

VOLUNTEERING IN PRINT

VRC Update

**VOLUNTEER RESOURCE CENTRE
MANAWATU & DISTRICTS**

April 2012

This month has been a bumper! We have LOADS of information to share, lots of activities coming up and heaps of ways for you to get involved!

We have a number of new organisations joining us at present which means a greater variety of volunteer roles for our wonderful volunteers! We have not including in this newsletter any Volunteer Roles, BUT there are a range of new roles available to view on our website! Do take a couple of minutes to pop over and have a look!

We also want to take this opportunity to introduce our new Chairperson, Audrey White.

Please take a few minutes to look over our bumper newsletter and feel free to give us feedback on what we are bringing to you via this newsletter.

Final note from me: we will be closing our PO Box soon. New Postal address is our physical address: 77-85 King Street Palmerston North 4410.

We look forward to hearing from you and to having you involved in our events over the next few months!

Norelle Ward
Centre Manager
Volunteer Resource Centre

Inside this issue:

Update from VRC	1
Training Needs Forum	1
The New VRC Chairperson	2
RWC Speaker	2
Volunteer Awareness Week 2012	3
VAW March	3
The Plaza Expo 17th -23rd June	4
Welcoming Volunteer Enquiries	5
Managers of Volunteer Programs	5
VRC Opening Hours & Contacts	6
VRC Membership Fees	6
Events Calendar	6
Photograph Request	6



[Have you joined us on Facebook yet?](#)

Training Needs Forum



Monday 7th May, 12pm,
Cancer Society Rooms,
Ruahine Street

VRC and PNCSC want to know what future training YOU want to see provided for community groups in Palmerston North. Come along and participate in the discussion over a cuppa.

Find out:

- What training VRC and PNCSC have offered in the past
- What training VRC and PNCSC are offering in the future

• The training and workshops being offered in other districts
Lend your voice and help us determine what training opportunities VRC and PNCSC can offer in the future that will benefit the staff and volunteers of community and social service organisations in the Manawatu.

To request further information and register your attendance please contact

Palmerston North Community Services Council

Ph: 06 354 3809 Email: progleader@xtra.co.nz

Or

Volunteer Resource Centre Ph: 06 354 6027

Email: info@vrcmanawatu.org.nz



Audrey White

Introducing the new Chair of the VRC

A little about myself: I was born in N Ireland and was brought up in a family that was very involved in their local community. I lived in England and Australia before reaching New Zealand more than 30 years ago.

I have 2 adult children, 5 delightful grandchildren and a kiwi husband.

Bringing up small children in Australia I began to get involved in volunteering there and continued when I moved to New Zealand. My volunteering experience at first was with play group, Kindergarten, schools, scouts and as my children got older I volunteered with other groups including Age Concern and Samaritans. Then followed 10 years working as local manager of PARS where my job involved recruiting, training and supporting volunteers. Now I have retired from this position my volunteer involvement in the justice area has continued with counselling at Manawatu Prison and helping to manage a residence for released prisoners. I also help to run CAP courses at my church.

I have been on the VRC committee for 12 months and

have enjoyed the experience. We are a small dedicated committee who come from varied backgrounds but share the common belief that volunteerism is so important in our community. I am pleased to welcome 2 new committee members Wendy Bennett and Andrew Sharrock who has taken on the position of Treasurer.

As the new chairperson of the VRC I am delighted that we are at last in the position to appoint a part time manager for a few months. As many of you know our new manager, Norelle Ward, who was our former chairperson, has been the impetus behind the organisation for some years and it is thanks to her efforts that we have reached where we are today.

As an organisation we are indebted to our volunteers who man our office and input data. Sadly some of them move on quickly to employment or to other organisations, but this is a great endorsement for volunteering.

I would like to commend to you the events of Volunteer Awareness Week and encourage the participation of your volunteers. This is a wonderful opportunity to showcase our organisations and show our appreciation to our volunteers.

Audrey White

Chairperson, Volunteer Resource Centre

RWC Volunteer Coordinator

Wednesday 6th June, 2pm

Cancer Society Rooms, Ruahine Street

Facilitated by Brendon Ward, Volunteer Programme Manager of the Rugby World Cup

Discussion lead by Norelle Ward, Manager of Volunteer Resource Centre

Areas that will be covered include Volunteer Event Management in particular, but also the key aspect of team volunteering, support, training and recognition and the importance of ensuring the right person is in the right position. This is an opportunity to encourage discussion among community organisations about how to pull off events management, as well as the volunteering aspect of events planning and management.

A little about Brendon Ward:

Brendon was responsible for the Volunteer Programme for Rugby World Cup 2011. This included all planning, finalising the total number of volunteers required (5,564), recruitment and selection of the volunteers, outfitting the volunteers (uniforms), scheduling the volunteers, training the workforce, ensuring the volunteers were well managed (including food and drinks) during the tournament, recognising and rewarding the volunteers during and after the tournament and evaluating the programme.

To request further information and register your attendance please contact

Palmerston North Community Services Council Ph: 06 354 3809 Email: progleader@xtra.co.nz

Or Volunteer Resource Centre Ph: 06 354 6027 Email: info@vrcmanawatu.org.nz

Volunteer Awareness Week 17-23 June 2012

New Zealand Volunteer Awareness Week will be held Sunday 17 June - Saturday 23 June. The theme this year is 'Building communities through volunteering'. Volunteers are essential to help build resilient communities in Aotearoa. Across the country events will be held to mark the contribution volunteers make in our society.

First off this year again in conjunction with PNCC, we are hosting a Volunteer Expo of Not-for-Profit community groups in The Plaza, Palmerston North. This will be run from Sunday to Saturday and along the same lines as last year. Please see the Registration Details on the next page.

We will also be hosting a March on the 20th June 2012! See below for more details. And Yes we are seeking a Band or Piper to help raise the profile (and sound levels!) VAW 2012 is also our 2nd Birthday! Therefore we intend to hold an Afternoon tea to celebrate! If you wish to attend please RSVP to assist us with Catering!

For the first time we will also be at the Careers Expo on the 17th & 18th June. This will be an interesting experience for our team and we look forward to sharing the Volunteering Spirit with a new group of people!



As the week gets closer we may well be able to announce additional activities—but for now—please register your interest early to assist us in planning & delivery of these activities!

Remember if you are planning a Volunteer Awareness Week event—we would love to promote or highlight it with you! Just drop us a line and we will see how we can help!

Volunteer Awareness Week March

Thursday 21st June 2012, 12pm Sharp

**Assembly Point - Te Marae-O-Hine
(outside PNCC Customer Services in The Square).**

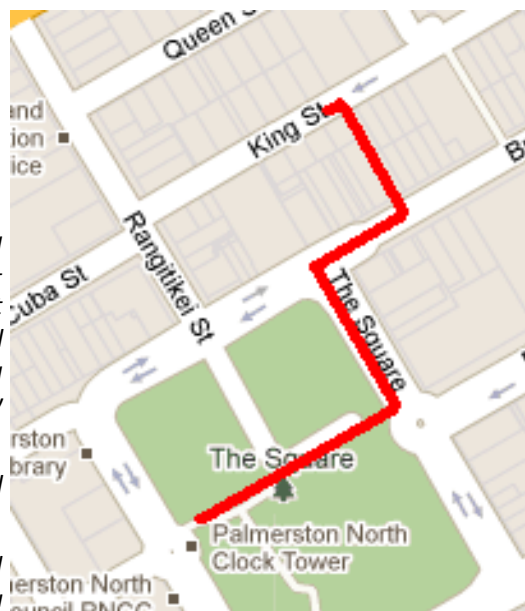
We will then march across The Square from West to East and turning left out onto the Road at the Main Street Roundabout, and north towards Broadway Avenue. At the Broadway Avenue lights we turn right into Broadway and continue down to the Regent. At this point we will turn left into the Regent Arcade and march from Broadway to King Street, turning left onto King Street and ending in front of Community House.

We are in the process of organising to have a Band or similar lead and to draw more attention to our March.

If you are interested in attending please contact us on 06 354 6027 and let us know your organisation name and an estimate on numbers. You can also email us on info@vrcmanawtu.org.nz.

We intend to place a large number of posters around the CBD to help promote this event also, along with seeking a band or piper to lead the March to help raise the profile (and the noise levels!) Feel free to bring Noise makers!

Please note: EVERYONE involved in Volunteering is invited to participate in the March. Remember that we are hosting our 2nd Birthday afternoon tea at the Community House, so please ensure you RSVP so that we can provide enough food and beverages.



Volunteer Awareness Week Expo, The Plaza, 17th-23rd June

As we did last year we are again running a Full Week Expo in The Plaza, allow all Not-For-Profits who utilize Volunteers to recognise their Volunteers, and show off their organisation to many other potential volunteers **FOR FREE**.

Similar to last year we have arranged with the Plaza is to have a site. This year they will be based outside

During the week long expo, we will rotate as many groups through the site as possible (1/2 per day each depending on uptake). Subject to the demand and suitable partners we will we have 1 or 2 groups on site at a time.

So, what we need to know from you: Which time and date do you want to book your organisation in for? Please respond by return email ASAP with your preferences in order – first, second, third preferences.

Example:

Day/Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM (9am-1pm)		2 nd			1 st		
PM (1-5:30pm)			3 rd				
Late Night (5.30-9pm)							

We will endeavour to allocate time slots on a first come first served basis, however we will also look at who will be on display with you as we do this (complimentary not confusing or conflicting). Priority will be given to registered members of the VRC.

We intend to strictly enforce deadlines this year, to ensure we can meet Newspaper deadlines.
If you wish your group to be included in this advertising you must respond by the due date.

Please respond by Friday 8th June 2012, with your preferences, and any questions.

Email: info@vrcmanawatu.org.nz Phone: 06 354 6027

Following you will find the rules and restrictions:

These are set around The Plaza's requirements. We must adhere to these or we jeopardise future opportunities like this. Please ensure you and any person who will be on your stall has read these.

- The tables and any other furniture supplied will be a fixed size, and position, and can not be moved.
- No display boards/banners etc can be more than 1.5m tall. This include you pull up displays, they are too high.
- We are only able to display posters etc in our area, not throughout the mall
- You may have a collection tin on your table, however you may not request donations, only accept if they offer.
- You may not walk around the Plaza collecting/requesting funds.
- All display materials must be professionally displayed, no messy tacks, sticky tape etc (double sided tape & silver sewing pins or blue-tack are okay)
- Each group is responsible for manning their own stand for their allotted time.
- You may have an unmanned stall if you wish, however you must have your information clearly displayed and available, and clear professional instructions that items are free etc.
- There is set up and pack up time available out of hours if needed
- There are no private rest rooms, or facilities for our use (the public restrooms are clearly marked).
- When you leave if no group is coming to take over, you will be responsible for ensuring the generic supplied information is displayed appropriately (details will be available on each stall).
- The Volunteer Resource Centre (VRC) will ensure there are generic posters and information regarding the VRC to be displayed in between groups, and to be put up each evening as the stalls must always have information displayed, displays can never be completely empty.
- Therefore if a group is not coming into the Plaza until 9 or 10 am, the VRC generic information will be displayed to ensure the stalls are not empty.



Welcoming Volunteer Enquiries

One of the biggest complaints we receive from Volunteers is around the time it takes for organisations to make contact once an expression of interest has been shown by a volunteer (via us or other means).

Many organisations have a simple streamlined process to handle enquiries promptly and efficiently. However, sometimes these processes slip or get overlooked especially with changes to staffing and structures.

Following are a few pointers to help development and maintain an efficient and effective response process when you receive an enquiry from a potential volunteer:

- 1) Have a standard letter drafted and either printed or on email ready to go welcoming them, and their enquiry, include:
 - ⇒ Details of the recruitment process
 - ⇒ Next mandatory Training Dates (if any)
- 2) Any forms you need completed
- 3) Information about your organisation and the volunteer positions within it—this may include policies and brochures or links to website information
- 4) The name and details of the person responsible for volunteers



If you have these items ready either electronically or in printed form, you can quickly and easily respond to a potential volunteer enquiry, and it will show your organisation values their volunteers and the contribution they make. Having these ready also means anyone can respond to a Volunteer enquiry rather than having to wait on the correct person to become available.

We understand it can be difficult to fit all our “Hats” in to the hours we are given, however there is no faster way to lose potential volunteers than to not respond to their expression of interest promptly or at all.

Volunteering NZ: Managers of Volunteers Programme

Volunteering New Zealand (VNZ) leads the Managers of Volunteers Programme, a national initiative promoting the recognition and professional development of managers of volunteers. A key aim of the programme is to raise awareness amongst those who influence the delivery of volunteer services about the need for good management of them, and the critical role of managers of volunteers in achieving this. One of the ways we are seeking to achieve this is through the development of *best practice guidelines for volunteer-involving organisations*.

For many organisations, the involvement of volunteers makes the difference between being able to achieve mission and objectives, and not achieving them. Best practice guidelines will provide organisations with an aspirational set of targets and pointers on how to support managers of volunteers, get the best out of the volunteer programme and enhance your organisation’s attractiveness to volunteers.

We’re keen to talk to organisations interested in piloting the best practice guidelines. Working with VNZ as a pilot organisation will give you the opportunity to demonstrate your commitment to being an organisation of choice for paid staff and volunteers alike. For a time commitment of around 5 hours, you will have the chance to:

- ◇ Contribute in a meaningful way to a world-leading piece of development work for volunteer-involving organisations
- ◇ Undertake an organisational health-check, at no cost to you
- ◇ Become one of VNZ’s first champion organisations (volunteer-involving organisations that are innovative and committed to being the best they can be)

If you’re interested, please contact VNZ at projects@volunteeringnz.org.nz or on (04) 384 3636.

**VOLUNTEER RESOURCE CENTRE
MANAWATU & DISTRICTS**



77-85 King Street

Ground Floor

Community House

King Street

Palmerston North 4410

info@vrcmanawatu.org.nz

Opening Hours

Mon 10-12

Tues CLOSED

Wed 10-12

Thur 10-12

Fri CLOSED

Subject to change
and alteration

VRC Membership

Our aim is to support volunteering in all its forms. To assist in carrying out this aim part of our focus is to act similarly to a Recruitment agency, but for Not for Profit (NFP) Organisations and Volunteers. NFP organisations pay to become a member of our organisation and then are able to list voluntary roles with us (unlimited numbers) as well as take advantage of reduced fees to attend our training workshops aimed to support and up-skill volunteer coordinators and managers in the region (among other services).

Once we have the Members listed and have their roles in our system, we work through our database of volunteers to see who might match with them. If we do not have a volunteer with the skills to do the job we will seek such volunteers from other sources. Our services are free to volunteers. We do the initial screen of potential volunteers to try to ensure a good fit for both parties, but the final decision on who an organisation takes on as a volunteer still rests with the organisation themselves.

We would like to encourage your organisation to

become a member of the Volunteer Resource Centre Manawatu & Districts and take advantage of our referral services as well as our upcoming networking meetings and on-going training and support.

From the 1 July 2012 to the 30 June 2013 the following Membership fees apply Based on Income:

- ♦ Annual income less than \$200,000p/a **\$25.00**
- ♦ Annual income of more than \$200,000p/a **\$40.00**
- ♦ Commercial organisations, Schools, etc. **\$100.00**

We would however like to offer you the following registration special. If you join the Volunteer Resource Centre between the 1 May 2012 and the 30 June 2012, and pay the new applicable Membership Fee we will waive the current \$10 registration for the remainder of the current year, and register your organisation through until 30 June 2013.

Please note, if your organisation is the Head of many subsidiaries or small branches, we encourage you to join, but also ask that each subsidiary/branch joins individually also, as this allows us to ensure we can support the needs of each group with understanding and without confusion.

Events Calendar

Don't forget we have an Event Calendar on our website on which any Not For Profit can request a listing! Currently we are updating it as items come to hand, and as we receive newsletters etc, but you can request your event be listed any time!

Events can include, street appeals, other funding raising activities, AGM's or public meetings, training session (which will also be recorded in our Training Listing), Speakers or other activities you would like to publicize.

There is NO charge for this and no requirement to be a member. Just email us on infor@vrcmanawatu.org.nz.

Please ensure you notify us about these events well in advance so we can ensure they are listed in a timely fashion! [Check out what we have listed currently! Quiz nights, film festivals and all sorts!](#)

Requesting VOLUNTEERING photographs! Photographs Wanted

We are wanting to add more photographs to our website so that volunteers can see how they can get involved in the community. Please send any high quality photos that you may have of your volunteers or yourself that show you participating and having fun in volunteer activities.

We will of course site you/your groups as the activity on display!!



Gardening tips with Supergrans!