

## Report of the Ministerial Reference Group for International Year of Volunteers 2001



## Letter From the Chair, December 2001

To: Hon Steve Maharey, Minister responsible for the International Year of Volunteers

Dear Minister,

It is a pleasure to present this report on behalf of the International Year of Volunteers Ministerial Reference Group (MRG), marking the culmination of a year of celebration, awareness raising and future thinking about volunteering in New Zealand.

The International Year of Volunteers has been a unique opportunity to acknowledge the extraordinary efforts made each day by people wanting to give something to their community, while gaining the stimulation, learning and human contact that is an integral part of voluntary activity.

While the MRG has worked hard to recognise the enormous contribution made by volunteers in Aotearoa New Zealand we have also taken a long-term view of the Year and its potential. We have worked towards and advocated for legacies that will impact positively on volunteers and volunteering for many years to come.

Major legacies of the Year include:

- the establishment of Volunteering New Zealand as a national body focusing on volunteering
- the provision of government funding for volunteer centres and Volunteering New Zealand
- the beginnings of a crucial dialogue on the concept of “volunteering” for Māori

- the establishment of a Ministry of Social Development project investigating the impact of government legislation, policy and practices on volunteering
- projects researching the nature of volunteering in Aotearoa New Zealand.

The International Year of Volunteers has not been a start - volunteering is as old as human society, nor has it been an end - volunteering will continue as long as humankind does. Rather it has been a global exclamation mark, emphasising the value of volunteering to all involved and to our common good.

There remain many challenges for volunteering, including:

- the changing ways that we live and spend our time
- ongoing dialogue on concepts of “volunteering” and their relevance for Māori, Pacific peoples and ethnic communities
- addressing the impact government has on volunteers and volunteering
- ongoing recognition at all levels of the contribution made by volunteers
- further research on the extent and nature of volunteering in Aotearoa New Zealand.

The March 2002 national volunteering conference ***Inspiring Volunteering*** will provide an important opportunity to further explore these challenges.

It has been an honour chairing a national group focused on such a vital topic, and composed of such a wonderful and diverse group of volunteers, who in themselves demonstrate all that is good about volunteering. Our thanks go to the many voluntary organisations and volunteer centres we have worked with throughout the Year, the Ministers we have advised, and the skilled and committed staff members in the Department of Internal Affairs who have

supported both the Year and the MRG.

Of course the greatest acknowledgment must be for the more than one million volunteers in New Zealand who give selflessly of their time and energy, create vital links between individuals and groups of people everywhere, and build and strengthen our communities.



Nick Toonen  
Chair  
Ministerial Reference Group  
International Year of Volunteers 2001



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## Where To Obtain Copies

The report of the Ministerial Reference Group for International Year of Volunteers was published in December 2001 by the Department of Internal Affairs.

Copies of the report can be obtained from the Department of Internal Affairs, State Insurance Building, 46 Waring Taylor Street, Wellington. Telephone (04) 495-7200. P O Box 805, Wellington, New Zealand ISBN 0-478-09270-9. A publications catalogue is available at <http://www.dia.govt.nz>

THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

# Executive Summary

THIS report summarises the key achievements from the Year of Volunteers in New Zealand and makes a number of recommendations aimed at ensuring an enduring legacy from the Year.

2001 was declared by the United Nations as International Year of Volunteers (IYV).

International Year of Volunteers was organised in New Zealand through a co-ordinated approach between government and the voluntary sector.

A government appointed reference group was responsible for promotion and coordination of the Year and provided advice to government on volunteer issues. A Programme Coordinator based in the Department of Internal Affairs supported the group.

Key Achievements from the Year comprise:

- Practical coordination at a national level of IYV activities.
- Delivery of a range of initiatives to promote volunteering.
- New Government initiatives to develop volunteering, including:
  - support for Volunteering New Zealand and Volunteer Centres;
  - and
  - a Ministry of Social Development policy project looking at barriers to volunteering in government legislation and policy.
- Research and dialogue aimed at identifying the nature and characteristics of volunteering in New Zealand.
- Contribution to a range of international events.



## Introduction

IN November 1997, the United Nations General Assembly proclaimed 2001 as the International Year of Volunteers. Aimed at increased recognition, facilitation, networking and promotion of volunteering, the International Year of Volunteers 2001 (IYV) was a unique opportunity to highlight the achievements of the hundreds of millions of volunteers worldwide who devote time in their lives to serving others, and to encourage more people globally to engage in voluntary activity.

Volunteer service has been a part of virtually every civilisation and society throughout history. Volunteering takes many forms from traditional customs of mutual self-help and community development, through to community responses in times of crisis.

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The United Nations resolution to mark 2001 as an International Year of Volunteers was endorsed in Aotearoa New Zealand by the Government and by a wide range of community organisations. See Appendix One.

## Volunteering in Aotearoa New Zealand

THERE is a long-standing tradition in New Zealand of individuals giving their time to help others and support and strengthen their communities.

New Zealand's voluntary sector is broadly based and includes areas as diverse as emergency services, social services, human rights, education, sports, community development and health. It is estimated that there are some 60,000 voluntary organisations in New Zealand and over 1.1 million New Zealanders do some form of regular voluntary work.

Volunteers contribute to many areas of activity, such as sports coaching, civil defence, fire and rescue services, pre-school programmes, care of people who are sick or have a disability, women's refuges, marae activities, overseas development, cultural activities, and citizens' advice.

Volunteering takes place formally through organisations such as churches, schools and voluntary organisations, and informally through neighbourhood and community support.

The 1996 Census found that, during a four-week period, 41% of adults undertook unpaid work. In sport alone, volunteers contributed 74 million hours in 1996, worth an estimated \$580 million.

## Māori and Volunteering

FOR Māori the term 'volunteer' is less commonly used. 'Manaaakitanga' is perhaps the closest term referring to caring and sharing with others. Studies suggest that Māori participate in unpaid work to a proportionately higher degree than non-Māori. The Time Use Survey and 1996 Census data showed that Māori were more likely to do unpaid work both within and outside the home than non-Māori.

## Background to the International Year of Volunteers 2001

THE idea for an International Year of Volunteers to be proclaimed as the world enters the 21st century arose in deliberations of several major international non-governmental organisations in the early nineties, including the International Association of Volunteer Effort (IAVE).

The concept first emerged within the United Nations system at a Policy Forum in Japan in 1996 of the United Nations Volunteers programme (UNV) and United Nations University (UNU).

The premise underlying IYV 2001 is that voluntary service is called for more than ever before to tackle areas of concern in the social, economic, cultural, humanitarian and peace-building fields and that even more people are needed to offer their service as volunteers. For this to happen, there is a need for greater recognition and promotion of volunteer service. The designation of an International Year of Volunteers by the UN General Assembly established a positive environment for the growth and development of volunteering.

## The United Nations Objectives for International Year of Volunteers 2001 were:

- **Increased recognition** of the contribution that volunteers make;
- **Increased facilitation** to encourage volunteer action among people;
- Support of local, national and international **networking** for volunteers; and
- **Promotion** to attract offers of service from new volunteers, increase requests for volunteers and create a climate supportive of voluntary action.

## New Zealand Government Programme for International Year of Volunteers

The International Year of Volunteers was organised in New Zealand through a coordinated partnership approach between government and the voluntary sector.

In April 2000, the Government approved a number of initiatives to support and promote the International Year of Volunteers in Aotearoa New Zealand. This comprised:

- Designating a Minister responsible for International Year of Volunteers.
- The establishment of a Ministerial Reference Group to develop and implement an action plan for International Year of Volunteers.
- Appointment of an International Year of Volunteers Coordinator within the Department of Internal Affairs, primarily to support the Reference Group.
- Funding of \$300,000 to be distributed by the Community Organisation Grants Scheme (COGS) to assist community groups in their plans for the Year.

The Department of Internal Affairs was the head agency for the government's IYV programme.

To compliment government's funding, the Lottery Grants Board distributed close to \$750,000 in small grants to community organisations to support them in their plans for International Year of Volunteers.

# 1

## The Ministerial Reference Group

THE Ministerial Reference Group (MRG) was appointed in September 2000 by then Minister of Internal Affairs, the Honourable Mark Burton. The role of the group has been to advise the Minister responsible for International Year of Volunteers on matters relating to the Year and on issues to do with volunteering in general, and to develop, and coordinate the national programme for the Year.

The MRG has eleven members from around New Zealand who were selected for their skills and networks in the volunteer community. See Appendix Two.

The MRG reported to three different Ministers throughout the year: Minister of Internal Affairs, the Honourable Mark Burton from September to November 2000; Minister of Internal Affairs, the Honourable George Hawkins to 30 June 2001; and the from 1 July 2001, the Honourable Steve Maharey Minister responsible for Community and Voluntary Sector.

### The MRG's purposes included:

- Determining the objectives for the Year.
- Developing a national plan of action for achieving the Year's objectives.
- Promoting dialogue between government and volunteers on issues related to volunteering and making recommendations to government.

## The MRG Action Plan

The MRG decided early on that as well as working to raise the profile of volunteers throughout the year, it was vital to ensure lasting legacies for volunteers and volunteering.

The group's first task was to develop a plan of action for the International Year of Volunteers and beyond. The plan included:

- Advocating and delivering a range of activities to highlight and promote the work of volunteers and encourage more people to volunteer.
- Developing specific recommendations to Government on ways to support and build volunteering in Aotearoa New Zealand.
- Undertaking work to identify the unique characteristics and nature of volunteering in Aotearoa New Zealand. See Appendix Three.

See Appendix three.

## The MRG's targets for International Year of Volunteers 2001 were to:

- Provide practical coordination for the International Year of Volunteers in Aotearoa New Zealand.
- Deliver significant, high-impact initiatives to promote volunteering.
- Ensure that Government (central, regional and local) and their agencies take specific action to realise their potential to promote and support volunteering.
- Identify the characteristics and nature of volunteering in Aotearoa New Zealand.

## The MRG's Key Outcomes for the International Year of Volunteers were:

- The contribution of volunteers is recognised.
- Volunteering is effectively promoted.
- People who volunteer have a high quality experience.
- A philosophy of volunteering in Aotearoa New Zealand is developed.
- Volunteering in Aotearoa New Zealand is researched and understood.
- Volunteering is adequately resourced.
- Training and support are identified and provided for volunteering.
- Government (central, regional and local) is actively supporting volunteering.
- Business is actively supporting volunteering.
- Volunteering is developed by an integrated and dedicated national, regional and local infrastructure.



# 2

## Coordination Of The Year

*“to provide practical coordination for the International Year of Volunteers in Aotearoa New Zealand”*

### MRG Action Plan

The MRG provided practical coordination throughout the Year at a national level by:

- Distributing an International Year of Volunteers Information Kit, in conjunction with Volunteering Waikato, for organisations that involve volunteers.
- Coordinating a wide-ranging national programme of activities throughout the Year, in cooperation with Volunteer Centres and other key bodies.
- Establishing the official International Year of Volunteers Website, which was hosted by the Department of Internal Affairs at <http://www.dia.govt.nz>.
- Encouraging organisations that involve volunteers to use the New Zealand version of the International Year of Volunteers logo.
- Developing key messages for the Year and then promoting these to a wide range of volunteer groups.

## International Year of Volunteers Information Kit

An information kit was distributed to a wide range of organisations that involve volunteers.

Originally developed by Volunteering Waikato, the kit was adapted and expanded by the MRG for national distribution. The kit included a calendar of national events, key messages for the year, suggestions for celebrating the year, background information, stickers, posters and inspirational quotes, and promoted ways of saying ‘thank you’ to volunteers.

### National Programme of Activities

The MRG worked with regional Volunteer Centres to coordinate a national programme of activities for the Year, including volunteer expos, promotional displays, picnics, photo exhibitions and seminars. Examples of Volunteer Centre initiatives include:

- A national volunteering conference ‘Leadership Within Volunteering’ hosted by Auckland Volunteer Centre.
- An International Year of Volunteers calendar, produced by Volunteer Wellington.
- A photographic exhibition on Volunteers, at the Dowse Art Gallery.
- A celebrity debate featuring David McPhail and John Gadsby, hosted by Volunteering Waikato.
- Volunteer expos at seven city locations, organised by Auckland Volunteer Centre.
- A forum to discuss volunteers’ issues hosted by Volunteer Wellington.

## The International Year of Volunteers Website

The Department of Internal Affairs hosted the official International Year of Volunteers website at <http://www.dia.govt.nz>. The website included:

- Latest IYV news.
- A calendar of regional activities.
- Information on key IYV projects.
- Answers to frequently asked questions.
- Links to other websites including the United Nations IYV site.

## International Year of Volunteers logo

The United Nations logo was customised for Aotearoa New Zealand by including the Māori translation for International Year of Volunteers “Te Tau o nga Tuao o te Ao 2001”. The MRG made the logo available to voluntary organisations throughout the year. The logo was included on a wide range of promotional material including posters, banners and stickers, and appeared on hundreds of certificates acknowledging the work of individual volunteers.

## The Key Messages

The Reference Group developed the following key messages for the Year.

- *Volunteering builds strong communities.*
- *‘Ma nga huruhuru te manu ka rere’ (with feathers the bird can fly).*

Voluntary groups were encouraged to use the messages in activities promoting the Year and volunteering generally.



# 3

## Promoting Volunteering

*“to deliver significant, high-impact initiatives to promote volunteering”*

### MRG Action Plan

The MRG delivered, and encouraged central and local government to deliver, a range of initiatives throughout the Year to promote and support voluntary activity.

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- International Volunteers Day was used as a national focus day to recognise the contribution of volunteers, and to launch and close the International Year of Volunteers (December 5<sup>th</sup> 2000 and 2001).
- A number of local government bodies established local awards recognising the contribution by volunteers to their area.
- The MRG encouraged recognition of individual voluntary effort through the New Year's Honours process.
- More than 70 Members of Parliament devoted one day to voluntary work during Volunteer Awareness Week, 11 - 17 March 2001.
- The MRG successfully promoted the establishment of a Volunteering Website, supported by corporate sponsorship, linking individuals interested in volunteering with voluntary opportunities.
- Other promotional initiatives included:
  - A Camellia, named in honour of volunteers to mark the Year.
  - Production of an International Year of Volunteers postage stamp featuring the 'Volunteer' Camellia.
  - Promotional advertising on milk cartons provided by New Zealand Dairy Foods Limited.

- Promotion of the red Volunteering 'V' logo of the International Association for Volunteer Effort as a universal and enduring symbol of volunteering.

### International Volunteer Day

Functions at Parliament on 5 December 2000 and 5 December 2001 acknowledged the launch and close of International Year of Volunteers and celebrated International Volunteers Day.

**The MRG would like to see International Volunteer Day continue as a national annual focus for recognising volunteers.**

### Local Awards for Volunteers

A number of local government bodies responded to the call to establish annual local awards recognising contributions by volunteers in their area. A wide range of voluntary organisations also produced awards for their volunteers including volunteer fire brigades, police volunteers and the Returned Services Association.

**Given the important role volunteers play in communities, the MRG recommends that local government bodies establish or continue annual local awards to recognise the contribution of volunteers to their area.**

### Honouring Volunteers

Prime Minister Helen Clark responded to a request by the MRG to recognise the work of individual volunteers through our national honours system by

urging voluntary organisations to make nominations for the 2002 New Year's Honours list.

Miss Clark said that the response to her call for nominations had been encouraging. The Government considered the nominations in September and will announce the next honours list at New Year 2002.

The nomination form and information on the Aotearoa New Zealand Royal Honours system can be found on <http://www.dpmc.govt.nz> under "Honours Secretariat".

**The MRG recommends that the Government continues to encourage the nomination of volunteers through the national honours system.**

### Volunteers Awareness week, 11-17 March 2001

Volunteer awareness week was promoted through local Volunteer Centres with the support of the MRG.

As part of the promotion, Members of Parliament were encouraged by Volunteering Waikato undertake voluntary work between 11 and 17 March 2001 to help promote Volunteer Awareness. MPs were asked to spend at least four hours helping out in their community.

The response was extremely positive with more than 70 MPs taking up the challenge. For example, Hon Mark Burton, MP for Taupo volunteered at the New Zealand Iron Man contest, while Hon George Hawkins spent an afternoon painting out graffiti in his Manurewa electorate.

**The MRG recommends that Volunteer Awareness Week in March each year continues as a national annual focus on encouraging and high-**

**lighting volunteer effort. Members of Parliament should be encouraged to devote at least one day each year to volunteering during Volunteer Awareness Week.**

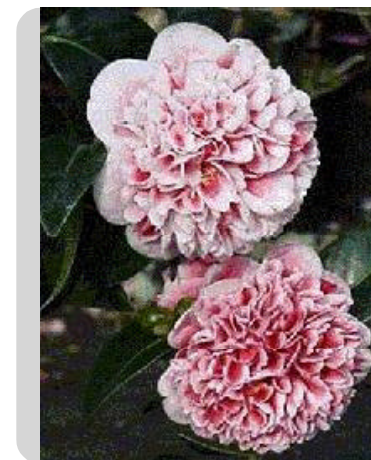
### Promotional Initiatives

#### The 'Volunteer' Camellia

A camellia was named in honour of volunteers, to mark the Year.

Mark Jury, a Taranaki camellia grower, spent ten years trialling the Camellia and building up stocks. It was released in June this year. Volunteering Waikato worked closely with Mr Jury to make the camellia available as a symbol to mark the Year.

'Volunteer' can be ordered from Volunteering Waikato or direct from the Mark Jury Nursery, Waitara.



#### Camellia postage stamp

New Zealand Post produced the volunteer 'Camellia' stamp to mark the International Year of Volunteers.



## Promoting Volunteers

NZ Dairy Foods Limited included a label on Anchor two litre milk cartons from March to May 2001, promoting IYV. Six different labels were printed over the three-month period and included the slogan 'Volunteers make a difference'.

### The Red Volunteering 'V' logo

The red Volunteering 'V' logo of the International Association for Volunteer Effort was promoted by the MRG through their information kits as an international and easily recognisable symbol for volunteering. Groups were encouraged to use the logo in promotional material or at events during the year and beyond.

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**The MRG recommends that the red Volunteering 'V' logo of the International Association for Voluntary Effort be promoted as a symbol for volunteering.**



## Recommendations

- 1- That International Volunteer Day (5 December) continue as a national annual focus for recognising volunteers.
- 2- That the government continues to encourage the nomination of volunteers through the national honours system.
- 3- That local government bodies establish or continue annual local awards to recognise the contribution of volunteers to their area.
- 4- That Volunteer Awareness Week in March each year continues as a national annual focus on encouraging and highlighting volunteer effort.
- 5- That Members of Parliament devote at least one day each year to volunteering during Volunteer Awareness Week.
- 6- That the red Volunteering 'V' logo of the International Association of Voluntary Effort be promoted as a symbol for volunteering.

# 4

## Working With Government

*“to ensure that Government and their agencies take specific action to realise their potential to promote and support volunteering”*

### MRG Action Plan

#### Support for Volunteering – Budget 2001

In response to recommendations made by the MRG, the Government has allocated **\$2.19 million over the next four years** for a range of initiatives to support volunteering in New Zealand.

This **Support for Volunteering initiative** includes:

- Funding of \$1.8 million to develop the infrastructure and outreach programmes of local volunteer centres.
- Funding for national coordination of volunteer centres through Volunteering New Zealand to develop joint standards and strategies to enhance volunteering.
- Expansion of web-based volunteering resources being established with corporate help.
- A national volunteering conference “Inspiring Volunteering” to be held in Christchurch in March 2002.
- Analysis, led by the Ministry of Social Development, of the impact of government policy, practice and legislation on volunteering.

The Support for Volunteering initiative provides Volunteering New Zealand and the volunteer centres with an exciting opportunity to grow, and develop support for, New Zealand’s volunteering movement. Potential benefits from the initiative include:

- Increased opportunities for people to develop new skills and experience through volunteering.
- Organisations will be better able to access appropriate volunteers and to get good advice on managing volunteer programmes.
- The momentum of International Year of Volunteers will continue in future years.

### Volunteer Centres

The Volunteer Centre Network includes regional centres in Auckland, Hamilton, Wellington, Nelson, Christchurch and Dunedin. New local centres are emerging in a number of other areas including Tauranga, Palmerston North and New Plymouth and Wanganui.

The principle role of a volunteer centre is to recruit volunteers at the request of organisations which involve volunteers and to assist people to find voluntary work by offering them a choice of opportunities within the community. Volunteer centres also provide training in volunteer programme management and information and advice in all aspects of volunteering.

Volunteer centres provide an essential link between volunteers and the voluntary sector. Auckland Volunteer Centre, for example, refers volunteers to over 250 agencies including Women’s Refuge, The Cancer Society, sports groups and caregivers for the elderly.



The Support for Volunteering initiative will enable volunteer centres to expand their existing networks to include rural based volunteers, through outreach programmes and 'mobile' volunteer centres, and to develop their connections with iwi and hapu based volunteering and Pacific Island and ethnic community volunteers.

## Volunteering New Zealand

Volunteering New Zealand was established in 2001 as the national strategic and advocacy body for volunteering in Aotearoa New Zealand. Volunteering New Zealand will receive annual funding through the support for Volunteering Initiatives.

The newly formed national body is an association of autonomous and independently organised Volunteer Centres and national organisations strongly commit to volunteering.

### Recommendation A

**The MRG recommends that government continue its funding support for Volunteering New Zealand and Volunteer Centres.**

## National Volunteering Conference

Volunteering New Zealand and the MRG will host a national volunteering conference in March 2002 as part of the Support for Volunteering initiative. Entitled 'Inspiring Volunteering', the conference will focus on achieving enduring outcomes for volunteering in Aotearoa New Zealand and ensuring that the progress made during International Year of Volunteers carries over into future years.

## Volunteers and Volunteering – Policy Project

A key recommendation in the MRG Action Plan was to ensure that Government undertakes a comprehensive review of the legislative, policy and practice framework for volunteers and volunteering, including immigration law, ACC, taxation, benefits, civil liability, Occupational Safety and Health, employment relations and human rights.

The Government responded to this recommendation by providing funding for the Ministry of Social Development to set up a policy project on Volunteers and Volunteering. The project is part of a wider government work programme for enhancing the relationship between government and the community and voluntary sector.

The purpose of the project is to:

- identify any barriers to volunteering in government legislation, policy and practice and recommend appropriate changes.
- identify specific government actions to enhance the ability of people to volunteer.
- ensure government legislation, policy and practice enhances and supports the fulfilment of cultural obligations by:
  - whanau, hapu, iwi, Māori and Pacific peoples and other ethnic groups.

The project team is in the initial stage of collecting information from volunteers or people working with volunteers on:

- ways in which government legislation and policy makes it difficult to get involved in volunteering, or creates difficulties for people who are already volunteering.
- policy changes or actions by government agencies that would enhance

- the ability of people to volunteer.
- policy changes or actions by government that would enhance the ability of community organisations and iwi/ Māori organisations to effectively engage and support volunteers.

The project team includes:

Ministries of Social Development, Civil Defence and Emergency Management, Conservation, Defence, Fisheries, Health, Internal Affairs, Labour, Maori Development, Pacific Island Affairs and the Hillary Commission.

The team includes three community representatives: Nick Toonen (New Zealand Association of Citizens Advice Bureaux), Cheryl Martin (Volunteering New Zealand), and Ekara Lewis (Trustee and tutor, Nga Tane Toa Violence Prevention Trust).

There will be further opportunities for the public to provide input into the project in the first half of 2002, when the project team has analysed the information received and will be formulating its advice to government.

#### **Recommendation B**

**The MRG recommends that government continues to support the Ministry of Social Development Volunteers and Volunteering Policy Project, and implements the recommendation of the project.**

## **Government Agency Contribution to International Year of Volunteers**

Many government agencies and departments have contact with volunteers and voluntary organisations. From core services such as Health, Justice, Education and Welfare through to Arts, Culture and Heritage, Sports and Recreation and Conservation, volunteers play an important role in the development and delivery of services.

A wide range of government agencies responded positively to a request from the Cabinet in May 2000 to develop special projects for the International Year of Volunteers. A list of examples is provided in Appendix Four.

A full and comprehensive list of government agency efforts for International Year of Volunteers is available through the Department of Internal Affairs website at <http://www.dia.govt.nz>.

### **Recommendations**

7. That government continues its funding support for Volunteering New Zealand and Volunteer Centres.
8. That government continues to support the Ministry of Social Development's Volunteers and Volunteering Policy Project, and implements the recommendations of the project.



# 5

## Volunteering In The Aotearoa New Zealand Context

*“to identify the characteristics and nature of volunteering in Aotearoa New Zealand”*

### MRG Action Plan

#### Defining Volunteering

In most societies, volunteering is a fundamental part of people’s lives and most languages have terms to describe it. The act of volunteering is familiar to most people even if the word is not.

The United Nations have identified three basic criteria to distinguish volunteering from other types of human activity:

- It is not undertaken for financial gain because voluntary action is not rewarded with a wage or salary.
- It is undertaken of one’s own free will, although the decision to volunteer may be influenced by personal feelings of obligation to society or one’s own cultural traditions.
- It benefits a third party or society at large. Actions that benefit only the person who volunteers or that cause harm to society do not meet this criterion.

The MRG sought to identify what they believe are some of the core components of volunteering.

Volunteering can be described as a two-way exchange of humanity. For many people, voluntary activity is centred in the heart, while at the same time being very real, practical, specific and immediate.

Volunteering is an activity that involves reciprocity. Volunteers give to others but they also gain from the experience of volunteering by learning new skills, and gaining valuable insights. Volunteering also brings a sense of personal fulfilment and greater self-worth.

For the beneficiaries of volunteering, the experience is also about reciprocity. They receive assistance while engaging in human interaction and giving the opportunity for learning and experience.

Attempting to include Māori and Pacific perspectives of volunteering, in an ‘Aotearoa New Zealand’ definition of volunteering proved a challenging and fascinating task.

Volunteering is a predominantly European concept. Māori and Pacific peoples participate in unpaid activities to a disproportionately high degree, yet do not tend to identify with the term ‘volunteer’.

In a European context, volunteering is often defined as an activity involving free choice. Māori and Pacific peoples, however, generally see voluntary activity as part of their duty or obligation to family and the community.

Mere Balzer captures the Māori perspective well, by saying:

“Inherent Responsibility is a key feature of Māori beliefs in what we know as volunteering. Traditional Māori society arises from the strong communal ethic and it is from this ethic that the notion of inherent responsibility arises.

Volunteering time, knowledge, skills and labour for the greater good of the tribe is an absolute expectation of inherent responsibility”.

A Research Project carried out this year by Volunteer Wellington touched on volunteering in the context of Pacific Peoples, showing that the Pacific understanding of volunteering is similar to Māori:

“The term ‘volunteering’ did not have meaning for Pacific peoples because, from a young age, all family members were trained to help and were expected to participate in community activities. Exchanging services at different times was seen as the basis of that participation. Pacific families looked to their extended family for support for projects. A person’s status in the community also was a factor in getting people to assist with projects. High expectations were placed on family members to complete a task and fewer people had to carry the load of providing a pathway for others.”

These Māori and Pacific peoples’ perspectives of volunteering challenge the European definition and raise a number of interesting questions such as: How relevant is the concept of free choice? Is what we define as volunteering in Māori and Pacific communities in fact unpaid work? Or is it that the three criteria used by the United Nations are too restrictive?

For many Māori and Pacific peoples, society is premised on customs of mutual self-help. In this context there is less emphasis on the notion of free choice and more on the inherent responsibility to whanau and hapu.

In recognition of these issues the MRG’s vision for 2001 reads:

“An Aotearoa New Zealand where everyone freely chooses to volunteer and/ or fulfils their duty to whanau, hapu, iwi and community”.

**The MRG recommends government, Volunteering New Zealand and others continue, through dialogue, to explore the nature and definition of volunteering in Māori, Pacific peoples and other ethnic communities.**

## National Conversation on Volunteering

The MRG encouraged volunteers throughout the country to take part in a ‘National Conversation’ on volunteering. The project was administered by Local Government New Zealand (LGNZ) and the Department of Internal Affairs.

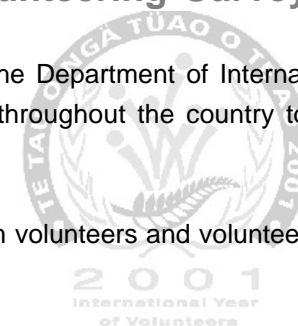
LGNZ invited councils around the country to host meetings of local volunteers to discuss issues such as: why people volunteer, ways of enhancing the ability of people to volunteer and barriers to volunteering (including government legislation, policy and practice).

Feedback from ‘conversation’ meetings will be analysed by Local Government New Zealand and presented at the March 2002 volunteering conference. The findings will also contribute to the Ministry of Social Development’s Volunteering Policy Project.

## Volunteering Survey

As part of the National Conversation project, the Department of Internal Affairs selected a sample of 1500 volunteers throughout the country to participate in a survey on volunteering.

The survey was conducted to get feedback from volunteers and volunteer groups about:



- the nature of their contribution to their communities;
- their needs; and
- how policies might be developed to assist them.

The 1500 volunteers were surveyed nationally by mail covering 15 different volunteer sectors, including emergency services, heritage, sports, arts, social services and youth. Questionnaires were sent out to a wide range of volunteers including Māori, Pacific Island and Ethnic community volunteers.

A report on the survey results can be obtained from the Research Unit, PO Box 805 Wellington, or can be downloaded from the Department of Internal Affairs' website at <http://www.dia.govt.nz>.

The report will provide a useful resource to the sector and will contribute to the Ministry of Social Development's Volunteers and Volunteering Policy Project.

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**The MRG recommends that government, through Statistics New Zealand, undertake comprehensive research on volunteering in Aotearoa New Zealand.**

## Recommendations

9. The MRG recommends government, Volunteering New Zealand and others continue, through dialogue, to explore the nature and definition of volunteering in Māori, Pacific peoples and other ethnic communities.
10. That government, through Statistics New Zealand, undertake comprehensive research on volunteering in Aotearoa New Zealand.

# 6 Contribution to International Events

## IAVE World Volunteer Conference

Cheryll Martin, Ekara Lewis and IYV Programme Coordinator, Virginia Wynne, represented the Ministerial Reference Group at the IAVE World Volunteer Conference in Amsterdam in January 2001.

Keynote speakers included Sharon Capeling-Alakija, Executive Coordinator, United Nations Volunteers and Astrid Heiberg, President, International Federation of Red Cross. The conference looked at Japanese, British, US and African approaches to volunteering.

## International Symposium on Volunteering

Karen Roberts represented the Ministerial Reference Group (MRG) at the International Symposium on Volunteering in Geneva, Switzerland in November.

Karen chose to focus on two projects that have arisen from recommendations made by the MRG:

- the Ministry of Social Development's Volunteers and Volunteering policy project, which is looking at the barriers to volunteering in legislation and government policy.
- the research project on volunteering (part of the National Conversation).

Karen reported preliminary findings of these projects, from the perspective of an MRG member. She discussed the focus of the MRG, the establishment of volunteering New Zealand, and the role of volunteer centres.

The full text of Karen's presentation is available through the International Year of Volunteers website at <http://www.dia.govt.nz>.

## Australian National Conference 'Real Choice Real Change'

Nick Toonen, Chair of the MRG and former board member of Volunteering Australia, was invited to Chair the Australian National Volunteering conference 'Real Choice Real Change' in October 2001. Nick gave the keynote address on volunteering in Aotearoa New Zealand and Australia. Representatives of Volunteering New Zealand, Volunteer Centres and the MRG attended the conference.

What was learnt from the conferences was the importance of increasing the level of understanding of volunteering in New Zealand and its contribution to society and the economy.

**The MRG recommends that Government measure the contribution of volunteering to the Gross Domestic Product.**



## Summary of Recommendations

1. That International Volunteer Day (5 December) continue as a national annual focus for recognising volunteers.
2. That the government continues to encourage the nomination of volunteers through the national honours system.
3. That local government bodies establish/continue annual local awards to recognise the contribution of volunteers to their area.
4. That Volunteer Awareness Week in March each year continues as a national annual focus on encouraging and highlighting volunteer effort.
5. That Members of Parliament devote at least one day each year to volunteering during Volunteer Awareness Week.
6. That the red Volunteering V logo of the International Association of Voluntary Effort be promoted as a symbol for volunteering.
7. That government continues its funding support for Volunteering New Zealand and Volunteer Centres.
8. That government continue to support the Ministry of Social Development Volunteers and Volunteering Policy Project, and implements the recommendations of the project.
9. That government, Volunteering New Zealand and

others continue, through dialogue, to explore the nature and definition of volunteering in Māori, Pacific peoples and other ethnic communities.

10. That government, through Statistics New Zealand, undertake comprehensive research on volunteering in Aotearoa New Zealand.
11. That government measure the contribution of volunteering to the Gross Domestic Product.

# Appendix One

## UN Declaration

Resolution adopted by the General Assembly

52/17. International Year of Volunteers, 2001

The General Assembly,

*Welcoming* the recommendation of the Economic and Social Council contained in its resolution 1997/44 of 22 July 1997,

*Decides* to take the action called for in that resolution, *inter alia*, proclaiming 2001 the International Year of Volunteers.

*50th plenary meeting 20 November 1997*

Fifty-second session Agenda item 12

### REPORT OF THE ECONOMIC AND SOCIAL COUNCIL

Andorra, Argentina, Armenia, Australia, Austria, Bangladesh, Belarus, Belgium, Benin, Bhutan, Bolivia, Bulgaria, Burkina Faso, Burundi, Cameroon, Canada, Cape Verde, Chad, Colombia, Congo, Costa Rica, Côte d'Ivoire, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Djibouti, Ecuador, El Salvador, Ethiopia, Fiji, Finland, France, Gabon, Georgia, Germany, Ghana, Greece, Guinea, Guinea-Bissau, Guyana, Honduras, Hungary, Indonesia, Iran (Islamic Republic of), Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kyrgyzstan, Lao People's Democratic Republic, Lesotho, Luxembourg, Madagascar, Malawi, Malaysia, Maldives, Malta, Marshall Islands, Mauritius, Mexico, Micronesia (Federated States of), Monaco, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Netherlands, New Zealand, Nicaragua, Pakistan, Panama, Peru, Philippines, Portugal, Republic of Korea, Republic of Moldova, Romania, Samoa, San Marino, Senegal, Sierra Leone, Singapore, Slovakia, Slovenia, Solomon Islands, South Africa, Spain, Suriname,

Swaziland, Sweden, Thailand, Trinidad and Tobago, Tunisia, Turkmenistan, Ukraine, United Kingdom of Great Britain and Northern Ireland, United Republic of Tanzania, United States of America, Yemen, Zambia and Zimbabwe:

*Draft resolution*

International Year of Volunteers, 2001

Addendum

Add the following countries to the list of sponsors of the draft resolution:

Barbados, Brazil, Brunei Darussalam, Central African Republic, Democratic Republic of the Congo, Dominican Republic, Eritrea, Liberia, Mali, Nepal, Norway, Paraguay, Sri Lanka, Tajikistan, the former Yugoslav Republic of Macedonia and Uruguay.

Fifty-second session Agenda item 12

### REPORT OF THE ECONOMIC AND SOCIAL COUNCIL

*Draft resolution recommended by the Economic and Social Council*

International Year of Volunteers, 2001

The General Assembly,

Recalling its resolutions 2659 (XXV) of 7 December 1970, 31/131 of 16 December 1976, 31/166 of 21 December 1976, 40/212 of 17 December 1985 and 49/139 B of 20 December 1994, and bearing in mind decision 96/32 of the Executive Board of the United Nations Development Programme/United Nations Population Fund, in which the Executive Board acknowledged the importance of the contribution made by volunteers worldwide and expressed its support for the efforts of the United Nations Volunteers to promote further volunteer work.

Taking into account its decision 35/424 of 5 December 1980 and Economic and Social Council resolution 1980/67 of 25 July 1980 concerning guidelines for international years and anniversaries.

Noting the significant contribution that volunteers make in their own

countries to improve the welfare and realizing the aspirations of their fellow citizens for improved economic and social well-being, and the financing of their work largely through civil society, including the private sector, as well as the important achievements of volunteers assigned internationally to the attainment of the development goals of Member States.

**Noting** the assistance provided by the United Nations Volunteers, in particular to United Nations organizations and operations in the fields of social and economic development, humanitarian aid and the promotion of peace, democracy and respect for human rights, and above all in helping to link these efforts closely to the populations for whom they are intended.

**Also** noting the importance of new players taking the initiative at the local, national and international levels, particularly individuals and organizations of civil society, in partnership with Governments, as emphasized in the Copenhagen Declaration on Social Development and the Programme of Action of the World Summit for Social Development.

**Bearing** in mind the conclusion of the Fourth World Conference on Women, that women should be enabled to benefit from lifelong learning, including volunteer activity, and noting that much volunteer activity is performed by women and that such socially useful work should be appropriately recognized and supported.

**Convinced** that the need for volunteer effort is greater than ever in light of the adverse impact of such global problems as environmental degradation, poverty, drug abuse and human immunodeficiency virus/acquired immunodeficiency syndrome on the more vulnerable sectors of society, and of the trend for civil society, in partnership with government and the private sector, to assume ever greater responsibilities in the development process.

**Also** convinced that a year designed to enhance the recognition, facilitation, networking and promotion of volunteer service, with particular emphasis upon activity at the local level, could make a significant contribution to generating increased awareness of the achievements and further potential of volunteer

service, to encouraging offers to service from a greatly expanded number of individuals and to channelling resources to augment the effectiveness of such service.

**Noting** with satisfaction that the proposal for the year has gained widespread support within civil society.

1. **Proclaims** 2001 the International Year of Volunteers;
2. **Invites** Governments, the United Nations system and intergovernmental, volunteer and non-governmental organizations and community-based organizations to collaborate and identify ways and means of enhancing the recognition, facilitation, networking and promotion of volunteer service in the preparations for and observance of the Year;
3. **Designates** the United Nations Volunteers programme, without prejudice to existing priorities, as the focal point for preparations, implementation and follow-up of the Year in close collaboration with other organizations of the United Nations system, and encourages the United Nations Volunteers to continue the process of close collaboration and partnership with Governments and
4. **Invites** policy-making organs and the relevant organizations of the United Nations system to consider, in the context of their substantive mandates, the principles and objectives of the Year, making special efforts through new and existing programmes during the period 1998-2001 and to pursue follow-up action to the Year for the benefit of all countries and peoples;
5. **Appeals** to Member States, as well as all other participants in the observance of the Year, to highlight 2001 as a special occasion benefiting the peoples of the world in their quest for a better life for all, based on the voluntary commitment of individuals and groups to make available their time and share their resources and skills in the interest of those less advantaged;
6. **Calls** for a concerted promotional and information campaign on behalf of the Year at the national, regional and international levels, with the strong participation of the mass media;

7. **Requests** the Secretary-General to take specific measures, within existing resources and with support from voluntary resources, through all the communications media at his disposal, in particular within the mandate of the Department of Public Information of the Secretariat, to give widespread publicity to the preparations for and observance of the Year and to disseminate information on the subject.



# Appendix Two

## Ministerial Reference Group Membership

### **Nick Toonen (Chair), Wellington**

CEO, New Zealand Association of Citizens' Advice Bureaux

### **Denise Henigan, Nelson**

City Councillor, Nelson

Executive Officer, Nelson Volunteer Centre

### **Ekara Lewis, Te Anau**

Ngati Kahungunu

Trustee and tutor, Nga Tane Toa Violence Prevention Trust

### **Pamela McLeod, Taupo**

Co-ordinator Taupo Women's Refuge/Awhina Emergency Housing

### **Cheryll Martin, Auckland**

Regional Manager, Auckland Volunteer Centre

### **Jane Poa, Hawkes Bay**

Manager, Hawkes Bay Health Services

Director, Pacific Islands Resource Centre

### **Carol Quirk, Wellington**

Former Manager Sport Development, Hillary Commission

Former Deputy Director of Historic Places Trust

Past President of Surf Life Saving New Zealand

### **Te Warana Ratima, (Deputy Chair), West Auckland**

Volunteer with marae/iwi/hapu groups for Ngati Whatua

Member of Lottery Youth Auckland Sub-committee

### **Karen Roberts, Wellington**

Manager Literacy Aotearoa New Zealand

### **Bella Tari, Kaikohe**

Unpaid health and social services co-ordinator, on a committee for delivering home based care for older people

Work with marae-based programmes in her hapu

### **John Thornley, Palmerston North**

Executive Officer, Palmerston North Community Services Council

President of Adult and Community Education Association

Vice President elect, Methodist Church of New Zealand.

### **Tim Barnett, Christchurch**

Member of Parliament for Christchurch Central

Government Representative

## Appendix Three

### Action Plan For The International Year of Volunteers in Aotearoa New Zealand 2001 and Beyond

Our vision, mission, objectives and targets are:

#### Vision

An Aotearoa/New Zealand where everyone freely chooses to volunteer and/or fulfils their duty to whanau, hapu, iwi and community.

#### Mission

To create an environment which supports and encourages effective volunteering by the people of Aotearoa/New Zealand.

#### Objectives

1. The contribution of volunteers is recognised.
2. Volunteering is effectively promoted.
3. People who volunteer have a high quality experience.
4. A philosophy of volunteering in Aotearoa/New Zealand is developed.
5. Volunteering in Aotearoa/New Zealand is researched and understood.
6. Volunteering is adequately resourced.
7. Training and support are identified and provided for volunteering.
8. Government (central, regional and local) is actively supporting volunteering.
9. Business is actively supporting volunteering.
10. Volunteering is developed by an integrated and dedicated national, regional and local infrastructure.

## Targets for 2001

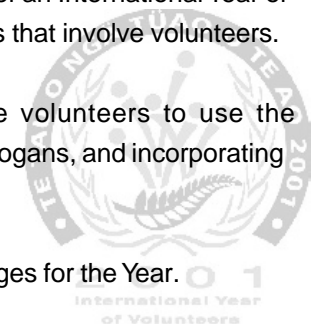
- A. to provide practical co-ordination for the International Year of Volunteers in Aotearoa/New Zealand;
- B. to deliver significant, high-impact initiatives to promote volunteering;
- C. to ensure that Government (central, regional and local) and their agencies take specific action to realise their potential to promote and support volunteering; and
- D. to identify the characteristics and nature of volunteering in Aotearoa New Zealand.

### Target A

To provide practical co-ordination for the International Year of Volunteers in Aotearoa/New Zealand

#### Actions:

- A1 Co-ordinate and publicise a national programme of activities throughout the Year, in co-operation with Volunteer Centres and other key bodies.
- A2 Support the development and distribution of an International Year of Volunteers information kit for organisations that involve volunteers.
- A3 Encouraging organisations that involve volunteers to use the International Year of Volunteers logo and slogans, and incorporating these into product development.
- A4 Promoting and highlighting the key messages for the Year.



## Target B

To deliver significant, high-impact initiatives to promote volunteering

### Actions:

- B1 International Volunteers Day to be used as a national focus day to recognise the contribution of volunteers, and to launch and close the International Year of Volunteers (December 5<sup>th</sup> 2000 and 2001).
- B2 Request central government to make significant high level awards to volunteers in its annual honours awards.
- B3 Encourage all local government bodies to establish annual local awards recognising contribution by volunteers to their area.
- B4 Promote existing resources on ways of saying “Thank you” to volunteers.
- B5 Encourage the country’s leaders, including all MPs, to devote one day to voluntary work during Volunteers Awareness week, 11 to 17 March 2001.
- B6 Promote the establishment of a New Zealand volunteering website, supported by corporate sponsorship, linking individuals interested in volunteering with voluntary opportunities.
- B7 Promote the red Volunteering “V” logo of the International Association for Volunteer Effort (IAVE) as a symbol for volunteering.
- B8 Support the production of an International Year of Volunteers postage stamp.
- B9 Free promotional advertising on commercial products, including milk cartons.
- B10 Develop and implement a media strategy for the Year.
- B11 Request TV to feature volunteering within a range of programmes, eg soap operas, news and documentaries, Millennial moments etc
- B12 Request frontpersons of key national radio programmes to feature interviews with volunteers, eg Wayne Mowat, Kim Hill, John Campbell etc
- B13 Promote the understanding of volunteering to young people.
- B14 Promote best practice volunteer management, using existing Aotearoa/ New Zealand and international models and resources.
- B15 Encourage corporations to promote and support voluntary contributions to the community by their paid workforce.

## Target C

To ensure that Government (central, regional and local) and their agencies take specific action to realise their potential to promote and support volunteering

### Actions:

- C1 Ensure that Government:
- a) reports to the United Nations General Assembly on progress made during the Year (early December 2001), and
  - b) advocates for a formal UN review in 2006 of progress made since 2001 (a Plus 5 Programme).
- C2 Advocate that major funders (eg central and local Government, Lotteries Grants Board and Community Trusts) recognise the infrastructure resource needs of volunteering in 2001/2 and beyond.
- C3 Advance the establishment within government of focal points for volunteering, specifically a Minister with the responsibility for volunteering and either a Ministry of Internal Affairs or Ministry of Social Development “desk” to act as a central co-ordinating and liaison point on volunteering.
- C4 Ensure that Central Government undertakes (or commissions) a comprehensive review of the legislative, policy and practice framework for volunteers and volunteering, including immigration law, ACC, taxation, benefits, civil liability, Occupational Safety and Health, employment relations and human rights.
- C5 Encourage the State Services Commission to review their policies in relation to support for and recognition of government staff who volunteer outside their paid roles.
- C6 Encourage that Government funding to outside agencies promotes quality volunteer management, and nurtures grassroots volunteering.
- C7 Advocate that programmes to reduce inequalities in society resource and train volunteers from disadvantaged communities.
- C8 Encourage Government to measure the contribution of volunteering to the Gross Domestic Product.
- C9 Build the case for long-term Government support of the volunteering infrastructure. In this, advocate for:
- a) the establishment and ongoing resourcing of a national volunteering-focused organisation to provide policy advice, training, information, development and research services, ensuring the appropriate representation of Maori and Pacific Island volunteering, and
  - b) recognition and ongoing resourcing of Volunteer Centres as the key regional infrastructure necessary to support volunteering.
- C10 Develop a factual base on which to build a Government-volunteering relationship (see aim D).
- C11 Advocate for democratic local community management of Community Trusts.



## Target D

To identify the characteristics and nature of volunteering in Aotearoa/  
New Zealand.

### Actions:

- D1 Produce an Aotearoa/New Zealand Declaration on Volunteering focused on the integrity of volunteering.
- D2 Develop a conclusive Aotearoa/New Zealand definition of volunteering which protects the integrity of volunteering in the face of changing work and service patterns.
- D3 In a “national conversation on volunteering”, consult with current, former and potential volunteers, and relevant agencies from all sectors, to identify the nature and needs of volunteering in this land.
- D4 Build a national picture of the extent and nature of volunteering.
- D5 Explore the nature of, and best practice in, volunteering in Maori, Pacific Island, and migrant communities.
- D6 Explore the nature of, and best practice in, volunteering in rural and urban communities.
- D7 Advocate for reinstatement of a census question on volunteering for all future censuses.

## Appendix Four

### Examples of Government Agency Initiatives For International Year of Volunteers

#### New Zealand Fire Service

- Awarded a commemorative medal to all volunteer fire fighters. Medal ceremonies were held throughout the country between June and December 2001.

#### New Zealand Police

- The work of police volunteers was acknowledged with an individualised medallion with the Police insignia and the IYV logo inscribed. A personal card from the Commissioner of Police accompanied the medallion. 9000 medallions were presented at functions organised by the twelve Police Districts at local police stations.

#### Department of Conservation

- Conservation volunteers received a formal recognition package consisting of a certificate, a personal letter of thanks from the Director-General of Conservation.
- A booklet titled "Celebrating the Conservation Community - A tribute to volunteers" was published, providing an insight into conservation volunteers. The booklet includes poems, photos and material prepared by volunteers, and articles about volunteers. It covers the whole breadth of conservation volunteers, from hut wardens to schools, honorary rangers and fire fighters.

#### Hillary Commission

- The Commission launched "Calling the Game", a programme to support the work of officials in sport, most of whom are volunteers.
- The Commission encouraged its 100 national sport and sports service organisations to recognise and reward volunteers. A number of organisations responded positively by instituting special awards for volunteers. The Rugby Union, for example, placed a one-page advertisement in the Dominion thanking its volunteers, and sent out a personalised thank you letter to the 115,000 volunteers on its database.
- The New Zealand Olympic Committee has organised for 1000 volunteers to receive an IYV certificate from the International Olympic Committee.

#### Ministry of Fisheries

- The Ministry developed an "Australasian Volunteers" pewter badge in the shape of a fish, in collaboration with Australian Fisheries. In New Zealand this was presented to all 350 Honorary Fishery Officers (HFO's). The badge commemorates IYV 2001 and enables volunteers in New Zealand and Australia to recognise each other when travelling.
- A personal letter of recognition and thanks was signed by the Minister of Fisheries and presented to each HFO at local events held to recognise IYV at locations throughout New Zealand.

#### Ministry of Social Development

- A literature review, '*Lady Bountiful*' and the '*Virtual Volunteers*': *The changing face of social service volunteering*', was carried out by the Research Unit and published in December 2001. The review provides an in- depth examination of changes that have affected the voluntary

social service sector and considers the implications of these changes for patterns of volunteering. Copies of the report are available from MSD and the Ministry website <http://www.msd.govt.nz>.

- The Senior Citizens Unit contributed to a chapter of a report '*Experience of a lifetime: Older New Zealanders as volunteers*', which was coordinated by the Victoria University's Positive Ageing and Intergenerational Research Project, published in October this year. The chapter focuses on the activities of a network of Volunteer Community Coordinators (VCCs) who work with the Senior Citizens Unit. The VCC network was formed during the International Year of Older Persons (IYOP) in 1999 and has expanded since then, with 36 VCCs now working with the Unit. The chapter in the report also includes contributions from five VCCs with their own thoughts on the VCC network and IYOP.
- A policy project on Volunteers and Volunteering co-ordinated by the Community Policy Unit will continue in 2002. The project seeks to identify the impact of government legislation, policy and practice on the ability of people to volunteer, and identify actions to enhance volunteering and the fulfilment of cultural obligations by whanau, hapu, iwi, Māori, Pacific peoples and minority ethnic groups. Information notices about the project were circulated through a wide range of networks asking for comments with a close off date of 20 November (extended from 30 October). Over sixty respondents (as of 6 November) identified a broad range of issues of concern to them. The key issues will be prioritised and proposals for changes will be developed and sent out for wider discussion in the New Year. The project is being steered by a core group of officials from eleven government agencies, and four community representatives.

#### **New Zealand Historic Places Trust**

- The Trust organised a hui to acknowledge the efforts of Māori Heritage volunteers, provide information to assist their activities, and to plan for future Māori Heritage events.

#### **Ministry of Justice**

- The Ministry highlighted justice sector volunteers in external newsletter Justice Matters.

#### **Ministry of Women's Affairs**

- International Year of Volunteers was highlighted through the Ministry of Women's Affairs' magazine, Pānui.

#### **Ministry of Youth Affairs**

- Youth Affairs included an article on young people and volunteering in the October issue of Tearaway Magazine. The magazine has a nationwide readership of 259,000 and targets young people.