



Annual Report 2020

Challenges of Covid-19



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 - ❖ Dellwyn - Ashburton
 - ❖ Lou - Timaru
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Chairperson's Review 2020

During the past year our organisation has worked through covid-19 , working environments acknowledgements and farewells as we continually increase the support to our volunteers and their organisation within the Mid and South Canterbury not-for-profit community.

Communities Accounts Services (CAS) settled into its niche for the South Canterbury communities as they continue to struggle to find volunteer treasurers within their organisation and the requirements for Non-for-profits to be compliant. This organisation - Community Accounts Services' is proving to be a much need asset to our region. VMSC farewelled Robyn Valentine and the CAS in July 2020, as it's standalone non-for-profit organisation. We wish this organisation all the very best for its future in this changing world.

It is a priority for both the board and staff to continually increase our knowledge as our community evolves in our region and our staff have embraced the need to understand our many different cultures. This has been a challenge for all in the way we work, train and our IT skills have evolved with the needs of us all.

The use of zoom meetings and trainings has changed, I think for the better, especially for our board. This has really saved co-ordination and travel time for volunteers. Staff have embraced this technology also as there has been more 'Volunteer Centre' communication throughout the country and sharing of ideas.

October is when the VNZ national conference, AGM and Volunteer Centre Hui takes place in Wellington but of course online took center stage this year. This worked well and saved costs although face to face communication can not be replaced.

The embedding of social media to VMSC has increased our presence in the community as Dellwyn has constantly placed posts throughout the year. See our Facebook data. Dellwyn has been putting regular post promoting "Volunteer of the month" and we have been very fortunate to have Hotel Ashburton on board who generously provide a monthly \$40 voucher to the monthly volunteer recipient.

As with all organisations financial security is an ongoing process and we are very grateful to the following funders who have supported us in the past year....

- **Advance Ashburton Community Foundation,**
- **Lion Foundation**
- **Ashburton & Timaru District Councils**
- **Mid & South Canterbury Trust**
- **COGS**
- **Lottery**
- **Community Trust**
- **Perpetual Guardian**

Hopefully, their support will continue in the future as Lou continues to create and engages the relationships with our funders as she completes all our applications to them. We appreciate all the work and responsibility she does in this space on behalf of our non-for-profit organisation. Thank you Lou.

Board

During this financial year we farewell Hayden Marshall (Ashburton), Branch Manager, ANZ bank. Unfortunately, he was unable to commit to the time required to this board and never attended a board meeting. We regrettably accepted Tanya Robinson's resignation due to family commitments in Australia.

During the year we welcomed Janene Adams of Geraldine and Helen Beveridge of Timaru (May 2020)

This year's challenge for our board and I'm sure other non-for-profits organisations is the recruitment of board members who have the correct skill set, age, gender and cultural diversity that we have identified to move this organisation forward on today's volunteering stage.

Thank you

A big thank you our staff Dellwyn and Louise for another challenging year showing creativity, enthusiasm and care in your designated areas through communication, promotion, and recognizing our volunteers within our community. This was a difficult year with challenging times to support our volunteers and NFP organisations. Well done.

I would like to thank Robyn again for her patience, as the VMSC board worked through the process of CAS being its own identity. We wish Robyn and the CAS board all the very best in the future.

A special thank you to our board secretary, Belinda Brand for all the volunteer hours of work you have done on behalf of the board. To the board members Janene, Helen, Mark, and Kalpesh a big thank you for the work and your skills you have volunteered to this organisation during the past year.

To all our members and potential members, and volunteers, I wish to thank you for your support throughout the year and I wish all personnel and their organisations well for the coming year.

Linda Kenny

Chairperson - Heamana

Te Rōpū Tūao i te Waenga o Waitaha

Volunteering Mid & South Canterbury

'Te Hua o te Mahi Tahi | The benefit of working together'



South Canterbury

Database

Our focus in the last 12 months was to upgrade our database, we made the decision to move from having our provider that was based in Canada to a New Zealand based program called Connect. This database is supported by the majority of Volunteer Centres throughout New Zealand, and we can see there being significant benefits from a statistical perspective being able to group our information together. We currently have 138 organisations on our database.

Community Accounts Service

In August 2020 the Community Accounts Service was set up as an independent entity, due to the success of its program, the belief was it would be able to continue to grow under its own umbrella.

Training

The strategy for 2020 was to provide training workshops in the first three months of the year and the last three months of the year, leaving the middle part of the year open to do funding applications, accountability reports, financial reports and reviews. However, Covid 19 got in the way, so we had to rethink what and how we presented. During the lockdown we worked from home staying in contact with our members providing telephone support, and also worked with our local council. During the lockdown they did not have a need for volunteers as they used their own staff in that capacity.

We offered workshops to our members that were being delivered remotely via zoom and webinars, so they had a better selection of courses on offer such as; Upskilling Boards, Governance vs Management, Financial Management, Mediation and negotiation, and Wellbeing. We had good strong positive feedback on all of these courses which were all very well attended.

Communication Plan

We are still working on improving our communication both within the organisation as well as improving our profile within the community. Our website has been rebranded and we now have our events and resources will be freely available to our community. Our website also acknowledges the organisations that support us, by having a page that is dedicated to our supporters.

We also upgraded to Microsoft 365, so that we are able to easily share files which will build closer collaboration within our team.

Facebook is now used on a regular basis as a way of keeping our community informed of Volunteering happenings. It is used for announcements, trainings, great volunteering things that are happening in our community, and any events that we might be running.

We are also using mail chimp as a way of sending out group emails, the outcome of this increase in coverage is that our profile in the community has increased and there are more people attending our events.

Networking

Networking is a key element of the role, I have built strong relationships with many of the organisations and volunteer groups in Timaru and have a good understanding of our community needs, it is still a struggle getting people on board to volunteer, as people are more time poor these days and prefer shorter stints of volunteering. This is a challenge to organisations that use volunteers, as their structure may not be flexible enough to work with pools of volunteers.

During this time the Volunteer Centres set up a regular zoom meeting and the outcome is that we are now much more connected and there is now regular communication between Volunteer centres throughout New Zealand.

One of our focuses in the coming year is to work more closely with the Waimate District, there is a strong push for the community to work more collaboratively together, so we now have a group project with Waimate 2gether and Waimate Community Link.

Because we are running the community accounts service this is bringing in a wider variety of groups, our membership has increased from 58 to 76 groups now.

Personal Development

My Xero certification requires that I do 20 hours study a year, and to keep up to date with the latest information about volunteering, I attended the Pivot Conference via Zoom, our National Hui was covered off on the regular zoom meetings that we now have with our Volunteer Centres.

Finally, I would just like to thank Dellwyn and the Board, I think our service is going from strength to strength in our respective communities, which is due to the time and commitment that we all put into this organisation.

Louise Billinghamurst



Mid Canterbury Co-ordinator - Kairuruku Report

Datebase & connecting volunteers and organisations

We are very grateful to Hakatere Marae for this assistance to give us our title Co-ordinator in Te Reo – Kairuruku and Volunteering Mid & South Canterbury Te Rōpū Tūao i te waenga o Waitaha. I am trying to use a little more Te Reo in my work.

During this year we have modified our logo – now we have as our name:

Volunteering Mid & South Canterbury Te Rōpū Tūao i te waenga o Waitaha

it was necessary to make the names and logo work, so we moved the red V to be the V that started Volunteering.

It has been very exciting to work on establishing a new website and database this year. The move to an easy to use and user-friendly database and website has been appreciated not only by the staff but organisations and volunteers.

I have spoken to the senior school at Mt Hutt College re volunteering, the rewards and what it involves. We have had 12 organisations join our database this year, 25 referrals, 43 new roles added to the database and 52 new volunteers joined. Non database we have had 8 new volunteers sign up and referrals to 90 referrals to groups not through the database – these are from people who choose not to sign up to the online database.

A very popular micro volunteering opportunity was making stars and poppies for Poppy Flight with over 700 made in Mid Canterbury. Poppy Flight in Ashburton raised over \$600 for the local and national RSA, Starship Foundation and NZ Warbirds. Around 50 volunteers from Rangers Guides to older members of the community took part in this.

I had 30 people who offered to volunteer with Civil Defence during Levels 3 & 4. They were not needed. Civil Defence has an extensive training programme for those who will work in the welfare centre and locally they are not looking to use spontaneous volunteers at this stage.

I have been trying to post a volunteering role on Facebook every Wednesday, so people get in the habit of looking for these roles. Facebook has been a good way to share posts about volunteering roles from other organisations.

Trainings

With Lockdowns and Covid 19 our training programme for this year has been impacted.

We offered four workshops to around 40 people. We had to postpone a workshop because the presenter had an accident the night before and another one was cancelled due to policies of the company providing it. Our workshops were on assisting organisations to make good funding applications, the 2020 Privacy Act and conflict and having difficult conversations – these were all delivered face to face. We offered one online training it was Sign Language.

We have been promoting trainings other Volunteer Centres and organisations have been offering online. I know that some of our organisations have attended some of these.

Communication

We are very appreciative of the ongoing support we receive from our two local papers the Ashburton Guardian and Ashburton Courier who are only too willing to cover our stories, news and training's. VMSC appear regularly in the Ashburton Courier. We are very grateful to the Ashburton Courier for their own going support of the Hotel Ashburton Volunteer of the Month

We continue to use Mailchimp as a way to keep our members and volunteers informed on a range of topics.

Facebook is a very useful way to keep not only our members but also the general public informed, up-to-date and aware of resources, events, trainings and a variety of other messages.

We post things like trainings on several of the community Facebook pages. Through the community Facebook pages I have also made connection with people who are looking to volunteer or wanting to know how to meet new people and the likes which is something volunteering can assist with. We have had responses to post on this page for enrolments in our trainings

A major development has been our new website – it is so easy to use and looks great, with a good variety of sections, useful information, and resources, up to date news and events and wonderful photos of volunteers from our region.

As time permits and when there is a lot of information to convey a newsletter or email is sent out.

For National Volunteer Week 2020 we had a two week display at the Ashburton Public Library and had I had positive comments back on the display

Professional Development

Over the last year I have attended six online trainings with Rob Jackson from the UK. These are informative and give a good overview of volunteering as well as specific information on the topics of Understanding the context for volunteer engagement, Volunteer roles and recruitment, Volunteer Leadership, From the top down – influencing senior managers, Measuring volunteering – from inputs to impact,

Due to Covid our Pivot Conference was moved online. I did wonder how a straight 5hrs Conference would go but it worked out very well and was informative. These conferences are a great opportunity to connect with others and here for those with a great wealth of knowledge both in NZ and around the world. Topics covered at the Conference included Virtual Volunteering, New ways of working and the State of Volunteering.

I have also attended online Zoom trainings in topics such as rebuilding the Volunteer workforce, how to write a great volunteer opportunity.

Networking

As well as the usual networking that takes place when working with organisations one on one there has been an increase in organisations collaborating. We have worked with Hakatere Multicultural Council, Department of Internal Affairs, Welcoming Communities, Mid Canterbury Newcomers Network, Wellbeing Opuke and Timebank on joint projects. Our biggest joint project was Neighbours Day at the end of March

Ashburton College and I had a great half day of volunteering in the community for all Year 9 students organised for last year, most of the activities were environmental projects. Unfortunately, due to very heavy rain the day had to be cancelled fingers are crossed that it will be able to happen this year.

This year has seen an increase in helping groups connect with each other and look to how they could collaborate, share resources.

I have enjoyed this year making a real connection with our local Marae and really appreciate the relationship we now have developed.

I continue to be part of the Mid Canterbury Funders Forum, and this is an important group to be part of.

As we headed into Covid I was invited to join the Civil Defence Welfare team and then the group that was established once we moved out of the levels. The Caring for the Community groups has undertaken extensive surveying of the community to find out its needs.

I have been part of the research conducted by 'Time to share' about the not-for-profit sector post covid.

Special Occasions and Celebrating Volunteers.

There are two special days in the volunteer calendar as well as two important weeks. National Volunteers Week (3rd week of June) and Student Volunteer Week (nationally late March, locally April School holidays) as well as important days as International Managers of Volunteer's Day (5th Nov), International Volunteers Day (5th Dec).

We have continued the Hotel Ashburton Volunteer of Month and have had a lot of great nominations. It has been a joy to meet these volunteers and tell their story in the Ashburton Courier each month. Each volunteer has been extremely appreciative of being recognised and really appreciate the voucher from the Hotel Ashburton.

Student Volunteer week 2020 – Following discussion with the two local high schools – Ashburton College and Mt Hutt College. Ashburton College has taken up our offer of certificates for students who volunteer in the school. It has been decided to do this fortnightly rather than once a year.

The plans for National Volunteer Week 2020 had to be changed completely due to the pandemic. Our theme was "Hearts around the community" and it was wonderful to see several organisations put hearts in their windows or on their doors to thank their volunteers and celebrate volunteering. Presbyterian Support organised a working bee of staff to make their hearts. A two-week display was in held at the Ashburton Public library and the community had the opportunity to write a thank you to a volunteer/s or volunteer organisation and add it to the display.

We were fortunate as the Ashburton District Council lit the clocktower Red for NVW. The media gave us wonderful coverage with features in both papers and two interview sessions on Hokonui Radio Station. We had lots of Facebook postings during NVW ranging from messages from our MPs, list MP for Rangitata and two of our mayors thanking volunteers, stories of volunteers, stories of groups working in collaboration and some videos of volunteering and the two radio interviews

For International Managers of Volunteers Day, we had a lunch at Hotel Ashburton. It was great to hear the chattering and see the connection and collaboration happening amongst the attendees.

International Volunteers Day was celebrated with our financial member organisations volunteers with a "*Thank moo for being udderly moovellous volunteers*" Our quirky themed events are very well received and are certainly being talked about and appreciated. Our morning tea consisted of homemade cow shaped chocolate chippie biscuits- thanks to Sue-ann Carr from Plunket for making these and delicious ice cream provided by Tip Top. Doing a craft activity related to our theme has been well received by all – this time we made candle holders in the shape of flower out of ice cream lids with milk bottle top candle holders – great to be able to recycle household goods. Everyone went home with a gift homemade chocolate cows, bags of milk bottle lollies (yum yum), vouchers from ANZCO Foods, Lewis Road Creamy and Prue New Zealand Ice Cream

The Ashburton County Lions held a Forest of Festival Christmas Tree display at the Ashburton Events Centre to bring some low-cost family enjoyment to the Community. Belinda and I put up our tree called "2020" it had toilet paper decorations, the orange election man, boxes of yeast,

hand sanitiser, face masks, 29 blue miners' hats, aftershock socks, and other symbols of 2020 and milestone events. The tree was green and the top black symbolising the fires in the McKenzie country. A lot of very positive comments were received especially about our quirky theme and creative handmade decorations.

Acknowledgments and Thank you

Thank you to the Board of Volunteering Mid & South Canterbury for their work as volunteer members of the Board. I appreciate having Belinda as a Board contact and our regular contact. Thank you to Lou who does a good job of finances in our area especially with applying for funds and then doing the accountability reports. It is great we have different skills sets that complement each other.

I have joined the small group supporting Volunteer New Zealand bid to host the I HAVE international volunteer conference in New Zealand.

I would like to thank and acknowledge the Sponsor of Volunteer of the Month. Even with the challenges of a pandemic each month the **Hotel Ashburton** has given a \$40 voucher to the Volunteer of the Month.

For International Volunteers Day we received a lot of wonderful gifts and I want to thank the following companies for their gifts:

**ANZCO Foods,
Lewis Road Creamy,
CCS Disability Action**

**Tip Top Ice Cream,
Rainbow Confectionary,
Pure New Zealand Ice Cream.**

I have been very fortunate to have **Judy Skevington** join me in a volunteer role this year to help me with and at events and trainings. It is great to have the extra hands and someone to bounce ideas off. Thank you Judy your support this year has been very appreciated.

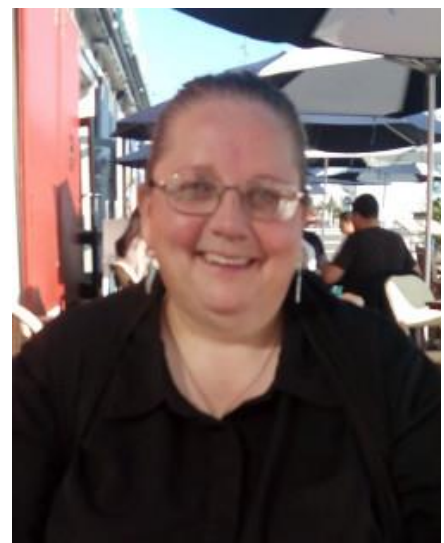
We continue to be very appreciative of our Funders and the support they give us. Without their support we could not do all we do or provide the services we do.

Thank you to the funders who specifically fund Mid Canterbury:

- **Advance Ashburton Community Foundation,**
- **Lions Foundation, and the**
- **Ashburton District Council.**

Dellwyn Moylan - Kairuruku/Co-ordinator

Te Rōpū Tūao i te Waenga o Waitaha
Volunteering Mid & South Canterbury



Mid Canterbury Community Training Opportunities Annual Summary

1 April 2020 – 31 March 2021

Month	Venue	Workshops The no of workshops that could be offered was severely impacted by Covid 19	Presenter	Registrations/Attendees
23 July 20	Zoom	NZ Sign Language	Carol Smith	
1 Oct 20	Community House MC	Growing your funding garden	Rhodora Sagles	9/6
23 Feb 21	Community House MC	Conflict & having difficult conversations	Warren James	14/11
25 March 21	Community House MC	2020 Privacy Act	Luke Smeele	15/13

Peer Networking Opportunities

An opportunity for anyone working with or managing volunteers to meet and share ideas, experiences, ask questions and get up to date information. Occasionally, we have guest speakers or a training segment during this time. Sessions are FREE.

Due to Covid 19, lockdown and levels, I became part of two groups. One was the Co-ordinators/Managers of the other Volunteer Centres around NZ and VNZ, these were very regular at the start of Covid and have continued, moving eventually to biweekly unless we all go up levels and then they moved back to weekly.

I was also invited pre lockdown to join the Civil Defense Welfare team – when we moved down the levels this was replaced by the Caring for Communities committee of which I am part of, and they initially meet monthly but now meet bi-monthly.

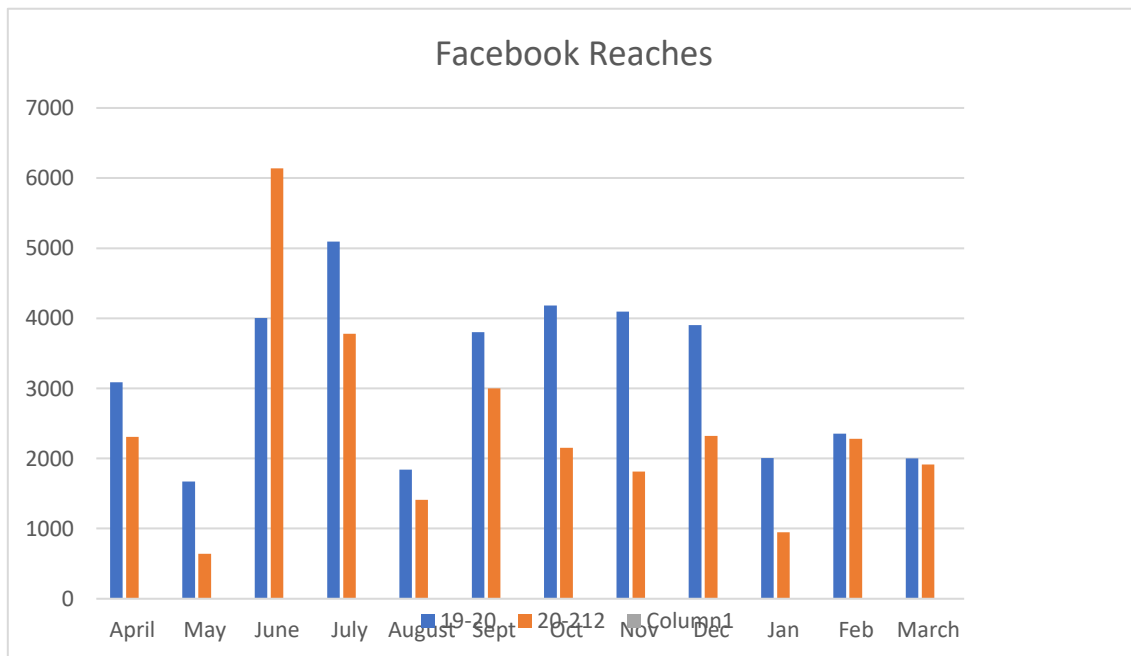
During levels 3 and 4 I had bi-weekly meetings as part of the Mid Canterbury Funders Forum

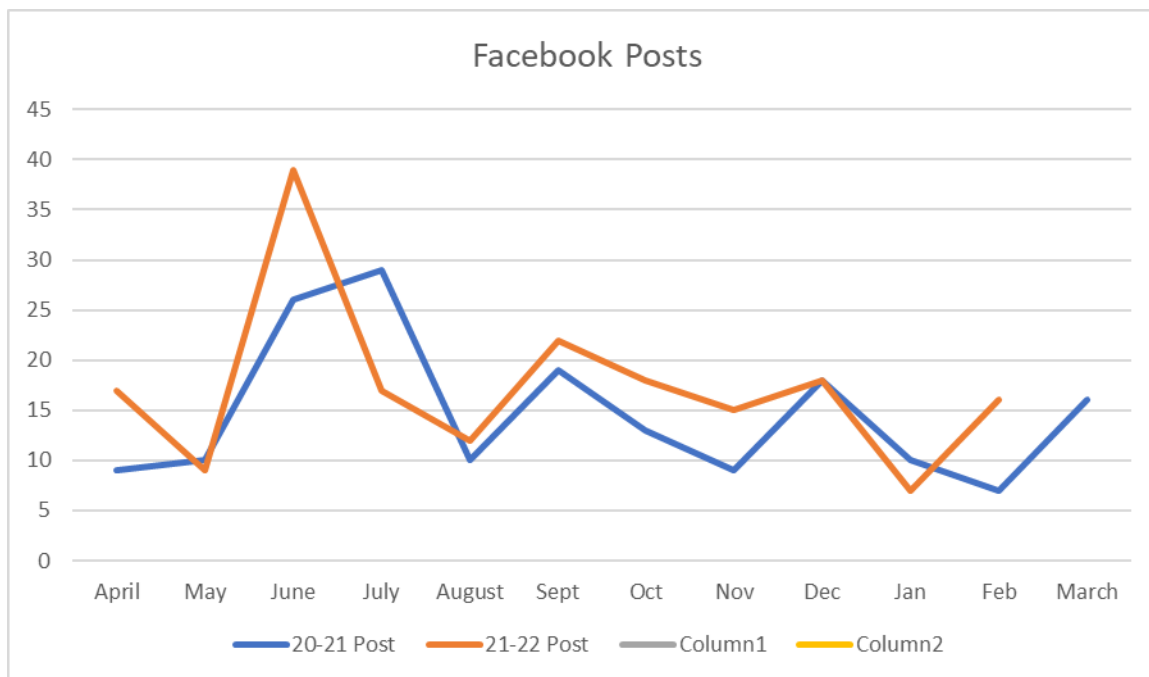
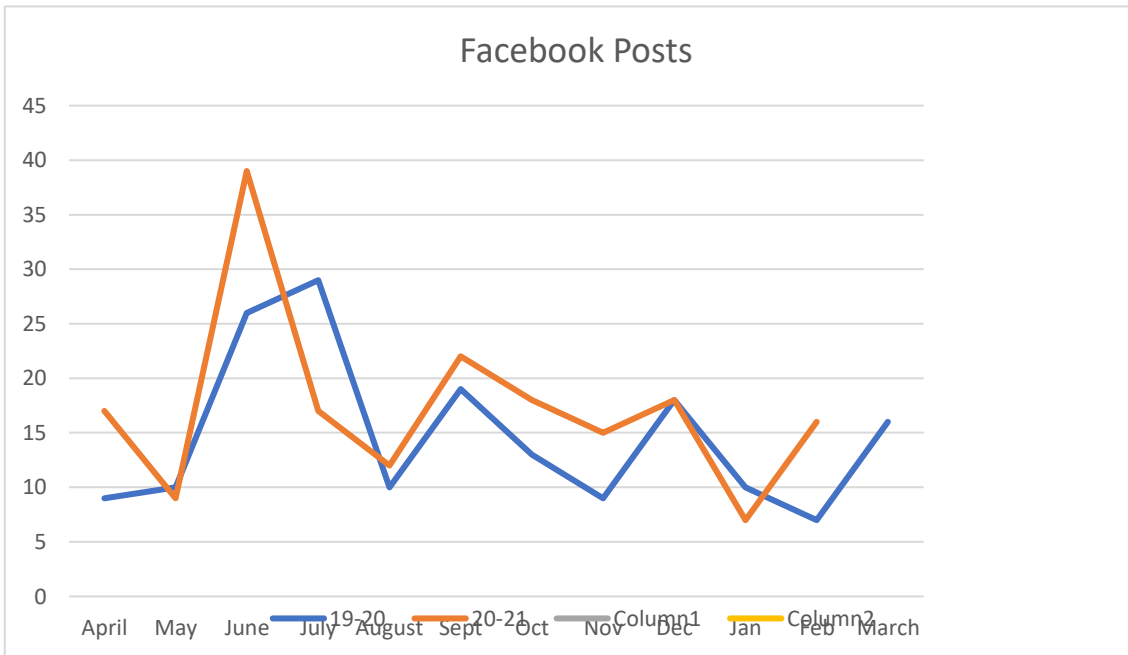
Date	Venue	Event: Focus & Outcome
12 May 20	Zoom	Managers gathering:
2 July 20	Hotel Ashburton	Managers gathering:
24 Sept 20	Community House	Managers gathering: cancelled due to me being on sick leave
5 Nov 20	Hotel Ashburton	International Managers of Volunteers Day lunch:
11 Feb 21	Millhouse Kitchen	Managers gathering:
Networking Opportunities		Opportunities to Network and learn from and with others
Date	Venue	Event: Focus & Outcome
May 2020	Zoom	Inclusive Aotearoa NZ
occasionally	Zoom	Volunteer Centres: Focus - Employee Volunteering; Outcome ??
8 June 2020	Zoom & Com House MC	CEO of Volunteering NZ and Principal of James Cook High School: Focus -Ideas on volunteering and students at High Schools.
17 August 2020	Com House MC	Meeting with Dept of Internal Affairs, Newcomers Network, Opuke Wellbeing and Welcoming Communities: Focus - working together
17 Sept 2020	Com House MC	25 th Anniversary of Community House Mid Canterbury
28 Sept 2020	Com House MC	Meeting with Dept of Internal Affairs, Newcomers Network, Opuke Wellbeing and Welcoming Communities on working together
29 Oct 2020	Ashburton Events Centre	Advance Ashburton AGM
19 Nov 2020	Salvation Army	Graduation for their learning to drive students
4 Dec 2020	Com House MC	Community Network Meeting
5 Feb 2020	Com House MC	Meeting with, Newcomers Network, Opuke Wellbeing and Welcoming Communities on cultural awareness
5 Feb 2020	Com House MC	Community Network meeting
10 Feb 2020	Community House MC	meeting with Newcomers Network, Hakatere Multi Cultural Council, Mid Canterbury Time Bank and Learning Exchange and Ashburton Neighbourhood Support re Neighbours Day Aotearoa 2021 programme

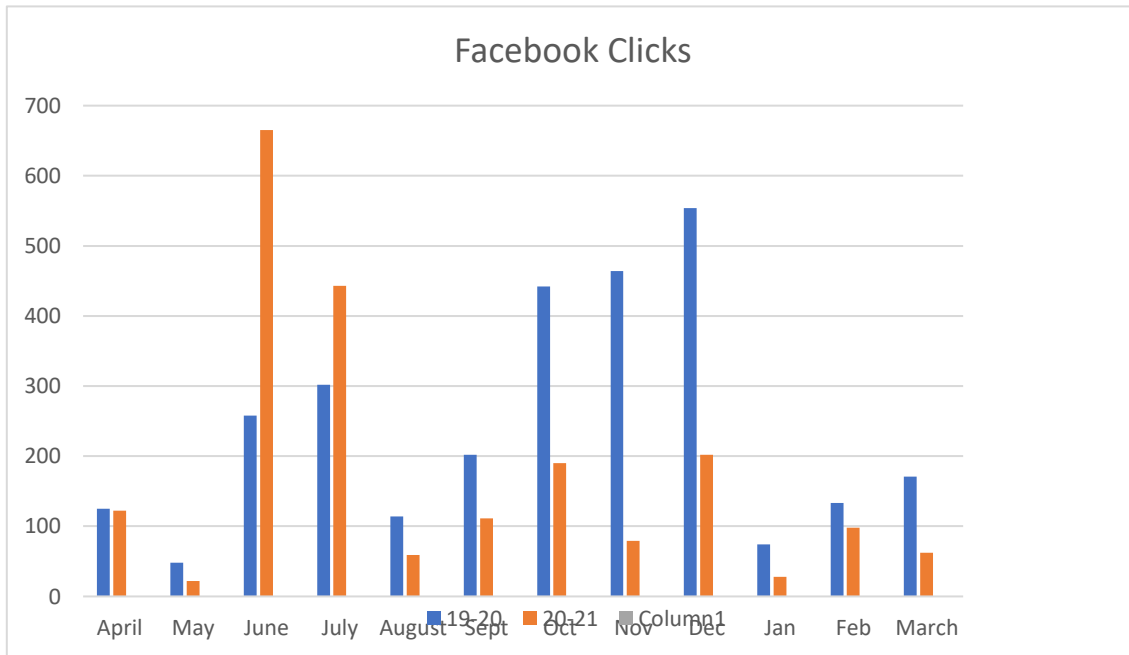
Facebook data 1st April 2020 - 31st March 2021

	Mid Canterbury			South Canterbury		
	Posts	Reach	Action	Posts	Reach	Action
Apr-20	15	2147	115	2	159	7
May-20	8	568	22	1	73	0
Jun-20	35	5674	647	4	463	18
Jul-20	17	3780	443	0	0	0
Aug-20	8	1011	38	4	398	21
Sep-20	18	2521	99	4	477	12
Oct-20	13	1825	186	5	329	4
Nov-20	13	1547	41	2	266	38
Dec-20	17	2130	154	1	192	48
Jan-21	6	858	26	1	89	2
Feb-21	16	2281	98	0	0	0
Mar-21	11	1727	43	3	187	19
Total	177	26,069	1,912	27	2,633	169

Yearly Totals for VMSC: Posts: 214 Reach: 28702 Action: 2081







Ashburton Borough School – this is me with the class at Ashburton Borough School Lagmhor Site that I spoke to re volunteering during National Volunteer Week 2020 my theme for NVW was “Hearts around the community”

VMSC Strategic Plan Report Card 2020

Strategic Outcomes	Goals	Actions	Status
1. Lead Organisation To be the lead organisation that supports volunteering in our region of M&SC volunteering (Outside)	1. Treasurer support need in our VMSC community Community Accounts Services (CAS) support for NFP organisations	<ul style="list-style-type: none"> Increased users 	Completed ✓
	2. Regular media exposure <ul style="list-style-type: none"> Website information Facebook Online database Network systems Recognition of volunteers 	Regular communication with our community <ul style="list-style-type: none"> New Website More Fb posts Online database Network systems Monthly Recognition of volunteers 	Completed & ongoing ✓ ✓ ✓ ✓ ✓
	3. Recognising annually our volunteer organisations and volunteers annually.	Enter in 'Community Awards'. During National Volunteer weeks we 'Thank you our volunteers' <ul style="list-style-type: none"> Student volunteer Week Volunteer Week 	Not this year ✓ ✓
	4. Provide regular training opportunities for volunteers throughout the region.	Training Opportunities offered throughout the year Survey Members' needs & training requirements	Completed & ongoing throughout the year with zoom.

2. Sustainable Delivery To maintain sustainable delivery of Mid and South Canterbury - continue to work and strengthen our organisation for its role to deliver within the community (Inside)	1. Good operational procedures and sustainable systems documented.	Complete and review organisational documentation and succession planning: - <ul style="list-style-type: none"> Office Manual reviewed Policies & procedures reviewed Financial Reporting systems reviewed Coordinators Manual & templates reviewed & altered where necessary 	Ongoing Completed Completed Completed Ongoing
	2. Improved Coordinator support	Board members assigned to meeting with staff Regular meeting with staff Staff reports using Strategic spreadsheet	Completed & Ongoing
	3. Successful in funding applications	Build strong relationships with funding organisations and supporting partners at all levels. Funding applications completed by due dates and for board purpose,	Completed ✓ ✓
	4. Professional Development opportunities for Board and employees.	Board members & employees given opportunity to attend 1 relevant Hui, forums, workshop and/or event per year. <ul style="list-style-type: none"> VNZ Conference & VC Hui SIVC Conference 	Completed Via Zoom Monthly zoom mtgs

Volunteer Strategy

Is to grow community volunteering by focusing on two key strategic outcomes:

1. To be the lead organisation that supports volunteering in the Mid and South Canterbury, this is in evidence by the strong support given in the volunteering database.
2. To maintain sustainable delivery of Mid and South Canterbury volunteer centre – continue to work and strengthen our organisation for its role to deliver within the community
3. To provide training – this to be- in area volunteers and volunteer organisations identify
4. To advocate for volunteers, volunteer organisations and volunteering – ensuring the community appreciate the work of volunteers and volunteering is seen as a valuable and worthwhile concept to engage in
5. To ensure Volunteers are recognised by offering recognition events and promote others who are offering recognition of volunteers.
6. Increase the profile of volunteering – through media sources and presentations.



VMSC Board 2019/20

Life Member **Leonie Wilson**

Chairperson **Linda Kenny**

Vice Chair **Janene Adams**

Board Secretary **Belinda Brand**

Board Members **Kalpesh Hari, Helen Beveridge, Mark Lowen**

