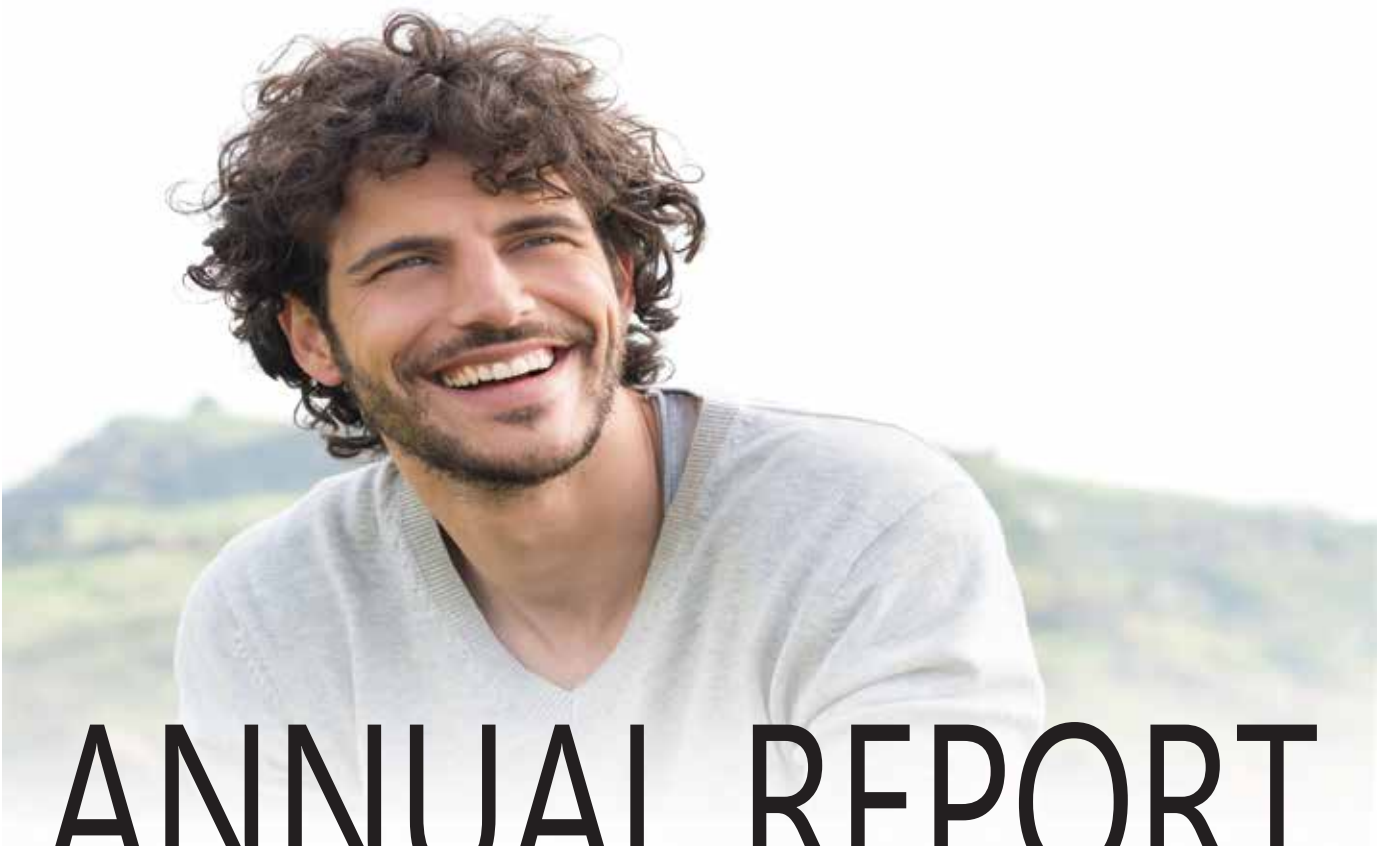




**VOLUNTEERING
BAY OF PLENTY**



ANNUAL REPORT

2015-16

Enriched lives and communities through volunteering

ABOUT US

Volunteering Bay of Plenty (Volunteering BOP) is one of 18 Volunteer Centres in New Zealand and a member of Volunteering New Zealand.

Volunteering BOP's outcomes are based around the centre's **vision: To enrich lives and communities through volunteering** and **mission: To promote, support and enable volunteering throughout the Bay of Plenty region.**

People are able to connect to their community better through volunteering: international students and new migrants build up their social and professional network through volunteering. Employment chances are increased by volunteering as the volunteer gains work experience and confidence. More volunteers assisting non-profit organisations means these organisations have got the capacity to deliver, even increase, their services, reaching more people in the community. Volunteering also enables the elderly population to stay active and connected using their talents and experience for the good of the community, also preventing isolation issues among elderly. Bringing people in the community together creates safer, better connected and more self-sufficient communities.

By supporting our member organisations with their volunteer engagement programme, our members have got access to a wider pool of volunteers ensuring our organisations get quality volunteers. By improving the quality of volunteer engagement programmes, the centre ensures that volunteers are spending their time in a stimulating, friendly environment that acknowledges the hard work that they put in.

Volunteers and organisations have a one-stop shop to go to when it comes to volunteering: recruitment, advocacy, consultancy, support and training. The centre actively promotes the benefits and search for volunteers through promotion in local newspapers, radio and social media. It also acknowledges and rewards volunteers through its annual excellence awards, which is supported by the community and council.

Volunteering BOP currently employs three people: Theo Ursum as the centre manager (36 hours/week), Iris Beemster as the Service Coordinator (24 hours) and Sarah Errico as the Employee Volunteer Coordinator and Regional Service Coordinator (total 24 hours). The rest is made up of volunteers who provide an average of 22 hours per week to fulfil various roles assisting with the centre.

The centre's Board of Trustees are:

Colin Leader (Chairperson), Narissa Siemonek (Vice Chairperson), Trish Baars (acting Treasurer), Lynne Kenny (Trustee) and Monique Edlinger (Trustee).

Contact

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Registered New Zealand charity CC29062

CHAIRPERSON'S REPORT



Dear Volunteers, members, staff, old friends, stakeholders, board members and fellow community enablers.

Don't the years just come around so fast! 2016 has lived up to and beyond all expectations as we have headed straight into our eleventh year. What a year it has been!

Our support base continues to grow, our membership and job numbers have also continued to grow. As such we have seen ourselves bring forward several plans a year or two before we thought we would be able to! Two of the most significant changes we have implemented this year, are the Rebrand and our expansion into the wider Bay of Plenty.

Recently, we changed our name and brand to Volunteering Bay of Plenty. In line with our growth it was felt that we needed to encapsulate that we are not a Tauranga organisation, but a Bay of Plenty organisation! We have always been focussed on delivering our services to the whole Bay, but now we feel our brand truly reflects more of what we are about, and who we serve. You would have seen the marketing and social media promoting the change, but have you seen our new car out and about on the roads?

Secondly, we have begun to expand our presence and services into new territory, such as Whakatane, Kaitiaki and Rotorua. This has dovetailed in nicely with our rebrand, and we are excited to be in the position and resourced to move this project forward before we expected we would be able to do so. While it is early days, the signs are encouraging, we have new members already, and it is all looking good for the year ahead.

On another note, this AGM will be my last as Chairperson. After three fantastic years, I felt it was time to hand the reins over. I will be remaining as a trustee, so I won't be too far away.

I would like to thank all board members, past and present, supporters and stakeholders, and especially all of the volunteers and staff for their fantastic, often unrewarded, work and efforts! You are a great team and I look forward to seeing the results as the year progresses.

Thank you, you all for contributing to yet another fantastic year!

Colin Leader
Chairperson

MANAGER'S REPORT

It is my pleasure to deliver this report as the last year has been a year of great achievement and undoubtedly a year of change.

Working closely with our all-star team, we have now achieved our organisations leading goal much sooner than expected and extended our centre's reach to include the wider Bay of Plenty region. Our ambition to become THE place to be for volunteering in the Bay is now a reality.



This couldn't have happened without the team. Iris Beemster, Sarah Errico and Trish Baars have been great. Together with some awesome volunteers the office was rocking.

On this note, I'd like to take this opportunity to thank our volunteers for their efforts which played a big part in the growth of our centre. Our Marketing Assistant, Office Team Workers, Journalist, IT Support and Board Members have contributed many hours to the centre. Without your support, we wouldn't be where we are now.

This year, it has been great to see some of our new projects take off, like the Event Volunteer Coordination, assisting organisations with the running of their festivals and Volunteer Management Consultancy Service, helping organisations with the development of their volunteer programme.

Our existing projects have also been coming along nicely. With the online volunteer position database continuing to grow, we shifted our attention to assisting supporting organisations with the development of their volunteer programme.

In the changing volunteer landscape where volunteers are more vocal and computer savvy than before, we are supporting organisations that are adapting their volunteer recruitment and engagement.

We are have also become more recognised in the community. The National Volunteer Week in June and our Annual Volunteer Awards Ceremony provided us with a good amount of exposure; there were many great volunteer stories in the local newspapers and our following on social media has increased.

VALUES

- Inclusiveness – We recognise and value diversity and all forms of volunteering
- Integrity – At all times we act professionally, being honest and transparent
- Accountability – We accept our individual and collective responsibilities as we meet our commitments
- Excellence – We strive to be outstanding in all that we do

It was also pleasing to see the continued support of all our funders, especially Acorn, TECT and Bay Trust, which enabled us to progress the expansion project ahead of schedule. Special thanks to the Department of Internal Affairs, in advising us on the expansion of the centre.

To top it all off, this year involved the exciting implementation of our name change and decision to service the entire Bay of Plenty.

Our vision for Volunteering BOP going forward is to raise the bar and strengthen our foothold in the wider Bay of Plenty. Projects we plan to undertake in the new year will include supporting the Regional Project, and supporting the further development of our member organisations' Volunteer Engagement Programme so that together we can continue to see volunteering in the BOP reach new levels.

Theo Ursum
Centre Manager

Our centre in a nutshell

Volunteering Bay of Plenty...

- ... spans across the entire volunteering spectrum.
- ... is a one stop shop for all your volunteering needs.
- ... adds significant value through efficient and cost effective volunteer recruitment and referral service.
- ... offers expert advice on volunteer management, training, information and resources.
- ... provides its service free of charge to volunteers.
- ... promotes the benefits of volunteering to local organisations, businesses and the community.
- ... provides regional advocacy on behalf of its member organisation.

Our Services

Recruitment & referral database

The online volunteer role database assists you with the Recruitment and referral of volunteers to your organisation, including individuals, corporate teams and one-off events. You may list as many positions as you choose for one annual membership fee and you will be able to manage, edit roles yourself.

E-Newsletter

Volunteering BOP of plenty produces four newsletters per month: a separate newsletter for volunteers, student volunteers, member organisations and companies.

Member organisations will regularly feature in one of the newsletters promoting their roles and organisation (no guarantee, but active members will have more exposure).

Volunteer groups

Member will receive requests from groups that would like to give back to the community. For example school groups, family groups, student groups from learning centres. A great way to get some of your big projects started.

Employee Volunteer Programme

The Employee volunteering is a programme where business/statutory organisations (employers) are encouraged and supported to offer opportunities for their employees to carry out voluntary work, done of their own free will and for the common good. Volunteer WBOP is actively searching for companies that would like to support their employees to volunteer.

Advice & consultancy

Members ('Plus' & 'Premium' tier) receive free consultation hours to assist their organisation with developing and reviewing their volunteer programme. If your organisation needs more assistance, it is possible to book extra consultancy hours (user pays service).

Networking & support Forum

A networking and support forum for managers and coordinators of volunteers and others responsible for engaging volunteers (like the Coffee meeting every six weeks). Topics like volunteer retention, volunteer trends and stats are discussed and experiences are shared.

Resource Library

A resource library on volunteering and volunteerism including manuals, and journals is available for member organisations.

Event volunteer management (user pays service)

Member organisations can hire our Event Volunteer Coordinator to take care of the organisations volunteers on the day of the event. By taking control of the volunteers, the organisers can concentrate on the event itself. Service can also include assistance with recruiting, interviewing and the induction of your volunteers.

Our Services

Promotion of Volunteering

Our Centre promotes the benefits of volunteering to local organisations, businesses and the Bay of Plenty community including: National Volunteer Awareness Week (June), International Volunteer Manager's Day (November 5), UN International Volunteer Day (December 5), Student Volunteer Week, Volunteer Expos and Festivals. Receive information on events celebrating, recognising and mobilising volunteers in the Bay of Plenty.

Receive information on volunteer related training

Receive information about seminars, forums and training workshops specifically designed to help you to manage, engage, retain and mobilise and upskill your volunteers.

Annual excellence awards

You can show appreciation to your volunteer, and give them the chance to win some fantastic prizes along with a free breakfast. This is also an excellent opportunity for you to network with local organisations and Volunteering BOP members. You can nominate for free (one in each category) and nominees can attend for free, extra attendees (up to four people) are at a charge in the 'Basic' and 'Plus' tier, free in the 'premium' tier.

Testimonial

"The value we received in the event lead-up and on the day, surrounding the management of our 100+ volunteers, far exceeded the respectable cost for the service provided by the Volunteering BOP. Without any hesitation, in fact I would recommend and suggest that no event could not benefit exponentially from engaging with the Volunteer Centre early in the event planning process.

The difference in volunteer organisation between this year and last, when we did it alone, is 'chalk' and 'cheese'. I can't speak highly enough of the Centre, and most importantly this service is affordable to communities and event organisers. Well done indeed!"

Antoon Moonen, Event Manager, Welcome Bay Family Music Festival

HIGHLIGHTS



Continued support from local funders



Awesome branded car was bought.

Advertisement on wheels!



New branding, giving the centre a professional look

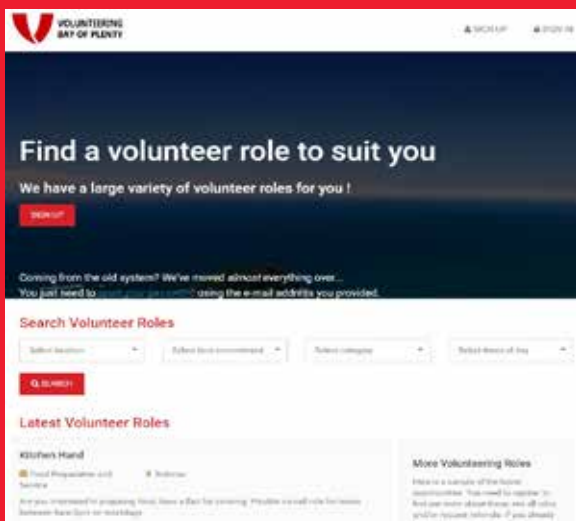


MP Simon Bridges visited our centre (together here with Nina, our marketing volunteer)

The centre was contracted to assist two local festivals as the volunteer coordinator for the day.



Two international students volunteering at the Multicultural Festival



The upgraded online volunteer roles database keeps on setting new records.

The great volunteers of our centre enjoying a nice dinner. A great way to say 'thanks!'



Great work done at the Employee Volunteer Programme



To Volunteer Services WBOP,
without your vision in the
Tauranga community and
recognition of us as a Group
this project would not have
been available to us. This
gift is given with a huge
thank you. From
Go Getters - Access in Action Group
at 1460 ^{Camperon Rd.} and
Geneva Healthcare.

The centre changed its name, now servicing the entire Bay of Plenty



Volunteer Awards

Ann Kerewaro,
Karleigh Jones and
Laurie Harnett

(in between two representa-
tives of sponsor EVES Realty)

Chris puts his skills to good use

Chris Neilson is a volunteer extraordinaire. He gets a bit fidgety when he has nothing to do... but that rarely happens. The Pyes Pa resident has had his fingers in many pies volunteering for various charitable organisations since he retired last year.

"Keeping the mind active is the number one thing for me, health-wise," he says. Sadly, his mother passed away from dementia, making Chris painfully aware of how important it is to maintain mental capacity. Chris' working life was in information technology and finance.

He coached football with his sons before being recruited to a volunteer administrative role and he was also very active in the church. His career skills have always been out to good use in volunteer roles related to finance, IT and administration. Now receiving Superannuation, Chris wants to give back to the community.

He contacted Volunteering Bay of Plenty where his skills were matched to positions such as treasurer of the Blue Rovers Junior Football Club, secretary of the BOP Foster Care Association as well as doing regular weekly laundry runs for Waipuna Hospice.

Chris can't help himself. He joined Gate Pa Bowling Club for fun and leisure, but ended up volunteering to help maintain the grounds. He's also a regular on charity appeal days collecting for organisations such as the Multiple Sclerosis Society, Alzheimer's Society Tauranga, Cancer Society's Daffodil Day and

Blind Foundations' Red Puppy Appeal. He recommends volunteering to others as it is very rewarding and helps to keep body and mind active. It's also a great opportunity to meet new people.



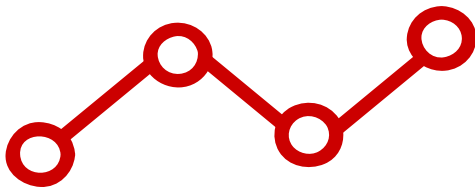
Journalist Laura (in white shirt) interviewing an IHC volunteer



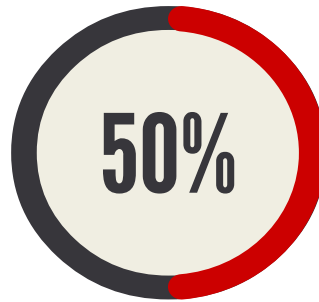
Chris Neilson enjoying a quiet moment

STATS

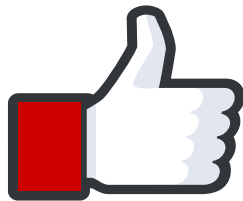
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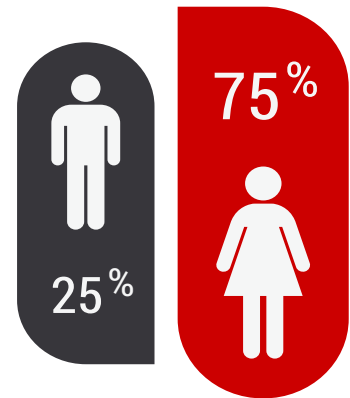
+20%
New Volunteers



+50%
Volunteer
referrals



+45%
Facebook Likes



INTRODUCTION OF 3 SERVICES

1. Event volunteer Coordination
2. Employee Volunteer programme
3. Volunteer management consultancy



7 companies involved
in volunteering

Promotional campaigns



FINANCIAL REPORT

Treasurers' Comments

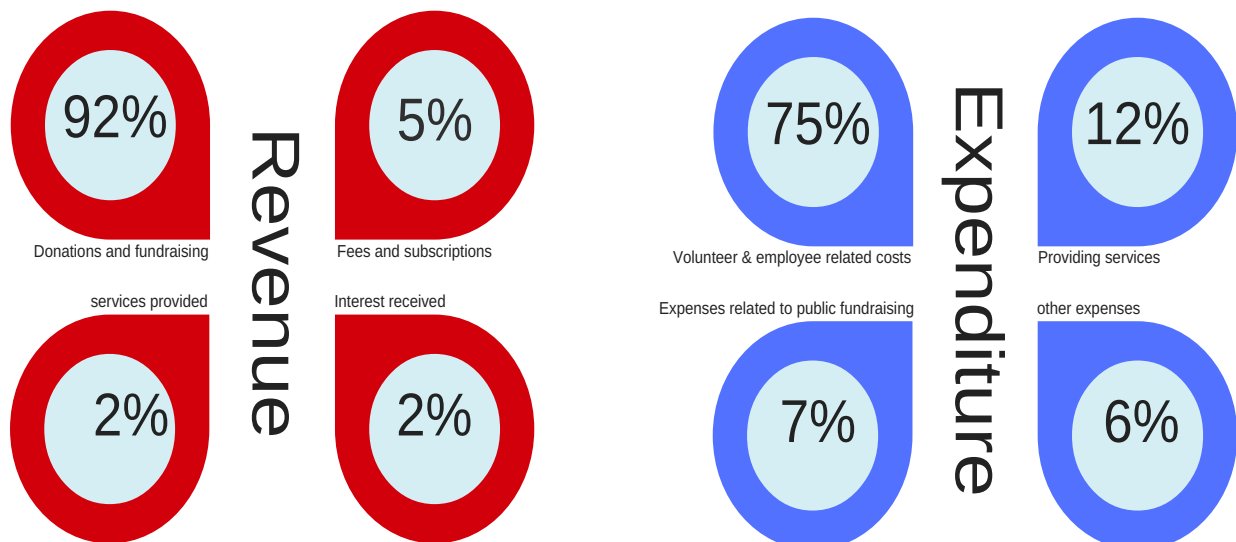
As a Tier 3 charity, Volunteering Bay of Plenty has no public accountability. Hence, this report is not a financial report – it is a report aimed at providing a general overview of our organisation for the 12 month period from 01 July 2015 – 30 June 2016.

For grant applications and reporting purposes, government and non-government funders are provided with our audited annual financial statements and, as soon as the audit is complete, they will be on the Charities Commission's website. In the meantime, our draft accounts are available on request.

In summary, our current financial standing is sound. Despite having paid cash for a motor vehicle in May 2016, our cash reserves have increased by more than \$20,000 during the year and our equity has increased by almost \$17,000.

Although this is wonderful, we are still heavily reliant on funding, with grants forming approx. 92% of our income. We continue to actively look for self-sustainable income so that our equity can continue to grow.

As with most organisations, employee-related costs form the lion's share of our expenses (approx.. 75% of total costs), but that is acceptable as good staff are an organisation's greatest asset and where would we be without them? We now have 4 part-time staff members and a loyal group of volunteers who keep the wheels turning, as it were.



THANK YOU

FUNDERS



SPONSORS



Without your support, we would not be able to reach our goals.
Thank you once again for your generous support of our centre!