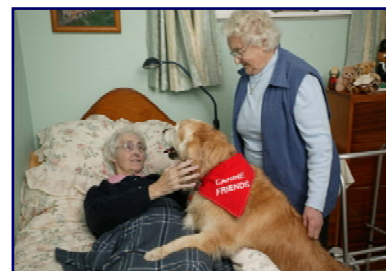


Government support for Volunteering 2002 – 2008





© 2008 Office for the Community and Voluntary Sector

Published in June 2008 by:
Office for the Community and Voluntary Sector
PO Box 1556, Wellington
New Zealand

Telephone: +64 4 916 3300
Fax: +64 4 918 0099
Web: www.ocvs.govt.nz

Foreword

Vision: A society with a high level of volunteering, where the many contributions people make to the common good through volunteering and fulfilment of cultural obligations are actively supported and valued.

Government Policy on Volunteering, 2002

The Office for the Community and Voluntary Sector (OCVS) works with a number of organisations and government agencies to realise the vision of the *Government Policy on Volunteering* by addressing known barriers to volunteering.

Volunteering is about citizens being active in their communities. Volunteers address social, environmental and economic challenges on a daily basis, and they build networks of trust and understanding that make our societies strong and resilient.

Since 2002, many government agencies have made changes to better reflect the Volunteering Policy in their day-to-day work. The Office for the Community and Voluntary Sector is pleased to see changes in government agencies' interaction with volunteers; to see research being undertaken; and to see the profile of volunteering within government rising.

This report provides a stocktake of government agency activity between 2002 and 2008 that affects volunteers and voluntary organisations. The OCVS will update the report as the remaining actions are completed.

I would like to thank the agencies who have contributed, and who continue to consider volunteers and volunteering in their work.



Ruth Harrison
Director
Office for the Community and Voluntary Sector

Contents

Foreword	iii
Introduction	1
Comment on overall progress	2
Building knowledge and recognition and encouraging participation	3
Overcoming barriers in policy, practice and legislation	6
Building capacity in the voluntary sector	11
Building good practice in government.....	15
Summary	20

Introduction

Volunteers provide essential services within New Zealand, and contribute to improved social cohesion and stronger communities. Volunteering is an expression of active civic participation and enhances the self-reliance of communities.

The government interacts with volunteers in several ways:

- many public officials are volunteers in their own right
- government runs its own volunteer programmes, eg around 7,000 volunteers a year take part in Department of Conservation activities
- volunteers indirectly help the government achieve its goals, eg voluntary civil defence groups work to local authorities, but are essential to the work of the Ministry of Civil Defence and Emergency Management
- government policies affect volunteers, eg the tax treatment of volunteer expense reimbursement.

In 2002, Cabinet endorsed the *Government Policy on Volunteering* (the Volunteering Policy) and a government volunteering work programme originating from a cross-sectoral Volunteers and Volunteering Project. The Volunteering Policy applied to all government agencies. It comprised a high-level vision, statements of recognition of the value of volunteering, specific principled commitments, and expectations of how agencies should make government's commitment to volunteering a reality in the day-to-day workings of government.

The commitments and statements in the Volunteering Policy can be divided into the following themes:

- building knowledge and recognition of volunteering and encouraging participation
- overcoming barriers in policy, practice and legislation
- building capacity in the voluntary sector
- building good practice in government.

The work programme comprised explicit projects that apply to certain government agencies, namely the State Services Commission (SSC), the Departments of Labour (DOL) and Internal Affairs (DIA), the Ministries of Social Development (MSD) and Youth Development (MYD), Statistics New Zealand, Inland Revenue (IRD), Accident Compensation Corporation (ACC), and Land Transport New Zealand.

The OCVS was created in 2003. Part of its role is to maintain an overview of the Volunteering Policy and the associated work programme. In this document, we have outlined progress against each of the projects in the volunteering work programme to feed back to government and community and voluntary sector stakeholders on developments.

This stocktake also includes activities undertaken by other government agencies in line with the Volunteering Policy and work programme. For some agencies these activities were undertaken because of the Policy, but for others the Policy simply endorses their own arguments for supporting volunteers and volunteering.

Significant progress has been made against the issues raised by the Volunteers and Volunteering Project Team in 2002. This progress sits alongside increased support for volunteering from within the community and voluntary sector itself.

Comment on overall progress

This review records progress on the volunteering work programme, and more broadly, what actions have taken place in line with Government's expectations in the Volunteering Policy. This report provides an overview of our stocktake of the actions.

Reviewing overall progress, we can see that:

- following Cabinet's direction in 2002, government agencies undertook a number of "quick-fire" actions, eg publication of information about how the ACC scheme relates to volunteers
- building momentum to implement the Volunteering Policy and the more work-intensive items on the work programme has taken time
- the investment of effort – in particular from the Office for the Community and Voluntary Sector (OCVS), DIA and Volunteering New Zealand (VNZ) – to raise the profile of volunteering within government in a more sustainable and durable way has produced positive results
- evidence suggests government agencies are beginning to understand how volunteering can contribute to other desired outcomes (eg improved social cohesion).

The following sections examine government progress against the themes listed on the previous page by:

- a) noting the Policy commitments that fit within each theme
- b) reviewing progress against relevant work programme items
- c) noting other relevant government activities.

Building knowledge and recognition and encouraging participation

The Volunteering Policy commits government to:

- valuing and celebrating the contribution of volunteers and recognising the contribution that tangata whenua, Pacific and ethnic peoples make to their communities through fulfilment of cultural obligations
- supporting initiatives to increase understanding of, and disseminating information about, volunteering.

Action	Progress	Notes
Develop a satellite account for non-profit organisations, which would measure the contribution of volunteering to the economy.	Complete	In August 2007, Statistics NZ released its satellite account for non-profit organisations, which revealed that in 2004 over one million (1,011,600) volunteers gave more than 270 million hours of unpaid labour to non-profit institutions. It also showed that when volunteer labour is included, non-profit institutions contribute is 4.9% to Gross Domestic Product.
Undertake research into the fulfilment of Māori cultural obligations and volunteering.	Complete	In April 2007, the OCVS launched <i>Mahi Aroha: Māori perspectives on volunteering and cultural obligations</i> . This report increases understanding of volunteering and unpaid work from a Māori perspective, and will assist policymakers and others to develop policy that creates stronger whānau and communities.
Undertake research into the fulfilment of Pacific peoples' cultural obligations and volunteering.	To be completed in 2008	The OCVS and Ministry of Pacific Island Affairs successfully applied to the Foundation of Research, Science and Technology cross-departmental research pool of funding to commission a research project report on Pacific perspectives on cultural obligations and volunteering. The OCVS contracted the Family Centre (Lower Hutt) to carry out six case studies (on Samoa, Cook Islands, Tonga, Niue, Fiji and Tokelau). The research has been completed and the final report is expected to be published in 2008.
Explore options to enhance youth volunteering.	Currently underway	<p>MYD and the OCVS have collated and analysed research on youth volunteering. Evidence suggests that ensuring youth volunteers are recognised and appreciated for their efforts is important when trying to enhance youth participation in voluntary activity. Through the Everyday Young New Zealander Awards, and youth sector publications, MYD has worked to ensure young volunteers are recognised and appreciated for the unpaid work they do in their communities.</p> <p>MYD has a range of youth development programmes, such as the Conservation Corps and the Youth Services Corps, which involve young volunteers. These young volunteers, through community projects, undertake voluntary activities such as tree planting.</p> <p>MYD has undertaken a number of activities that work</p>

		towards enhancing youth volunteering, as outlined in Appendix 2. MYD and the OCVS have undertaken preliminary research identifying options to further enhance youth volunteering, options range from providing guidance on how to attract and retain young volunteers, to providing incentives for youth volunteers. A detailed work programme of action will be provided to the Minister for the Community and Voluntary Sector and the Minister of Youth Affairs by August 2008. Future initiatives to enhance youth volunteering will be considered in line with the <i>Promoting Generosity</i> workstream.
Value and celebrate the contribution of volunteers and recognise the contribution that tangata whenua, Pacific and ethnic peoples make to their communities through fulfilment of cultural obligations.	Ongoing	Each year the OCVS has worked with and supported VNZ to co-ordinate activities around International Volunteer Day and Volunteer Awareness Week. DIA has also offered support and dedicated publications of <i>Community Matters</i> to these celebrations.
	To be completed by the end of June 2009	In June 2007, SPARC launched a marketing campaign to increase awareness, understanding and appreciation of the value and benefits of volunteering in sport and recreation. The campaign features volunteers talking about why they volunteer, and includes radio and television advertising, the distribution of bumper stickers and posters, volunteer-specific website content, and bus stop displays.
	Ongoing	The New Zealand Federation of Ethnic Councils developed a programme to support volunteers of different ethnicities, funded out of the DIA-administered Support for Volunteering Fund.
	Ongoing	Government agencies that have volunteer programmes are working hard to recognise their volunteers. For example, one specific objective in the Department of Corrections' volunteer policy review in 2007 was to ensure volunteers feel valued, have a sense of belonging and are recognised for their contribution.
Support initiatives to increase understanding of, and disseminate information about, volunteering.	To be completed by the end of June 2008	In addition to the initiatives above, the OCVS: <ul style="list-style-type: none"> attended and presented at the 2006 IAVE World Conference in New Delhi, India has sponsored part of the Value Added by Voluntary Agencies study being led by the New Zealand Federation of Voluntary Welfare Organisations (NZFVWO). The project seeks to articulate in economic terms the contribution the sector makes to New Zealand is working with Nick Jones & Associates to produce a report using data on New Zealanders volunteering habits collected through the Nielson Media Panorama.

	Ongoing	<p>SPARC:</p> <ul style="list-style-type: none"> in 2006, commissioned a qualitative research study that identified nine key motivations for volunteering in sport in New Zealand. SPARC has also undertaken a quantitative study to identify the size of each motivational group in order to focus its work on developing resources and other support material for sports organisations wanting to recruit and retain volunteers. promotes sport volunteering through its <i>CoachCorp</i> programme, which gives employees the opportunity to coach, manage and officiate in community sport. is working with Rugby New Zealand, the Ministry of Economic Development, VNZ and the OCVS to ensure the 2011 Rugby World Cup volunteer programme acts as a catalyst to encourage volunteering more generally in New Zealand.
	Completed	Government agencies sponsored the VNZ conference in 2007 on <i>Optimising the Energy of Volunteering</i> .
	Ongoing	In August 2007, the Ministry of Civil Defence and Emergency Management signed a Memorandum of Understanding with VNZ to host an emergency sector page on the VNZ website to assist people interested in volunteering in emergency situations.
	Ongoing	The WorkSite/PaeMahi website combines the resources of a number of government agencies to help people make decisions about work in New Zealand; it includes a section dedicated to finding voluntary work.
	Ongoing	Wellington City Council and DOL are jointly leading the development of a Wellington Regional Settlement Strategy and Plan of Action. This includes a cross-sectoral action to promote opportunities for newcomers to volunteer.



Overcoming barriers in policy, practice and legislation

In the Volunteering Policy, government committed to reducing barriers to volunteering in legislation, policy and practice. A number of government agencies have progressed this goal, through publishing relevant information for volunteers and volunteer managers and examining policies that affect volunteers.

Action	Progress	Notes
Actively inform volunteers and community organisations of their rights and responsibilities in regard to ACC coverage.	Complete	ACC published <i>Volunteer workers: Your guide to ACC cover</i> , which details how the ACC scheme relates to volunteers. Information on volunteers and ACC is also contained in the OCVS/NZFWO resource <i>Keeping it Legal E Ai Ki Te Ture</i> .
Consider coverage of volunteers in the context of the next review of the Injury Prevention, Rehabilitation And Compensation Act 2001.	Currently underway	In 2007, DOL, supported by ACC, initiated a project to examine ACC cover for volunteers in New Zealand and overseas.
Scope options for addressing liability and insurance issues affecting volunteers and their organisations/ensure that volunteers have appropriate protection under law.	Complete	In 2003, the Health and Safety in Employment Act 1992 was extended to include many volunteers. DOL published <i>Working Safely for your Community: Health and safety guidelines for community and voluntary organisations</i> to help organisations better understand the new laws.
	Complete	In July 2004, an OCVS issues paper on liability and risk issues for community and voluntary organisations was presented to the Cabinet Social Development Committee. As a result, the OCVS collaborated with the NZFWO to produce <i>Keeping it Legal E Ai Ki Te Ture</i> , a resource to help community and voluntary organisations manage their legal risks and responsibilities. The issues paper also identified that community and voluntary organisations wanted information and training on risk management more generally. The <i>CommunityNet Aotearoa</i> website, hosted by DIA, includes a how-to guide on risk management, which links to information overseas, as well as other New Zealand resources available on the web.
To determine circumstances where honoraria might be treated as reimbursement of expenses and therefore be tax-free.	Policy change complete, subject to legislative process	Following consultation during 2006 and 2007, Cabinet has agreed to amendments to tax legislation to be included in the June 2008 taxation bill. The amendments include: <ul style="list-style-type: none"> treating reimbursement payments that are based on actual costs incurred by volunteers as exempt income with no limits treating reimbursement payments made to the

		<p>volunteers based on an estimate by an organisation as exempt, if that organisation puts in place a process for making reasonable estimates of costs likely to be incurred</p> <ul style="list-style-type: none"> • extending the exemption to expenses incurred in getting to and from the place of volunteering • improving the definition of honoraria.
<p>Consider issues related to interpretation of volunteer expenses and income:</p> <ul style="list-style-type: none"> • volunteer drivers • beneficiaries • visitors to New Zealand. 	<p>Completed</p>	<p><i>Volunteer Drivers</i></p> <p>In April 2008, Land Transport New Zealand updated its factsheet on volunteer drivers and exempt passenger services. It incorporated new criteria for passenger services exempted from transport service licensing (as provided for under the Transport Services Licensing Act 1989) and new exempt passenger services that came into force on 1 October 2007, by means of the Land Transport Rule: Operator Licensing 2007.</p> <p>The law says drivers must hold a passenger service licence and have a passenger (P) endorsement on their driver licence if:</p> <ul style="list-style-type: none"> • they carry passengers in their own car, and • they are reimbursed for their expenses. <p>There are exceptions for passenger services operated by or under the control of any area health board, local authority, incorporated charitable organisation. Other exempt passenger services include transporting of school children by parents or caregivers in return for a Ministry of Education private transport allowance, and transportation by people providing home or community support services. From October 2007:</p> <ul style="list-style-type: none"> • the exceptions were extended to include a passenger service involving the transporting of children and their escorts to or from any activity of a school or institution providing pre-school education • further rules that impacted on volunteer drivers were also relaxed.
	<p>Complete</p>	<p><i>Beneficiaries</i></p> <p>Under current MSD guidelines, expense reimbursements to beneficiaries volunteering for community organisations are not regarded as income where they are equal to the amount of the actual expenses incurred.</p> <p>Where the beneficiary may have received a payment or voucher that does not exactly equate to the expense incurred, the balance after expenses is treated as</p>

		<p>income and main benefit payments or supplementary assistance may be abated accordingly. However, people receiving an income tested benefit can earn up to \$80 per week before their benefit starts to reduce. People who have hardship assistance such as the Temporary Additional Support may find their assistance reduced from the first dollar of extra income.</p> <p>Work and Income reports that there are situations when beneficiary volunteers receive an honorarium. MSD policy allows reasonable expenses incurred as part of that work to be offset from payments (provided it is not specifically remunerated for).</p>
	Ongoing	<p><i>Visitors to New Zealand</i></p> <p>In 2006, DOL received submissions on the <i>Immigration Act Review: Discussion paper</i> requesting that the definition of employment exclude volunteer activities. A number of submitters noted the current uncertainty around whether reimbursement of expenses constitutes “gain or reward” in terms of the current definition of employment in the 1987 Act. These submitters suggested expressly excluding volunteers from the definition of employment and including new definitions of volunteer and volunteering in the legislation.</p> <p>In 2007, the Immigration Bill (the Bill) was introduced and referred to the Transport and Industrial Relations Committee (the Committee), which called for submissions. Submissions closed in November 2007.</p> <p>The definition of ‘employment’ in the Act has been changed to a definition of ‘work’. Work is defined as “any activity undertaken for gain or reward; but does not include activity excluded from this definition by immigration instructions”. The discretion to define work in particular immigration instructions will give DOL flexibility in the development of immigration policies in the future.</p> <p>The timeline for the passage of the Bill through Committee has extended into 2008. The Bill will then need to be passed, enacted and implemented. It is unlikely that any new immigration instructions relating to volunteering could be considered before 2009.</p>
Ensure that volunteering by beneficiaries is valued and supported where it will clearly contribute to the enhancement of clients’ skills and work experience.	Complete	<p>MSD guidelines now encourage volunteering, and acknowledge that volunteering can:</p> <ul style="list-style-type: none"> • provide experience in a community or voluntary organisation • support social development outcomes for clients

		<p>through participation in community-based projects</p> <ul style="list-style-type: none"> • help some clients through developing or maintaining their work skills, work discipline, self-esteem, motivation and confidence. <p>The guidelines state that participation in volunteering is <i>voluntary</i> and a sanction or work test failure cannot be imposed if a client undertakes voluntary work and does not complete it.</p> <p>Volunteering is not part of Work and Income’s Employment and Training Assistance. This means that Work and Income officers are not responsible for brokering opportunities, mandating providers or monitoring a client’s participation. Clients who volunteer may be asked to obtain a letter from their organisation to add to their file in order to document the voluntary work the client has undertaken.</p>
<p>Consider issues relating to employees who volunteer as part of work–life balance programme.</p>	<p>Complete (although further work may follow)</p>	<p>The DOL Work–Life Balance project includes research, development of tools for employers, and working with employers to promote work–life balance practices. This project gives a message that work should not crowd out employees’ voluntary activity. It highlights examples of flexible work hours, supporting employees’ sport or cultural activities, and supporting voluntary activities as part of paid work time.</p> <p>DOL’s <i>Achieving Balanced Lives and Employment</i> (2004:38) noted that “the clearest message concerning the community and voluntary sector was of the difficulties in recruiting and retaining volunteers compared with the past. Older members of voluntary groups attributed this to the increasing numbers of younger women in paid employment.”</p>
<p>Reduce barriers associated with volunteering in legislation, policy and practice.</p>	<p>Complete</p>	<p><i>Legislation</i></p> <p>The OCVS and NZFVWO produced <i>Keeping it Legal E Ai Ki Te Ture</i> to help reduce perceptions, caused by lack of understanding, that there are barriers in legislation.</p>
	<p>Complete</p>	<p><i>Policy/Legislation</i></p> <p>In 2005, IRD reviewed the Student Loan Scheme Act 1992, resulting in an amendment that enabled student loan borrowers volunteering or working for token payment overseas in ‘named’ charitable organisations to be eligible for the interest free policy for up to two years. Over 50 charitable organisations have been named in regulations.</p>

	Complete	<p><i>Policy/Legislation</i></p> <p>In 2005, MSD reviewed superannuation policy, resulting in government policy allowing older volunteers to receive New Zealand Superannuation for three years while on assignment with overseas aid agencies. The change was effective from 1 July 2006. Superannuitants were previously eligible to receive superannuation for one year while on assignment.</p>
	Ongoing	<p><i>Policy</i></p> <p>The Department of Corrections developed and refined its volunteer policy, aiming to mitigate some of the common barriers to volunteering in the way it deals with expense reimbursement, support and training, and the volunteer application processes.</p>
	Ongoing	<p><i>Practice</i></p> <p>DIA has:</p> <ul style="list-style-type: none"> • ensured Regional Advisors are provided with information to enable them to advise and support community groups (volunteers) wanting to apply for funding • sent information and application forms to a wide network • updated website information to make it more user-friendly and accessible.
	Ongoing	<p><i>Policy/Practice</i></p> <p>The Carers' Strategy and Five-Year Action Plan, launched in April 2008, provides a framework of principles to guide policy development and service delivery by organisations that work with carers. The strategy focuses on informal carers, who are people that support a person with ill health, a disability, mental illness, an addiction or in their old age. Carers help where people cannot manage the tasks involved in everyday living without help and support. Some carers help people outside their households (eg friends or neighbours) and are, therefore, informal volunteers.</p> <p>The Strategy's four guiding principles are: recognise diversity; be proactive; enable carers; and be inclusive. The Action Plan aims to address the five objectives of the Strategy, which are to provide information; protect the health and wellbeing of carers; enable carers to take a break; provide financial support for carers; and provide training and pathways to employment for carers.</p>



Building capacity in the voluntary sector

In the Volunteering Policy, government committed to encouraging community and voluntary organisations to develop and maintain good practice in supporting and involving their volunteers. This commitment falls within the context of a wider move in government to support the infrastructure of non-profit organisations so that they can focus their efforts on delivering services and contributing to communities. Government has produced a number of relevant resources including *CommunityNet Aotearoa* (DIA), *Working with Volunteers* (National Services Te Paerangi (Te Papa)), *ClubKit* (SPARC), and *Seed to Success* (Department of Conservation).

Action	Progress	Notes
Administer the Support for Volunteering Fund (SVF) and assess the effectiveness of the funding for volunteer centres, VNZ, tangata whenua, Pacific peoples and ethnic peoples, and propose options for future needs.	Ongoing	<p>DIA continues to administer the SVF, which provides \$402,000 (GST not applicable) annually to:</p> <ul style="list-style-type: none"> • volunteer centres • VNZ • initiatives for tangata whenua, Pacific peoples and ethnic communities. <p>In 2001, VNZ was established by the creation of the SVF. At that time, six volunteer centres were already established, and three were identified as emerging centres.</p> <p>By 2006/07, this had grown to nine volunteer centres with an additional three new centres and three outreach centres funded in the same year.</p> <p>In 2007/08, applications were received from 10 centres, and applications from 14 volunteer centres are anticipated in 2008/09. There were two rounds in 2007/08. Round one was for VNZ and the volunteer centres. Round two targeted Māori, Pacific, ethnic and other community groups involved in promoting and supporting volunteering in their communities.</p> <p>In 2007 and 2008, the SVF was widely promoted, with fund information made available on the DIA website.</p>
To support VNZ and other key community sector agencies to develop a community-sector-led proposal for national standards in volunteer management.	No longer regarded as a priority	<p>The OCVS has sought to support, rather than drive, community and voluntary initiatives that ensure good practice in the sector. Although VNZ has considered developing national standards in volunteer management, this has not happened. VNZ has indicated that there has not been enough of a driving force from the voluntary sector for standards, and that it is not a priority, due to the resources and time needed to develop such standards. Furthermore, some people question whether it is appropriate for such standards to be developed. VNZ believes education and training initiatives will produce better outcomes.</p>

Investigate options for organising and funding regional seminars to provide information on government policy and legislation for volunteers, including initiatives aimed at tangata whenua, and Pacific and ethnic peoples.	Complete	In 2003, DIA and the Ministry of Pacific Island Affairs organised six Pacific fono, where government agencies presented information on how their policies impact on volunteers.
	Ongoing	In the second SVF round in 2007/08, VNZ received a project grant to facilitate three fono around the country to gather information from Pacific communities about their volunteering needs and opportunities. This information will be provided to DIA and to volunteer centres.
	Complete (although further work may follow)	In 2005, OCVS and NZFVWO gave nearly 40 presentations throughout New Zealand on the use of <i>Keeping it Legal E Ai Ki Te Ture</i> , including to ethnic groups. Tangata whenua were among those who attended the presentations; there was, however, low attendance from the Pacific communities. In 2008, OCVS/NZFVWO will be undertaking a review of <i>Keeping it Legal E Ai Ki Te Ture</i> , including span of distribution, and will respond in 2009.
Investigate priorities for further government investment in volunteer training, taking into account other current training initiatives that may impact on the community sector, and the specific needs of tangata whenua, Pacific and ethnic volunteers.	Complete	<p>Training is important for:</p> <ul style="list-style-type: none"> • volunteers (who have diverse training needs depending on the voluntary role they undertake) • volunteer managers (who may also be volunteers). <p>In 2005, Family and Community Services and OCVS investigated what practical support and information is already available to help people run their organisations. This resulted in the publication <i>Managing Well: Resources for community and voluntary organisations</i>. This included reference to resources and training for volunteer managers and volunteers.</p>
	Ongoing	<p>Government funding that goes towards sector-led volunteer training initiatives includes:</p> <ul style="list-style-type: none"> • funding volunteer centres through the SVF to provide support and training to volunteer managers • additional funding through the <i>Pathway to Partnership</i> plan of \$446 million over the next four years. The purpose of the plan is to improve the quality and sustainability of community-based social services. The plan will enable organisations to better attract and retain qualified staff and will also allow organisations that use volunteers to better support their training and development needs • DIA funding helped Volunteering Waikato to record Professional Development Training (volunteer best practice) on to CD for community groups who work with volunteers

		<ul style="list-style-type: none"> the Community Organisation Grants Scheme, which distributes funds to applicants to support volunteering.
Encourage community and voluntary organisations to develop and maintain good practice in supporting and involving their volunteers.	Ongoing	Other government agencies such as Family and Community Services, the Ministry of Civil Defence and Emergency Management, SPARC, and National Services Te Paerangi (Te Papa) are providing, or looking at providing, support training for volunteer managers and volunteers within their sub-sectors.
	Complete	<p>Government agencies have produced a number of resources to encourage organisations to maintain good practice:</p> <ul style="list-style-type: none"> the DIA-hosted website <i>CommunityNet Aotearoa</i> contains the Volunteering How-to Guide, edited by VNZ. It provides information on recruiting, training, retaining and recognising volunteers. the DIA/MSD <i>Community Resource Kit</i> provides comprehensive information on setting up and running community and voluntary groups and includes a sample volunteer policy. in 2006, National Services Te Paerangi (Te Papa) launched <i>Working with Volunteers</i>, a guide to assist museums to develop effective volunteer programmes. in July 2007, SPARC launched <i>ClubKit</i>, an online volunteer management resource. the Department of Conservation has produced a community engagement toolkit, <i>Seed to Success</i>, which is designed to give staff and community groups guidance and tools on how to manage community conservation projects, including the support and management of individual volunteers MYD is working to strengthen the youth work sector by supporting training and development of the workforce, of which 80–90% are volunteers.
	Ongoing	<p>Government agencies working closely with community organisations also support good practice, for example:</p> <ul style="list-style-type: none"> the Police support many of the volunteers who work with their partnering organisations by offering joint training. the Department of Corrections maintains good relations with the organisations many of their volunteers belong to. This brings with it a number of benefits, and enables the Department and the organisations to better support their volunteers.

	Ongoing	Encouraging good practice in supporting and involving volunteers is part of the core business of volunteer centres and is central to their DIA-administered SVF grants.
	Ongoing	The OCVS supports VNZ to host seminars by internationally recognised speakers on volunteering and volunteer management on an ad hoc basis.



Building good practice in government

Many of the commitments government made in the Volunteering Policy fall under the theme of building good practice in government. All agencies are expected to:

- have policies in place that support the private volunteering activities of staff while ensuring that public servants continue to fulfil their professional obligations
- ensure good practice in volunteer programmes that government directly manages
- take into account the needs of volunteers and their organisations, and the costs associated with volunteering, when developing policies and delivering services
- consult volunteers and their organisations on policy and operational changes that impact on volunteering.

Action	Progress	Notes
Consider issues relating to public service employees who volunteer as part of the SSC work–life balance programme.	Complete	In 2005, SSC published <i>Work–Life Balance: A resource for the State Services</i> , which indicates that achieving work–life balance in the state services includes enabling staff to contribute to the community in a voluntary capacity. It highlights that work should not impact on the energy of employees to contribute as a volunteer outside of work hours, that there is an expectation that all government agencies will have policies to support these private volunteering activities, and that staff may need assistance to manage possible conflicts of interest between their voluntary activities and their employment.
Have policies in place that support the private volunteering activities of staff while ensuring that public servants continue to fulfil their professional obligations.	Ongoing	Some agencies have begun drafting policies and others manage employee volunteering informally. Many government agencies have not considered it to be a priority to put formal policies in place that support the private volunteering activities of staff. In the current employment market, where some businesses are beginning to see employee volunteering as part of their social investment, government agencies are asking whether this is also relevant to their agencies.
	To be completed by the end of June 2008	The OCVS believes this issue needs to be further explored before more agencies put policies in place. The OCVS is drafting a “think piece” on the issue of employee volunteering within the public service that will be circulated and presented to government agencies.
Take into account the needs of volunteers and their organisations, and the costs associated with volunteering, when developing policies and delivering services.	Complete	In 2006, the OCVS ran a Good Practice in Action Seminar on <i>Strengthening the Government–Volunteering Interface</i> . It was attended by over 80 public servants from across the state sector, representing 43 organisations.
	Ongoing	Government agencies that have volunteering programmes take account of volunteer needs in a variety of ways, for example: <ul style="list-style-type: none"> • the Police support their volunteers and their organisations by giving them space to do their

		<p>work, use of telephones, printing of some resources, and expense reimbursement being available on application</p> <ul style="list-style-type: none"> the 2007 review of the Department of Corrections' volunteer policy identified "meeting the needs of volunteers and their organisations" as one of its specific aims. Key objectives were developed with the intention of addressing issues most commonly raised as areas of concern to volunteers and their organisations. The Department has now established a Prison Volunteering Advisory Group, including representatives from key stakeholder organisations, for advising and consulting on all policy and operational matters impacting on volunteering.
	Ongoing	<p>As many community organisations are reliant on the work of volunteers, DIA has:</p> <ul style="list-style-type: none"> streamlined grant application processes to reduce duplication used information gathered from the grants monitoring report processes to assist in providing a national picture of the costs to organisations in applying for grants. <p>DIA takes account of the needs of volunteers when developing policies and delivering services in the areas that are highly reliant on volunteers, eg civil defence and fire. For instance, the Ministry of Civil Defence and Emergency Management maintains links with agencies such as the Australian Emergency Management Volunteer Forum. The Ministry is especially concerned with the care of volunteers in all emergency events and anything that may harm them in their volunteering role. In particular, the Ministry of Civil Defence and Emergency Management and the Ministry of Health are working on how volunteers (and the community) should participate in emergency events, such as a pandemic.</p> <p>DIA has commenced work on the development of a departmental volunteering strategy to:</p> <ul style="list-style-type: none"> recognise and inform DIA's future role in supporting volunteering support understanding of the contribution made by volunteering to New Zealand society.
Consult volunteers and their organisations on policy and operational changes that impact on volunteering.	Ongoing	<p>The OCVS publicises consultation rounds on policy related to volunteers and volunteering through its networks. Recent examples of good practice include:</p> <ul style="list-style-type: none"> as part of its work around tax incentives for giving and volunteering, IRD worked with community

		<p>organisations and the OCVS to consult with volunteers and their organisations.</p> <ul style="list-style-type: none"> the Ministry of Health undertakes consultation on a wide range of health and disability issues, and recognises the importance of volunteers in the health and disability sector. Consultation routinely includes a range of health and disability organisations that comprise volunteers, consumers and/or paid employees. <p>At an operational level:</p> <ul style="list-style-type: none"> the Police have Memorandums of Understanding with organisations they work with that require the Police to consult with them on policy and operational changes that may impact on them. the Department of Corrections developed its first formal volunteer policy during 2003/04. During the review of this policy in 2007, Corrections widened both its means and methods of consultation, including consultation with key stakeholder groups, and Māori and Pacific groups, and disseminating policy proposals to individual volunteers for comment. To engender a culture of ongoing consultation and collaboration, the policy review proposes developing a framework for establishing national and regional focus groups for volunteers.
<p>Ensure good practice in volunteer programmes which government directly manages.</p>	<p>Ongoing</p>	<p>Volunteers directly assist government in many ways, and in recent years government agencies have begun to think carefully about how they manage volunteer programmes. For example:</p> <ul style="list-style-type: none"> at the Ministry of Fisheries the number of Honorary Fishery Officers (HFOs) decreased from 246 in 2002 to 160 at the end of 2006. However, the Ministry considers the current smaller group of HFOs to be better trained, equipped and supervised and more productive in providing greater effectiveness than the previous higher number. Archives New Zealand has over 50 volunteers who assist with indexing records, etc. Archives is currently reviewing the scope and management of its volunteer programme. since the 2000–2001 Budget for ‘new work with communities’, the Department of Conservation (DOC) has developed and consolidated a broad programme of projects involving New Zealanders in conservation. This ranges from partnerships with communities, to supporting others who are contributing to shared conservation outcomes, and leading projects that offer opportunities for

		<p>volunteers to participate in conservation projects. While DOC has maintained a steady average of around 7,000 volunteers a year taking part in conservation activities, an area of growth has been the development of community conservation groups and partnerships. DOC research shows that initiatives with communities are dynamic in nature and can take several years to establish and show 'results'.</p> <ul style="list-style-type: none"> • the Police developed a Volunteer Policy in 2005, which covers the roles and expectations of Police volunteers and outlines the best practice model for management of volunteers. There are approximately 1,000 Police volunteers who work in a variety of roles that focus on serving the community and enhancing Police community responsiveness. Having a dedicated policy promotes professionalism and accountability and reinforces the importance of volunteers. • in 2006/07, Department of Corrections appointed national and regional volunteer advisors. It has reviewed its volunteer policy (implemented in 2005), drawing from examples of good practice from overseas and from local experience and expertise. • MYD has a range of initiatives that provide a direct communication line between Government and young people, and enables the participation of young people in the decision-making process. These young people volunteer their time to participate in these communication channels and in addition many already contribute voluntarily to their wider communities through being student representatives on boards of trustees, and members of youth councils. MYD supports these volunteers by providing them with networking opportunities, information and training. • there are approximately 12,090 school trustees throughout New Zealand. The Ministry of Education supports Boards of Trustees and contracts a range of organisations to provide training, professional development and support for trustees. • the Office for Senior Citizens (OSC) funds, manages and co-ordinates the Volunteer Community Co-ordinator (VCC) programme. Since its establishment in 1999 the programme has expanded from 29 to 50 volunteers. The VCCs work with the OSC to carry out projects on behalf of the Minister for Senior Citizens, and have now become more integral to the policy development process.
--	--	--

		<p>The OSC:</p> <ul style="list-style-type: none"> – provides guidelines for VCCs and organisations that clearly outlines their roles and responsibilities – maintains a high level of contact with the VCCs – receives feedback from VCCs and organisations on the quality of the VCC programme and projects in which they participate – brings the VCCs together for an annual forum. <ul style="list-style-type: none"> • the 250 members of the DIA Community Organisation Grants Scheme Local Distribution Committees are reimbursed for expenses incurred when undertaking this unpaid role. DIA provides training for these volunteers and supports the members at different times of the grant application process by preparing the files/applications and providing a checklist assessment tool. • In 2004, Family and Community Services established SAGES, a programme that matches older volunteers with families and individuals to develop their skills in areas such as home management, cooking, budgeting and parenting. FACS contract out the management of this programme, and there is a section in the provider application form about practices and policies around working with volunteers.
--	--	--



Summary

Cabinet endorsed the *Government Policy on Volunteering* and the government volunteering work programme in 2002. Since then, government agencies have worked to support volunteers at policy and operational levels. Several agencies have published accessible resources that clarify legislation and how it affects volunteers. Some agencies have reviewed their own policies around volunteers. Others have undertaken research.

Many items on the work programme have been completed, and others are expected to be completed by the end of 2008. An overall assessment of the impact of these changes has not been undertaken. Further gaps in policy and practice may be identified, however, in the new project to promote giving and volunteering that is being led by the OCVS, VNZ and Philanthropy New Zealand.