

STRATEGIC PLAN 2026 – 2028

MISSION: Promoting and Supporting Volunteering in Hawke's Bay
VISION: Valued, Supported and Connected Volunteers
VALUES: Aroha, Trust, Collaboration

Key Result Areas:

WORKING WITH OTHERS

GOAL 1. Active promotion of the value of volunteering

- 1.1 Promote and encourage local interest in volunteering through events, networking, digital channels & mainstream media.
- 1.2 Actively manage prospective members and keep existing members engaged.
- 1.3 Support organisations and businesses to strengthen their ability to fulfil their goals/purpose.
- 1.4 Promote and provide opportunities for collaboration in the voluntary sector.

KPIs:

- Provide training, networking and celebration opportunities to support volunteers.
- Increase membership by 5% each year.
- Organise and be involved with 40 community engagement activities annually.

GOAL 2. Advocacy on behalf of volunteers and volunteering

- 2.1 Advocate for rights and responsibilities of the voluntary sector.
- 2.2 Strengthen and support volunteering by advocating for resources and funding opportunities.

KPIs:

- Achieve stakeholder engagement response and survey targets in Annual Plan.
- Due diligence and action will be taken on relevant policy or legislative changes in liaison with client organisations.

GOAL 3. Develop services for diverse communities

- 3.1 Formulate, then annually review a diverse communities register.
- 3.2 Extend the range of communities supported and services offered by Volunteering Hawke's Bay.
- 3.2 Be recognized as a key collaborator to support emergency volunteer engagement.

KPIs:

- Identify and engage with at least 2 new 'communities' annually.
- Ensure that all operational volunteer engagement systems and documentation meet relevant requirements.
- Provide volunteer services for emergencies as required.

ENGAGEMENT & RECOGNITION

GOAL 1. Enhance our support for volunteers and volunteering

- 1.1 Support volunteers to attain their personal goals and enhance their sense of wellbeing through volunteering.
- 1.2 Provide a referral service for volunteers and connect them with client organisations.
- 1.3 Develop and promote best practice in working with volunteers.
- 1.4 Facilitate access to training and resources for the voluntary sector.

KPI's:

- Deliver 4 training sessions per year for volunteers and/or volunteer managers that promote best practice.
- Provide at least 700 volunteer referrals annually to registered VHB organisations.
- Provide 4 newsletters for volunteers and organisations per year.

GOAL 2. Improved recognition of volunteers and volunteering

- 2.1 Encourage and collaborate with organisations to recognize and celebrate volunteers.
- 2.2 Engage with our communities, mainstream media and digital channels to highlight success stories and the benefits of volunteering.

KPIs:

- Deliver and implement annual recognition programmes including the five (5) key annual events.
- Deliver Radio Hawke's Bay programmes.
- Deliver weekly social media posts.
- Provide press releases as required.

REGULATORY & FUNDING COMPLIANCE

GOAL 1. Regulatory compliance and accountability

- 1.1 Ensure audit or review requirements are met.
- 1.2 Ensure funding applications and reporting requirements are met.
- 1.3 Ensure relevant volunteer sector regulatory and legislative changes are communicated to all volunteers and client organisations.

KPIs:

- Meet all audit and review requirements.
- Submit all funding applications and reporting requirements as required.
- Meet all regulatory requirements and communicate any changes to relevant organisations.
- Performance Report completed annually.

MANAGEMENT & GOVERNANCE

GOAL 1. Sustainability of Volunteering Hawke's Bay

- 1.1 Review funding programme and resource allocation regularly.
- 1.2 Further develop our VHB profile to support community engagement, funding applications and the recruitment of volunteers.
- 1.3 Identify and pursue new revenue opportunities.

KPIs:

- Achieve annual revenue targets to meet operational requirements.
- Identify/implement 1 new revenue opportunity annually.
- Achieve stakeholder survey response and satisfaction targets.

GOAL 2. Exemplify best practice in governance & operations management

- 2.1 Board and management processes align with best practices.
- 2.2 Ensure management effectively and efficiently develops and delivers the Annual Business Plan.
- 2.3 Provide professional development for staff and board members where needed to ensure best practices are upheld.

KPIs:

- Leadership review best practice guidelines and update as required.
- Regularly monitor policy compliance and performance via reports and meetings.
- Annually review staff and trustees engagement and skills to assess alignment to best practices.

GOAL 3. Effectively manage key stakeholder relationships

- 3.1 Develop and maintain alliances and collaboration with key community and national bodies.
- 3.2 Maintain positive working relationships with Volunteering NZ and Volunteer Centres.

KPI's:

- Staff to achieve targets in the Annual Plan relating to stakeholder engagement.
- Enhance VHB profile through attendance at community events.
- VHB representative to attend VNZ annual hui.



Tūao Te Matau-a-Māui
Volunteering Hawke's Bay