



Volunteer Service Abroad
Te Tūao Tāwāhi

Year in review

Highlights of our work in the Pacific and beyond

July 1 2023 - June 30 2024

Faatoia Methodist church performing Ma'ulu'ulu at the
Samoan Tourism Authority cultural experience fale

Our vision

A world of thriving communities

Our purpose

Connecting People - Transforming Lives

Volunteer Service Abroad works in partnership with skilled volunteers, organisations and communities overseas to support locally identified needs and aspirations to achieve long-lasting and meaningful change.

We value

Commitment to Te Tiriti o Waitangi

Respectful partnerships

Working and learning together

Cross-cultural understanding

Fairness, social justice and self-determination

The spirit of volunteering

Ko wai mātou – Who are we?

Te Tūao Tāwāhi | Volunteer Service Abroad (VSA) is New Zealand's largest and most experienced volunteering agency working within international development. We partner with businesses, governments and organisations located here and abroad to send volunteers on assignments overseas or online. Our volunteers share their skills, experiences and knowledge directly with local people and communities to make real, sustainable change. Our vision for a world with thriving communities, both locally and across the wider Pacific, starts internally with a thriving workplace.

**Mā te mahi tahi, ka ora tātou katoa –
By working together, all of us can achieve our goals.**

Tēnā koutou,

Our focus over the last year has been on managing increasing volunteer numbers, ensuring delivery against agreed targets and strategic projects, and developing our new strategic plan to 2030. This builds on our work to recover from the substantial disruption of border closures and rebuilding of our country programmes following the COVID-19 pandemic.

Dana stepped up to the role of Council Chair in March 2024 and has continued the excellent momentum with Council to govern well and steer the direction for VSA under Kate's strong leadership as Te Tumu Whakarae | CEO.

Despite the challenges of regrowing programmes post-pandemic, this year we increased our volunteer numbers by nearly 20% with 137 volunteers across our 11 programmes. The calibre of volunteers continues to be strong, and our partners report we are delivering to outcomes and making a difference to communities.

We commenced development of our Strategy 2025-30 alongside our strategic design for a renewed grant funding arrangement with NZ Ministry of Foreign Affairs and Trade (MFAT). This strategy will see us build on over 60 years of history for VSA and close partnerships in the wider Pacific region and beyond.

Our research into the public diplomacy benefits of VSA's work showed positive findings. In addition to this, we are proud of the high level of reported impact and satisfaction from partners across all programmes. We continue to see an increase in engagement across the VSA team and strong sense of connection to our vision and strategy as a team. Council elections resulted in two appointments this year – Simon Trotter and Chloe Oldfield. This has complemented the existing Council membership comprised of independent appointed directors and co-optees.

Looking ahead to 2024-25, our focus will be on building increased momentum to deliver against agreed targets and strategic projects, further developing our new strategic plan for 2025-2030.

Ngā mihi,



Kate Wareham
Te Tumu Whakarae | CEO



Dana MacDiarmid
Chair

A year at a glance

Volunteer Service Abroad

IMPACT THROUGH DEVELOPMENT

127 Volunteers and
14 accompanying partners delivered

137 assignments across
11 programmes

Volunteers have engaged in

785 volunteering months

and have delivered

685 days of formal training

and

9,649 days of mentoring

Through this work

4,666 participants were trained, which includes ...

2,930 women

1,139 youth

67 people living with disabilities

TRUSTED AND CONNECTED

VSA strengthened its support base through...

27 VSA events

340 VSA members

5 interest groups

17 media mentions

58,000 website users

PARTNERSHIPS AT THE CENTRE

VSA partnered with

161

partner organisations, and hosted...

6 partner forums which involved

137 attendees from

86 organisations

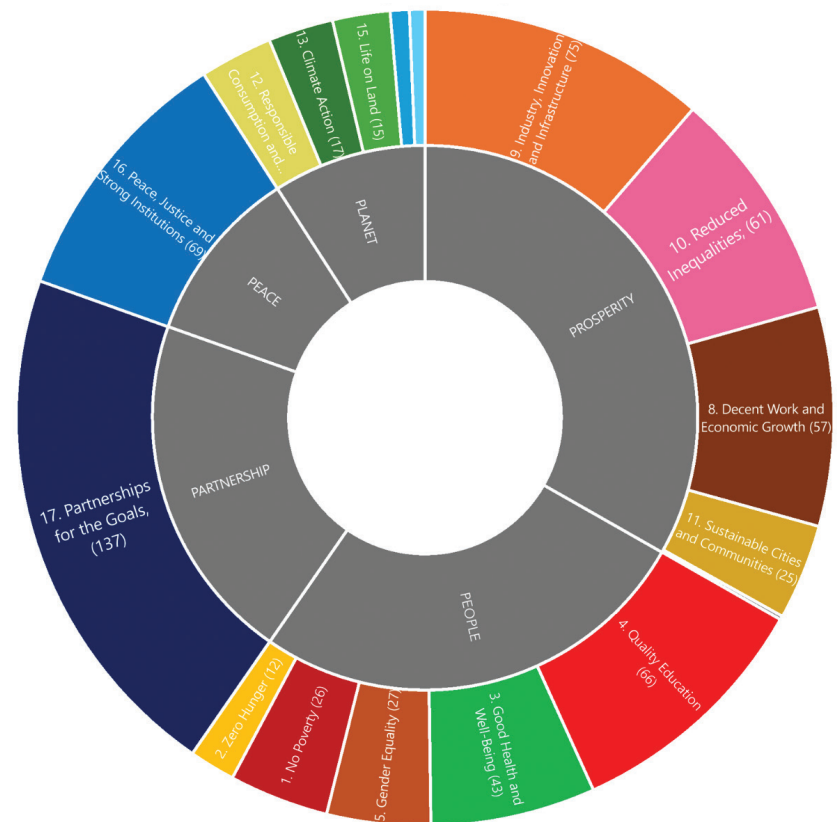
Where we deliver volunteer assignments

Number of assignments per programme

VSA continues to have a strong Pacific focus clearly aligned with the New Zealand Aid Programme with programmes in Fiji, Samoa, Tonga, Vanuatu, Solomon Islands, Kiribati, Cook Islands, Papua New Guinea, including the Autonomous Region of Bougainville.



Distribution of assignments by SDG



- 1. No Poverty (26*)
 - 2. Zero Hunger (12*)
 - 3. Good Health and Well-Being (43*)
 - 4. Quality Education (66*)
 - 5. Gender Equality (27*)
 - 6. Clean Water and Sanitation (5*)
 - 7. Affordable and Clean Energy (1*)
 - 8. Decent Work and Economic Growth (57*)
 - 9. Industry, Innovation and Infrastructure (75*)
 - 10. Reduced Inequalities (61*)
 - 11. Sustainable Cities and Communities (25*)
 - 12. Responsible Consumption and Production (19*)
 - 13. Climate Action (17*)
 - 14. Life Below Water (4*)
 - 15. Life on Land (15*)
 - 16. Peace, Justice and Strong Institutions (69*)
 - 17. Partnerships for the Goals (137*)
- *number of assignments.
Each assignment can be coded to multiple SDGs.

Empowering women in peacebuilding with technology



Since its inception in 2012, Bougainville Women's Federation (BWF) has empowered, supported and highlighted the contribution of the Autonomous Region of Bougainville women in climate mitigation, disaster resilience, conflict resolution, economic empowerment, political reform, and social transformation. Through VSA volunteer David Redman's assignment as a Communications and Media mentor with BWF, the organisation has increased its media reach, not just locally, but internationally.

Al-Jazeera who are interested in showcasing the work of BWF and the Autonomous Region of Bougainville in international media. Because BWF is now publishing stories on the website and social media, "international organisations from Australia, UK, US and New Zealand contact me after they see the incredible stories of BWF".

A new membership database has also been created to support sustained communication with women in local communities. The number of members has seen a marked increase since the website launch. To ensure BWF can empower women from all communities, including those who might not have internet, David taught BWF how to develop a long-term communication strategy. This strategy includes development of an app to reach women in remote parts of the Autonomous Region of Bougainville. It also established a 'Meri Gat Infomesen, Meri Gat Pawa' hub for women working in disaster resilience so they have access to more resources and technology, such as a backpack radio, to assist their exchange of information on disaster risk reduction. Barbara said that David "will surely be remembered for the excellent work he has delivered in building the foundation of the BWF Communication Strategy".

According to the President of BWF, Barbara Tanne, the success of David's assignment has been the development of the BWF website. The new website has increased BWF's membership and presence in the Autonomous Region of Bougainville. David's counterpart, Ruthaniya, is now capable of maintaining the website, managing social media posts, communicating with local women members through WhatsApp, and expanding the media reach of BWF. David has also conducted workshops on the safe use of technology, leadership, and integration of technology in women-led small and medium-sized enterprises. Barbara is now receiving emails from donors who are keen to collaborate with BWF, including platforms such as



Photos 1-2. Bougainville Women's Federation (BWF) North Bougainville Young Women Leaders Peace Building Training
Photo 3. Young women partake in a traditional welcome ceremony at Nukumanu Atoll, Autonomous Region of Bougainville, PNG

Keeping connected



Hilary Smith | Manawatū Interest Group

VSA is a membership body, with 340 members including Life, Individual, Family and Honorary members (volunteers are Honorary members while they volunteer and for one year after). Many VSA members are part of the VSA Interest Groups, which are social groups open to anyone who is interested in the work of VSA or who have previously volunteered with VSA. The Interest Groups provide connection and engagement at a local level.

We currently have five Interest Groups throughout the motu who are often busy with events. These include the **Tāmaki Makaurau Auckland Interest Group**, who had their first event a couple of days after the 2023 AGM. The well-received VSA Way Premiere Screening was organised with VSA staff and supporters at the Silky Otter Cinemas, highlighting a series of stories from our partners in the Pacific and the VSA volunteers who are working with them to achieve their goals. The **TOTS (Top of the South) Top of Te Waipounamu Interest Group** also hosted a Film and Fish and Chips evening fundraiser at the Ruby Bay Store in June, showing The VSA Way videos followed by a Kiwi feature film "The moon is upside down".

The **Manawatū Interest Group** once again hosted their annual information booth at the Festival of Culture, always an amazing opportunity to speak to past and potential new volunteers in the region. **Te Whanganui a Tara/Wellington Interest Group** got going this year, which is exciting to see.

If you are interested in joining an Interest Group, please head to our website: vsa.org.nz

Partnerships at the centre



Photo by Jemma Benoy (Volunteer Nursing Educator Mentor) of Esther Bogese and Wendy from National Referral Hospital (NRH)

Partnerships are at the heart of our approach. VSA partners with organisations in private, public and civil society sectors, to support the momentum for sustainable development. This year, VSA collaborated with 161 partner organisations. This includes assignments currently under development, recruitment or onboarding with 63 partner organisations, while 92 partner organisations hosted 137 assignments. Many of these partnerships were with local civil society (31%) and public sector organisations (42%). VSA also partners with the private sector and intergovernmental/international organisations to support sustainable development. VSA currently has 17 partnership agreements with international organisations and NGOs. Some of these agreements are currently being renewed.

The Ministry for Foreign Affairs and Trade (MFAT) is a key partner for VSA. MFAT delivers the New Zealand Aid Programme by drawing on the knowledge and skills of many people and organisations to tackle priority issues for the Pacific, especially climate change and health and education. Their work also strongly focuses on good governance and transparency, human rights, women's political and economic empowerment, and youth.

We would like to acknowledge this long-lasting relationship and the support we receive from MFAT.

The effectiveness of our activities

VSA is proud of the high level of reported effectiveness and satisfaction from partners across all programmes, and VSA believes that evidence-informed learning and decision-making are key. To strengthen the impact of VSA volunteering for development, VSA has a strong Monitoring, Evaluation, Research and Learning (MERL) framework which outlines our long, medium, and short-term outcomes. It provides the basis for collaboratively monitoring, understanding and learning from assignment outcomes with stakeholders. VSA progresses towards strengthening the impact of volunteer assignments by collaboratively monitoring, understanding, and learning from assignment outcomes.

For partners to monitor, understand and learn from assignment outcomes collaboratively with VSA, we have expanded the opportunities to participate in the monitoring and evaluation (M&E) process. VSA introduced new report formats and counterpart reports this year. Feedback from different stakeholders has been positive. Stakeholders appreciated the ease of report completion and the reduced number of required reports. They also appreciated knowing what is expected of them through questions asked in the reports. VSA also conducted six Partner Forums to gather feedback, involving a total of 137 attendees from 86 organisations.



Photo 1. UN Resident Coordinator (Ms. Funmi Balogun) with volunteer agencies (VSA, Peace Corps and UN
Photo 2. VSA volunteer Diane Edwards with Partner Organisation Vanuatu Central Hospital
Photo 3. VSA Bougainville Team with volunteer Sarah and two representatives from the Partner Organisation



Pacific Water and Wastewater Association (PWWA) with VSA volunteer Moumita Das Roy

Expanding the communication of water and wastewater utilities in the Pacific

The Pacific Water and Wastewater Association (PWWA) is a peak body in Samoa that conducts capacity building for about 30 water and wastewater utility providers across 21 countries, Government ministries, and utility partners. Communications and networking is crucial to PWWA's strategy, however, according to Lusia Pitoulu, the CEO of PWWA, there was a need to elevate their "image and reputation in the Pacific and internationally by being present at international forums [and] being able to have the materials, connections and networks."

VSA volunteer, Moumita Das Roy's assignment as a Communications Advisor supported staff to strengthen PWWA's strategy, impact and visibility globally. According to Mo's counterpart, Leti, who is the Head of Programmes at PWWA, "Mo has really sort of worked with me [to build] my capacity in media, especially on social media [and] the website". As a result, PWWA has gained more visibility through LinkedIn, Facebook and other social media. To ensure communication work is automated and simplified, Leti has learned from Mo about how to develop efficient templates. According to Leti, "it's just a matter of us populating it with the information that we need, and just send[ing] it out to media outlets."

Another positive outcome of this assignment has been building efficiencies in running the PWWA annual conference. This conference is a huge gathering of its international partners, members and allied members, and is a key revenue generation activity for the organisation. According to Lusia and Leti, they have improved conference marketing and the registration process. These improvements, particularly to online registrations, have taken "a load off us in terms of getting the registration form out and receiving them." Leti is now also proficient in drafting conference updates and media releases.

Mo also played an important role in supporting the Young Water Professionals programme. The idea

was to capitalise on the programme to increase the visibility of PWWA and to implement the communication strategy. Mo facilitated preconference weekly workshops with young water professionals that culminated in a group project presented at the conference. The project presented campaigns on different water issues for different target groups, such as ministers which, according to Lusia "we're excited about". Leti felt that "Mo has been really a great help to us and especially myself...in terms of communications and making sure that we're getting things out there."



Moumita helping prepare for PWWA annual conference

Statement of comprehensive revenue and expense for year ended 30 June 2024

Revenue	2024	2023
Government grants	9,753,483	8,145,639
Fundraising	138,028	123,152
Membership subscriptions	3,179	4,459
Investment income	214,303	129,902
Other Income	352,331	227,325
Total Revenue	10,200,682	8,630,477
Expenditure		
Volunteer Programme expenses	8,666,670	7,037,985
Communications and Fundraising	1,014,105	1,124,550
Head Office	358,924	335,006
Governance	24,011	32,601
Revenue Growth	11,000	
VSA Foundation administration expenses		
Unrealised loss/(gain) on Investments		
Other expenses		1,079
Total Expenditure	10,074,710	8,531,221
Net surplus for the year	125,972	99,256

Statement of financial position for the year ended 30 June 2024

Assets	2024	2023
Total Current Assets	10,768,380	9,975,444
Fixed Assets	351,837	245,870
Intangible Assets	0	0
Total Assets	11,120,217	10,221,314
Liabilities		
Total Current Liabilities	7,336,475	6,563,544
Total Net Assets	3,783,742	3,657,770

Financial report

Notes to the financial statements

For the year to 30 June 2024, VSA ran at an operating surplus of \$125,972. Our revenue grew to \$10,200,682 including funding from the Ministry of Foreign Affairs and Trade (MFAT) of \$9,753,483. The balance has been attributable to investments, membership subscriptions, fundraising income, contributions from partner organisations and other income sources such as rental income from sub-leasing both office space and rental accommodation not yet utilised overseas. Funding has increased over the period with the continued reopening of borders following the pandemic, allowing us to increase our placement of volunteers in-country during this period.

Expenditure rose to \$10,074,710 for the year, with increases experienced in costs for travel, rent and associated costs of operating in-country. This included programme and volunteer costs of \$8,666,670 and head office costs of \$358,924. MFAT funding met the programme and volunteer costs as well as head office costs such as communications, fundraising, HR, finance and governance functions within the organisation. All other expenses incurred were met by revenues raised or funds from reserves.

The financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Society is a not-for-profit public benefit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.

The Council has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime ("RDR") disclosure concessions.

If you would like to view our full financial statements, they are available on our website under Our Work » Media and Publications » Financial report.

We would like to acknowledge:

VSA Patron

Right Honourable Dame Cindy Kiro

VSA Council

Dana MacDiarmid – Chair
Simon Trotter – Deputy Chair
Dr Simon Mark
Tiffany Babington
Helen McGregor
Ilze Gotelli
Chloe Oldfield
Toleafoa Alfred Schuster

See their profiles: www.vsa.org.nz/vsa-council

See profiles of VSA staff here: www.vsa.org.nz/meet-the-team

Contact

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Charities Commission Registration Number CC36739
VSA is a proud signatory member of the Council for International Development (CID) and adheres to the CID Code of Conduct. Complaints can be made through our website, or can be reported to the CID Code of Conduct Committee via the CID website.



We would like to acknowledge this long-lasting relationship and the support we receive from MFAT and our partners.





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vsa.org.nz

Crissy Sanders Community Nutrition
Advisor to assist with Healthy Eating
Campaign and endline survey in Kiribati