,065	-
<b>Total Other revenue</b>	<b>1,065</b>	<b>-</b>
	2024 \$	2023 \$

## 2. Analysis of Expenses

<b>Volunteer and employee related costs</b>		
ACC	311	509
Staff Supervision	1,164	777
Wages & Salaries	245,178	208,364
<b>Total Volunteer and employee related costs</b>	<b>246,653</b>	<b>209,650</b>
<b>Costs related to providing goods or services</b>		
Audit Fee	3,022	2,922
Bank Charges	34	44
Board Expense	881	112
Community Training Conference	3,072	1,127
Costs	4,391	2,020
Contract for Management Services	56,53	52,037
Electricity	1 550	1,492
Equipment	52	86
General	3,039	5,641
HUDDL Expenses	5,254	-
Insurance	1,882	1,791
Licences & Registrations	2,501	1,299



	2024 \$	2023 \$
Printing & Stationery	404	491
Professional Services	2,801	1,924
Project Materials	429	-
Promotion	5,462	24,034
Rent - Carpark	1,765	1,899
Rent	13,903	11,164
Repairs and Maintenance	409	268
Staff Development	1,762	774
Staff & Volunteer Travel	12,981	8,414
Telephone & Mobile	4,077	4,719
Volunteer Appreciation	635	314
Website & Hosting	550	-
<b>Total Costs related to providing goods or services</b>	<b>126,387</b>	<b>122,572</b>
<b>Other expenses</b>		
Depreciation	504	768
<b>Total Other expenses</b>	<b>504</b>	<b>768</b>
	2024 \$	2023 \$

### 3. Analysis of Assets

#### Bank accounts and cash

HUDDL Account - Westpac 02	34,843	-
Westpac Bank Account - 00	38,269	46,451
Westpac Bank Account - 01	500	450
<b>Total Bank accounts and cash</b>	<b>73,612</b>	<b>46,901</b>

#### Debtors and prepayments

Accounts Receivable	9,467	11,353
<b>Total Debtors and prepayments</b>	<b>9,467</b>	<b>11,353</b>

#### Other current assets

GST Receivable	-	8,749
<b>Total Other current assets</b>	<b>-</b>	<b>8,749</b>

#### Investment

Investment - CareerForce	1	1
<b>Total Investment</b>	<b>1</b>	<b>1</b>



	2024 \$	2023 \$
<b>4. Analysis of Liabilities</b>		
<b>Creditors and accrued expenses</b>		
Accounts Payable	8,637	1,678
GST Owing	10,315	-
<b>Total Creditors and accrued expenses</b>	<b>18,952</b>	<b>1,678</b>
<b>Employee costs payable</b>		
Accrued Wages	3,856	4,545
Holiday Pay Liability	4,414	3,920
PAYE Payable	3,714	4,189
<b>Total Employee costs payable</b>	<b>11,984</b>	<b>12,654</b>
<b>Unused donations and grants with conditions</b>		
Grants in Advance (See note 9)	32,196	11,292
<b>Total Unused donations and grants with conditions</b>	<b>32,196</b>	<b>11,292</b>
<b>Other current liabilities</b>		
Income Received in Advance	-	900
<b>Total Other current liabilities</b>	<b>-</b>	<b>900</b>
	2024 \$	2023 \$

## 5. Plant and Equipment

<b>Equipment</b>		
Equipment cost	13,522	13,522
Accumulated depreciation	(12,054)	(11,549)
<b>Total Equipment</b>	<b>1,468</b>	<b>1,973</b>
<b>Total Plant and Equipment</b>	<b>1,468</b>	<b>1,973</b>
	2024 \$	2023 \$

## 6. Accumulated Funds

<b>Accumulated Funds</b>		
Opening Balance Surplus	42,453	6,127
(Deficit) for the year	(21,037)	36,326
<b>Total Accumulated Funds</b>	<b>21,416</b>	<b>42,453</b>
<b>Total Accumulated Funds</b>	<b>21,416</b>	<b>42,453</b>

## 7. Commitments

Rent of dedicated sit/stand desks at Dunedin Community House including Carpark in Tennyson Street supplied by Dunedin Community House at an approximate monthly cost of \$680 incl GST with a 3 month cancellation period (2023: \$923).

## 8. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 31 March 2024 (Last year - nil).



2024 \$ 2023 \$

**9. Grants Received****Total Grants Received****Government Grants**

DIA COGS - Central Otago	2,300	1,500
DIA COGS - Dunedin	4,000	4,000
DIA Support for Volunteering Fund	48,074	48,074
NZ Lotteries Grant Board	40,000	45,000
Central Otago District Council	5,000	-
Dunedin City Council	30,000	25,000
Queenstown Lakes District Council	37,995	10,000
<b>Total Government Grants</b>	<b>167,369</b>	<b>133,574</b>

**Non Government Grants**

Aotearoa Gaming Trust	15,000	-
Catalytic Foundation	6,000	1,000
Central Lakes Trust	77,540	76,000
Community Trust South	8,000	-
Healthcare Otago Trust	5,000	5,000
Otago Community Trust	24,080	20,000
Shacklock Charitable Trust	1,430	1,500
Volunteering New Zealand	1,000	-
Wakatipu Community Foundation	1,000	15,541
<b>Total Non Government Grants</b>	<b>139,050</b>	<b>119,041</b>

<b>Total Grants Received</b>	<b>306,419</b>	<b>252,615</b>
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**Less Unused Grants & grants with conditions liability**

Community Trust South Queenstown Lakes	2,450	-
District Council - HUDDL Wakatipu	29,746	-
Community Foundation	-	11,292

<b>Total Unused Grants &amp; grants with conditions liability</b>	<b>32,196</b>	<b>11,292</b>
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**Add Prior Year Grants now Utilised**

Bendigo Valley	-	1,000
Catalytic Foundation	-	5,000
Wakatipu Community Foundation	11,292	-

<b>Total Prior Year Grants now Utilised</b>	<b>11,292</b>	<b>6,000</b>
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<b>Total Grant Income</b>	<b>285,515</b>	<b>247,323</b>
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Trustees wish to thank all entities who provided grants to support our ongoing activities.

**10. Significant Grants and Donations with Conditions Recorded as a Liability**

Community Trust South grant was awarded to provide volunteer related services working with youth in the Wakatipu. Total amount received \$8,000 with \$2,449.77 unspent at balance date.



Queenstown Lakes District Council grant was awarded to provide funding for the HUDDL programme, a joint initiative based in Central Otago with supporting services provided from other centres. Total amount received \$30,000 with \$29,746 unspent at balance date.

### **11. Related Parties**

There were no material transactions involving related parties during the financial year. Andrew Whiley is a current Dunedin City Councillor and Chairperson of the Dunedin Community House Incorporated. The Trust received grants totalling \$30,000 during the year from the Dunedin City Council (2023: \$25,000), and paid rent to Dunedin Community House for the lease of rooms and carpark at 301 Moray Place and 43 Princes Street (2023: same). Andrew was contracted by the Board and charged fees of \$1,800 (2023: nil) for consulting work during the year.

### **12. Events After the Balance Date**

There were no events that have occurred after the balance date that would have a material impact on the Performance Report.



## ***Independent Auditor's Report***

to the Trustees of Volunteer SouthTrust / Kaitūao o te Taitonga

### **Our Opinion**

We have audited the financial statements of Volunteer South Trust / Kaitūao o te Taitonga (the Trust) which comprise the statement of financial position as at 31 March 2024 and the statement of financial performance and statement of cash flows for the year then ended, and related notes that include statement of accounting policies.

In our opinion, the financial statements included in the accompanying Performance Report present fairly, in all material respects, the financial position of the Trust as at 31 March 2024 and its financial performance and cash flows for the year ended on that date in accordance with the accounting standard, Public Benefit Entity Simple Format Reporting-Accrual (Not-For-Profit).

### **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Trust in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' *Code of Ethics for Professional Accountants (IESBA Code)*, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditors we have no relationship with, or interests in, the Trust.

### **Information Other than the Financial Statements and Auditor's Report**

Other information included in the Performance Report with the financial statements comprises the entity information, statement of service performance. The Trustees are responsible for this other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. We are required to report any misstatement of other information. We have nothing to report in this regard.

### **Trustees' Responsibilities for the Financial Statements**

The Trustees are responsible, on behalf of the Trust, for the preparation and fair presentation of the financial statements in accordance with Public Benefit Entity Simple Format Reporting-Accrual (Not-For-Profit) and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements the Trustees are responsible for assessing the Trust's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Trust or to cease operations, or have no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material, if individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the External Reporting Board website: [https://xrb.govt.nz/Site/Auditing\\_Assurance\\_Standards/Current\\_Standards/Page8.aspx](https://xrb.govt.nz/Site/Auditing_Assurance_Standards/Current_Standards/Page8.aspx).

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to the Trustees those matters which we are required to state in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trust and the Trustees, as a body, for our audit work, for this report or for the opinions we have formed.



Chartered Accountants  
17 October 2024

Dunedin