

Community Voices

The official magazine of Auckland North
Community and Development 2023

The spring
issue

Elections 2023:
Why you
should care

Flourish Café:
Supporting
neurodiverse
young adults

Battling
burnout in the
community sector

Building
resilience through
first aid initiatives

Recruiting new
board members

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Opinions expressed by Community Voices contributors are their own.

Kia ora Hello Nǐ hǎo Bula Namaste Talofa Mālō e lelei Kamusta

Haere mai



FIONA BRENNAN

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Welcome to the Spring Issue of Community Voices, our quarterly magazine, highlighting the impact of community initiatives, sharing our work and that of other community leaders. We have also included some reflective articles contributing to governance and leadership development. We highlight how for-purpose organisations are using Artificial Intelligence and relevant compliance and risk management considerations.

At a global and local level, we are experiencing much uncertainty and change. The flexibility to respond to changing socio-economic, technological, funding and sustainability conditions requires innovation, learning and a positive approach to the multiplicity of challenges we face as a community and sector. While we align with our funder partner priorities to ensure they get value for money for their investment in our organisations, we, as a sector, delve deeper to demonstrate the cost/ benefit and impact of our mission-driven purpose.

Over the wintertime ANCAD experienced its own season of change with several staff moving on to the next steps in their careers. We are delighted to have walked with them on their life journey and we hope that the experiences gained at ANCAD will serve them well in their future roles. We also acknowledge their achievements and contributions to ANCAD during the time they were with us. This season also marked the comple-

tion of several incubator projects and local research reports.

During the springtime the ANCAD Board and staff team will conduct its strategic planning for the next five years. We will be reaching out to our stakeholders for feedback on the focus of our work. We anticipate new opportunities to work within the ANCAD team and innovative ways to connect to our community organisations, in addition to some of our tried and tested regular programmes and services.

For now, we are pleased to launch our recruitment for our Pacific Peoples Capability Lead. The successful applicant will co-ordinate an intensive capability programme including governance, financial governance and accounting, funding strategy and youth leadership in partnership with LEAD and with the funding support from Foundation North, for this joint initiative, focused on empowering and enabling Pasifika organisations and their people.

In the meantime, I hope you enjoy our Community Voices magazine. Please send us your feedback or contribute an article. We love to hear from our readers about what is important to them and their communities. ●

Kia Kaha
Fiona Brennan
General Manager, ANCAD

Special notice



NEW ZEALAND
COMPANIES OFFICE



INCORPORATED
SOCIETIES

Law changes review

Keeping societies up to date

INCORPORATED SOCIETIES ACT 2022 REGULATIONS FINALISED

The Incorporated Societies Regulations 2023 were published on the New Zealand Legislation website on 7 September 2023. The regulations will come into force at the same time as the Incorporated Societies Act 2022 (2022 Act) on 5 October 2023.

These regulations will support the implementation of the new Act by prescribing things like:

- How societies apply for registration or reregistration under the new Act
- The initial fees for registration and restoration, and
- Other matters relating to the administration of societies.

WHAT THE REREGISTRATION PROCESS WILL LOOK LIKE

To reregister, your society will need to complete an online application via our Incorporated Societies Register website. There will be no fee for applying to reregister, but you will need to provide certain information about your society and a copy of your society's constitution.

You will need to prepare a constitution that meets the requirements of the

new Act. Your society might also need to adopt some new processes to comply with the new Act.

Under the new Act, your society will need to:

- Provide a constitution that's compliant with the new Act.
- Include appropriate dispute resolution procedures in your constitution.
- Have a committee that's responsible for managing the operation and affairs of the society.
- Have at least 10 members.
- Provide at least one person's contact details (these details will be used by the Registrar to contact the society).

WHAT IT MEANS TO BE AN OFFICER

The new Act sets out the qualifications for officers of a society, and that officers must consent in writing to be officers and meet eligibility criteria. The new Act also defines 6 specific officer duties.

As an officer you must:

- 1 Act in good faith and in the best interests of the society.
- 2 Exercise powers for proper purposes only.

es only.

- 3 Comply with the Act and your society's constitution.
- 4 Exercise reasonable care and diligence.
- 5 Not create a substantial risk of serious loss to creditors.
- 6 Not incur an obligation the officer doesn't reasonably believe the society can perform.

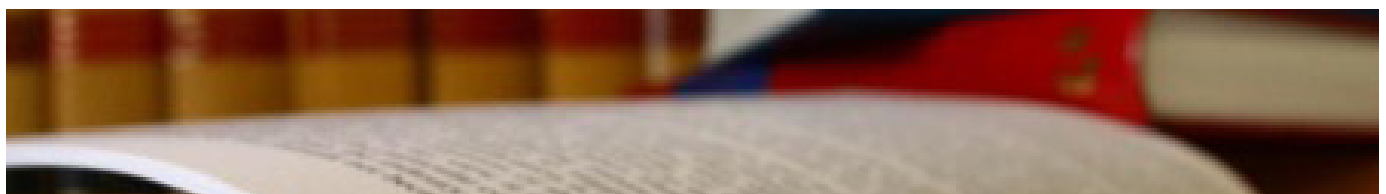
These duties have always existed, but they have now been set out clearly in the new Act.

To help societies, we have created a template that your society can choose to use to collect an officer's consent.

INTERESTS REGISTER

The new Act has made it a requirement for societies to have an Interests Register, which records actual, perceived, or potential conflicts of interest.

Recognising different types of conflicts of interest can help avoid more serious issues in the future. Conflicts of interest can result in disagreements or concerns about a society's governance. Being open and honest about any actual, perceived, or potential conflict of interest from the start encourages greater transparency and trust. ●



MY STORY YOUR STORY TOGETHER BUILDS COMMUNITIES

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PRODUCED BY



AUCKLAND NORTH COMMUNITY AND DEVELOPMENT INC.

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FREE postage**

CAPTURING THE LEGACY OF AUCKLAND'S NORTH SHORE

"My Story Your Story Together Builds Communities" documents an inspiring collection of stories and photographs of fifty four community workers and leaders. Some are well known, others less so, but all have made a real difference to the lives of individuals on the Shore.

Each person brings their passion for community building to the fore and the oral history approach weaves the stories of the past, bringing them into the consciousness of the present. Everyone who dips in and out of this amazing collection will be inspired by it.

First published by Auckland North Community and Development Inc. (ANCAD) in 2016.



**AUCKLAND NORTH
COMMUNITY AND DEVELOPMENT**
Te Runanga Ratonga Hapori o Te Raki-Pae-Whenua

You can purchase this 443 page
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ANCAD's website:
www.ancad.org.nz/shop
Phone 0800 426 223 for
more information.

Elections 2023 – Why you should care



By Sandy Thompson

LEAD Centre for Not for Profit Leadership

Sick of the election already? Now is not the time for tangata whenua, community and voluntary sector organisations and groups to be complacent.

These elections are critical given the pivotal role our sector has in bridging gaps, addressing societal challenges, and enhancing community well-being. The sector has a role (if not an obligation) to ensure good democratic processes are employed, and that all members of all communities have the opportunity to participate in choosing who will make decisions on their behalf in government.

Here's why your organisation is important at this time:

POLICY IMPACT

The tangata whenua, community and voluntary sector is heavily influenced by government policy, be it sport, recreation, housing, arts, health, education, social services, environment,

or the many other dimensions of community engagement. The election results will determine which party or coalition sets policies for the next few years. Engaging with the electoral process enables you to better anticipate and respond to policy changes that may impact on your work and community.

ADVOCACY

Elections are prime times for groups to raise awareness about issues close to their heart. With increased public and media attention on political matters, there's an opportunity for you to spotlight specific challenges or concerns and to lobby candidates and parties to commit to solutions.

FUNDING IMPLICATIONS

The government is a significant source of funding for the community sector. Depending on the elected government, there can be changes in

where funding is prioritised, potentially those of your organisations that rely on government grants and contracts.

STRENGTHENING DEMOCRACY

Tangata whenua, community and voluntary sector organisations, especially those that work at the grassroots level, often interact with marginalised or disenfranchised groups. By promoting the importance of elections and encouraging voter participation, your organisation can help ensure a more representative and inclusive democracy.

PARTNERSHIPS AND COLLABORATION

Engaging in the electoral process can lead to new partnerships and collaborations. This is a time when different groups come together, united by shared objectives, to make their voices heard. Through these collaborations, your organisation can amplify its impact.

Elections 2023 – Why you should care

FUTURE PLANNING

The direction in which a country moves post-elections can shape the strategic planning of tangata whenua, community and voluntary sector organisations. Whether it's anticipating legislative changes or understanding shifts in public opinion, the elections can offer insights that help you remain agile and effective.

CIVIC DUTY

As the foundation of civil society, tangata whenua, community and voluntary sector organisations have a responsibility to exemplify civic engagement. By actively participating in the electoral process, you not only advocate for your cause but also model the importance of civic participation to your members, volunteers, and the community they serve.

HOW YOUR ORGANISATION OR GROUP CAN CONTRIBUTE TO DEMOCRACY IN A PRACTICAL WAY

- 1 Educate your community on the importance of voting and who they might vote for. Let them know about websites such as these that provide across party policy comparisons:
<https://policy.nz/2023>
https://bit.ly/elections2023_1
- 2 Encourage your community to vote through your regular communications.
- 3 Advocate loudly to be heard amongst the election chatter – get in front of the media and politicians; there are plenty of events to show up to.
- 4 Encourage diverse participation:

Democracy thrives when it is inclusive. Encourage your community to vote and help them get to polling booths.

- 5 Fact-checking: In this age of misinformation, be a reliable source of factual information, debunking myths and verifying claims made by candidates or political parties.

IN SUMMARY

The upcoming elections are not just another item in the news cycle for the tangata whenua, community, and voluntary sector organisations. Your active participation in the electoral process is imperative, given the significant influence of government policies on our sector.

Each organisation or group plays a crucial role in fostering an environment where the voice of every community member is heard, respected, and acted upon. As champions of civic engagement, our organisations have a significant role in upholding the values of a true democracy. Whether it's through educating the community, encouraging voter turnout, or being a beacon of truth in a sea of misinformation, the responsibility is vast but vital.

Let's not treat this election with apathy. Instead, recognise the profound influence and responsibility these sectors hold, and ensure that this democratic process is as inclusive, informed, and impactful as possible. ●



Community Development



Collaboration not competition: Moving away from siloed working in the charity sector



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One of the most important skills in the charity sector is the ability to collaborate and yet we are increasingly seeing not-for-profits operating in competitive silos, withholding information and protecting their 'turf'. By design, many not-for-profits are set up as specialised organisations, funded and governed as clear, separate entities, with specific purposes; providing visibility and accountability on how funds are used. But that defined scope itself can act as a roadblock to the creation of greater public value. No organisation sets out with the intention of building silos in their sector, but the increasing competition for funding, alongside ever-tightening requirements from funders, is having an effect in our community sector, where instead of free-flowing information and resources happening, with the aim of collaboration for more effective positive outcomes, we have lack of trust, inward-focus and organisation's 'protecting their turf'.

Funders are increasingly moving towards outcome-based funding with specific focusses and requirements. Proving your organisation's worth through showing quantifiable outcomes sounds like a great idea on the surface, but unintentionally, it pits organisations and community initiatives against each other, by creating competition for resources. Consequently, funding becomes based on an organisation's ability to prove how it is doing a better job at delivering a service than a compet-

ing organisation, with organisations frequently pivoting to meet the requirements of the funder, rather than those of the community. In addition, this form of funding favours larger organisations with the resources and staff that it can dedicate towards creating grant applications, measuring impact and accountability, leaving the grassroots-initiatives and small organisations, struggling to survive.

This competitive arena and requirement for quantifiable/visible outcomes also has the tendency to push organisations away from the less visible, but highly-important work, of relationship and trust-building with collaboration and consultation. In a rapidly changing world, where trust and social-cohesion are being eroded through both disinformation and misinformation, these connections, networks and community consultations, are essential to ensure positive outcomes.

In an article on rebuilding trust in the community sector, Richard Harwood, President of the Harwood Institute, states that a series of research studies has found that "too many non-profits have turned inward, focusing on their own survival, positioning, image, turf battles and seizing credit. Many organisations believe this inward-focus is their ticket to earning greater support. But the fact is that these behaviours only lead to becoming more disconnected from the very communities these groups seek to serve."ⁱ



Communities are dealing with increasingly complex and rapidly changing social and environmental issues at a local level. The current economic crisis has led to high levels of food insecurity and increased crime. The climate crisis was highly visible earlier this year when flooding impacted (and continues to impact) large sectors within our communities. These uncertainties, disruptions and crises following on so closely from the COVID-19 pandemic, have affected the wellbeing of our communities, alongside their sense of trust.

So, what can we do as community organisations to rebuild trust, social cohesion and provide positive outcomes for our communities? We can and must work together. In order to do this, we must move away from seeing each other as competitors and rebuild trust. In his book 'The Speed of Trust'ⁱⁱ, Stephen Covey says that the most perishable commodity in a high-change environment is trust. Paradoxically, trust also happens to be the only means by which people can generate the speed, commitment, and inspiration necessary to successfully navigate such rapidly shifting terrain. Not only are community leaders required to respond to the constant change without losing speed, they actually need to get ahead of it. In consequence, we often need to be disruptors ourselves, and create additional change in order to stay relevant and competitive. This cannot be done alone. It can only be done together, with others, in an environment of high trust.

Pamela Ayres in a LinkedIn article on 'Breaking down silos: Fostering collaboration for non-profit success'ⁱⁱⁱ states that collaboration can lead to a plethora of benefits:

- **Enhanced innovation:** Cross-functional, cross-organisational collaboration sparks creativity and the exchange of diverse perspectives, fostering the generation of innovative ideas and solutions.
- **Resource optimisation:** By sharing resources and knowledge, non-profits can operate more efficiently and effectively, reducing redundancy and waste. When we approach this as a community effort, resources that are scarce suddenly look more abundant - rather than fighting for them, we work together to optimise them.
- **Holistic problem-solving:** Collaborative efforts enable non-profits to tackle complex challenges from multiple angles, leading to

more comprehensive and successful solutions. Every community contributor sees a slightly different angle of the Rubik's Cube - by communicating, sharing in strategy, and investing in transparency rather than competition, we solve it together.

- **Increased impact:** Unified efforts amplify community impact, as teams and organisations work together to achieve common goals and fulfil the non-profit's mission and the community's goals. Each problem solved together becomes one step in growing the impact and making meaningful change.

It is naïve to assume that working collaboratively comes without issues. Success hinges on open dialogue and valuing a range of viewpoints. Establishing trust among organisations demands prioritising relationship-building and a focus on shared goals and outcomes. The work of collaboration and collective impact cannot be inward facing. It needs to be built on the energy and wisdom of community leaders.

Moving beyond silos in our community sector is not just the responsibility of the not-for-profit sector. Our funders need to pay attention to the environment that has been created through competition for increasingly tight funds; the progressively specific requirements being given to those being funded that discourage a community-led approach and the growing amount of time being needed to complete applications and accountability. In order to benefit our communities, more trust needs to be given to organisations to deliver what is needed by the communities. Accountability and transparency are important, so funders should also recognise the time needed by staff to create reports and collect data and build this into their funding.

Moving away from siloed work and towards an ecosystem of trust will require time, commitment and patience. It requires change and necessitates valuing the building of relationships, a willingness to collaborate, to share resources and to prioritise the greater good of the community. By embracing a collective mindset, communities can achieve more significant and sustainable positive outcomes. ●

ⁱ <https://bit.ly/collaboration-nfp1>

ⁱⁱ <https://bit.ly/collaboration-nfp2>

ⁱⁱⁱ <https://bit.ly/collaboration-nfp3>

Flourish Café

Supporting neurodiverse young adults to flourish

by Sarah Dann-Hoare, Director, Project Employ



Flourish Café opened in Como Street, Takapuna in July last year. It is an initiative of Project Employ - a local charity that supports neurodiverse young adults to become work-ready. Flourish Café is the first training cafe of its kind in New Zealand, established specifically to offer work experience and employability skills training. Trainees receive mentoring and support from experienced Job Coaches, with backgrounds in Special Education, Occupational Therapy and Psychology.

Founder and Director, Sarah Dann-Hoare, says two groups of trainees have graduated through the training programme already. Some have gained employment in cafés and retail, others are actively looking for work. There are

currently six trainees completing the programme, and applications for the January 24 intake have just opened. PE graduate Emily accepted a Food Prep Assistant role in Flourish Cafe, and Damian and Phoebe, who regular customers will remember, are soon to begin paid internships with us.

Project Employ has recently added Supported Employment to the services it offers. "This came about because of feedback received from graduates, their families and local business owners," Sarah says. "We are evolving based on what is needed and there is a real need for us to offer our trainees and graduates the whole package."

This year Project Employ also responded to requests from local schools

and colleges, and now offers work experience to Year 13s, as part of the Gateway programme. It is hoped those students will see Flourish Cafe and the training programme as an important but manageable stepping stone on their pathway from school to paid employment.

Flourish Café is also attracting attention elsewhere in the city. Sarah says the Auckland University of Technology's School of Patisserie asked if one of their neurodiverse students could do a two-week placement in the cafe. In return, Danika shared her cake-making skills with the trainees. "It's really great that the community is utilising us in this way." Danika has decided to stay on at Flourish Café as a volunteer baker one day per week.

Flourish Café

Sarah says she and her team have been surprised at the difference they have seen in the trainees' self-confidence. "Not only do they now have friends, they are getting to know the customers really well, too. Their lives, their worlds are getting so much bigger."

The Project Employ Board are very grateful for the support and advice received from ANCAD in the early setting up stages of the charity, and during the past year members of the PE and Flourish Café team have gained valuable professional development through ANCAD's LiiFT Aotearoa workshops and first aid sessions.

If you would like to support Project Employ and Flourish Café, please contact:

sarah@projectemploy.nz
If you are a business owner interested in employing a PE graduate.

hannah@projectemploy.nz
If you would like more information about the training programme.

cafemanager@projectemploy.nz
To order catering, or book a table in Flourish Café.

accounts@projectemploy.nz
To discuss donations, sponsorships and fundraising ideas.

But the best thing you can do to support the Project Employ trainees, is pop in to Flourish Café. Every interaction the trainees have with a customer helps them move one step closer to becoming self-confident and work-ready.●

Flourish Café
19 Como Street, Takapuna.
Mon-Fri 7am-3pm



David (PE Trainee) and Danika (AUT)



Battling burnout in the community sector: A call for organisational redesign



By Madison O'Dwyer *Formerly of ANCAD, Community Researcher and Facilitator*

In a 2016 study, Korn Ferry and the Centre for Economics and Business Research unveiled a remarkable finding: the global economic value of human capital exceeds that of physical assets by more than double. However, this human capital is at risk. Across the globe, the not-for-profit sector is grappling with soaring rates of burnout, a pattern echoed in New Zealand's diverse industries and demographics. Burnout should be part of every organisation's risk management strategy for economic and ethical reasons.

Contrary to popular belief, burnout is not a medical or mental health issue, nor an issue of resilience. Instead, it is an occupational phenomenon stemming from chronic workplace stress.

The implications of burnout are severe. The O.C. Tanner 2020 Global Culture Report links burnout to a staggering 220% decrease in the likelihood of employees being engaged, a 210% drop in an employee promoting their organisation, and a 23% increase in the likelihood of an employee visiting the emergency room.

DIGGING DEEPER: UNPACKING THE CAUSES OF BURNOUT

- **Overwork:** It is widely agreed that overwork, having too much work to do, or not having enough resources to manage the workload, is a major reason for burnout. To prevent this, leaders can take action by properly sizing job responsibilities, regularly assessing the workload, discouraging overwork culture, and setting a positive example. It's important for organisational leaders to actively monitor and prevent overwork culture to ensure the well-being of their employees.
- **Resource constraints:** Many charities and community organisations operate under resource constraints, which can exacerbate overwork. Prioritising tasks, avoiding unplanned growth, and realistic budgeting are crucial. Investing in these strategies may require upfront costs, but improved productivity and decreased staff turnover can offset these expenses.
- **Digital stressor:** Digital technol-

ogies can also cause stress and anxiety for employees when organisations expect constant availability or employees are overloaded with information. Clear guidelines around communication and digital training can help mitigate this.

- **Organisational culture:** Organisations that emphasise internal communication, foster interpersonal skills, celebrate successes and encourage meaningful interactions build a cohesive team culture that can mitigate the daily stressors of work.

Burnout is costing organisations money, productivity and engagement, but more importantly, it is harming the wellbeing of our team members and decreasing the quality of our outcomes in the community.

Learning to recognise, destigmatise and plan for burnout is an essential tool for modern leaders. For a deeper drive into this topic, try *Beyond Burnout*, by Suzi McAlpine and *Five Myths That Perpetuate Burnout Across Nonprofits*, by Ann-Sophie Morrisette (Stanford Social Innovation Review). ●

Strengthening communities

Building resilience through first aid initiatives



By Sarah Thompson

First Aid First Ltd | www.firstaidfirst.co.nz | 027 668 7440

In the winter issue of Community Voices, Sarah Thorne, ANCAD's Community Development Lead, wrote of hope in our communities. She wrote that "while hope is a powerful catalyst for change, it is crucial to recognise that hope alone is not sufficient to bring about meaningful and sustainable transformations. Hope must be coupled with action and perseverance to drive real change in community." (If you haven't read Sarah's article, you should! It's excellent).

The germ of an idea to fill a community need was formed way back in 2004 when I became a parent. With two paramedics in the household, we thought we had the medical side of having children covered. But apparently not! Certainly, we knew how to do CPR, we knew exactly what to do if our baby choked, and we knew how to handle all the "big" things such as burns,

severe bleeding, allergic reactions, etc. But when our tiny baby came down with a cold, we were painfully short on ideas as to how best to ease his symptoms and alleviate his discomfort. And talking to other parents, I realised just how many things scare parents, from fevers to tummy upsets to bumps on the head. And we realised how little information is out there, on the practical medical side of caring for a family.

And so, I started teaching parents the 'big stuff' of CPR, choking, burns, head injuries. But also, the 'little stuff' of fevers, coughs, colds and how on earth to figure out when your baby needs to be seen by your doctor - when your wee baby simply isn't giving you any feedback whatsoever! And it is the 'little stuff' which is what parents are really looking for. The day-to-day concerns, the anxious parent sitting by the

side of the cot at two in the morning, wondering if they should be racing off to hospital, phoning an ambulance, or simply going back to bed and reassessing in the morning.

Stressful stuff indeed, and there are a lot of first-time parents going through this every day. It can feel very isolating. No one talks about this; as a new parent you can feel very much on your own, the only parent ever to have worried like this. As one parent said to me, "I was so unsure what to worry about and what not to!" Your GP might be the best GP, but they can only help if you know when to ask them.

This was my first foray into filling a community need. Teaching parents how to trust their gut instinct, not to feel afraid to seek help if they're unsure. No doctor will ever criticise a parent for seeking advice. Children, and

Strengthening communities

particularly babies, are notoriously difficult to assess but there are definitely clues which can help parents; they just need to know how to spot those clues.

Safety and accident prevention are other frequently underrated aspects of parenting. There are some obvious dangers but there are plenty of less obvious ones too. There is a definite need to bring to people's attention tips on easily-overlooked household dangers - button batteries, cords on curtains and blinds, water hazards (simple things like buckets) in gardens. Things which parents frequently don't think about or are simply unaware of. The most common cause of burns in very young children is hot drinks. Cuddling your baby with that much-needed cup of coffee in your hand is a recipe for disaster, and babies, with their extra delicate skin, burn so much more severely than adults.

And car seats. New Zealand car seat law is more than overdue for a review and based on extensive overseas studies our car seat laws fall well short of the optimum for keeping children safe. Making parents aware of what the safety experts are saying is crucial. The safety experts are way ahead of our laws in keeping children safe in cars, but that information isn't always easy for parents to find.

Gradually, over the years, new community needs have become apparent. Parents shared their stories and because parents aren't just parents and they have jobs and lives and community associations, they started talking about more than just parenting first aid. They knew of community organisations, schools, volunteer groups, all of whom face medical challenges from time to time. They saw a need

for targeted first aid training, catering for very specific groups, often with volunteers working within small and specific pockets of the community. Many of these organisations simply cannot afford either the money or the time to dedicate to lengthy first aid training. And many of these people want to learn first aid which relates specifically to them, whether they are volunteering in aged-care or working with children in schools, or children and adults with special needs.



This need for concise, tailor-made, first aid training has been well-received and embraced by a tremendous variety of community groups. It is immensely gratifying for me to see and learn about the organisations which are out there, people teaming up and helping others, working in our communities for a greater and communal good. This was no less apparent at the recent course arranged by ANCAD in Takapuna through their LiIFT Aotearoa programme. The range of attendee organisations was huge; organisations helping people with specific health needs, people working and volunteering in the aged-care sector, local arts organisations both teaching and pre-

senting art in all its many forms (and with covid lockdowns we all discovered how important the arts are for our wellbeing) a café which employs adults with special needs, a trust working with new immigrants, a local association promoting water safety. Every one of these are community gold.

Over the years, the approach to first aid training has changed, and definitely for the better. CPR was always something which people expected to learn on a first aid course. But CPR, incredibly important as it is, has a very poor patient outcome on its own. The need for public CPR is essential in the case of a cardiac arrest, where the heart has stopped completely. But the need for the quick action of a defibrillator is also a priority, to re-start the heart. This need has brought about the advent of community defibrillators (also known as AEDs: Automated External Defibrillators). These are now widespread in our communities and they are greatly improving the outcome of patients in cardiac arrest. But still there are far too many people who perceive AEDs to be scary and a mystery. And as a community, we need to change this.

Every time I teach members of the public how to use a community defibrillator there are people in the class, frequently of the generation which struggles with devices (that would be everyone about ten years younger than me and upwards!) who shake their heads with concern that they could never use such a device. And then we run a scenario and they discover that actually, it's remarkably simple to use and they feel empowered. I hope that they go home and tell their family and friends that it's easy, and that even with

Strengthening communities

minimal training, they too could do it, should the situation arise.

There has been, too, a recent shift in the types of groups who want to learn first aid. Over the past 12 months I have seen an increase in community groups wanting to learn how to manage, should their community become cut off from the rest of the country, due to a natural disaster or extreme weather event. People in small rural communities are getting together to talk about this and they are putting their thoughts and words into actions. They are working together for the good of their communities, striving to implement measures which will truly make a difference, should their area be struck by disastrous events. And they will make a difference. Should that dire event occur, there will be strength and support in that community, people who know what to do to help others in need. And should that event never actually eventuate, these groups are creating hope in their communities through their collective actions. That, in itself, is of huge benefit.

And so, back to hope and Sarah Thorne's article. "It requires individuals and community organisations to translate hope into action by implementing strategies, programs, and initiatives that address the underlying issues and work towards achieving the desired goals."

It's out there, and it's happening. If you're not aware of it, start finding out what's going on in your area. And consider making yourself part of it, for the greater good of your own community.

There is plenty of hope in our communities; let's keep that action happening. ●





I N F O R M A O T E A R O A I N S P I R E

ANCAD's training programmes for community groups and the not-for-profit sector



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The Auckland North Community and Development (ANCAD) Professional Development Programme is known as **LiiFT AOTEAROA**.

LiiFT AOTEAROA seeks to both inform and inspire – that's why there are two 'i's in LiiFT.

ANCAD's vision is to see community and For Purpose/NFP groups LiiFTED and strengthened through offering relevant and affordable capability-building courses, presented by top, professional consultants and facilitators, just as we have been doing for many years now, with the fantastic support of The Tindall Foundation and now also with Foundation North and the Four Winds Foundation.

The two 'i's in LiiFT also represent, in imagery, two stick figures and stand for people partnership and collaboration as key ways of fostering growth, harmony and resilience.

The remaining letters 'LFT' stand for 'Learning for Today' as we seek to respond to community need with relevant and timely courses as well as looking to the future in supplying the latest, helpful resource and training.

Our hope is that many will benefit and build on the good works they are already doing for the sake of community in Aotearoa.

For detailed information about course content go to the ANCAD Training website found here:

www.liift.nz ●





Unlocking new horizons

Transforming the workplace with ChatGPT

by Tanya Gouws, Manager, Citizens Advice Bureau Hibiscus Coast



Thanks to one of ANCAD's LiIFT Aotearoa Zoom sessions, 'A Lunchtime LiIFT with special guest...Sarah Ritchie' from Journey Digital, discussing 'AI in the workplace – Assessing the Risks & Opportunities', I felt encouraged to embrace the everyday-use of the technology spoken about in that session, especially that of ChatGPT – both in the workplace and personally.

In the ever-evolving landscape of modern workplaces, adaptability and innovation are key to staying ahead. The lunchtime LiIFT session focussed on integrating ChatGPT into the workplace, and it has truly been a game-changer in how I work and collaborate.

The session commenced with an engaging presentation on the versatility of ChatGPT, showcasing its ability to assist with a wide range of tasks. From drafting emails to generating ideas, ChatGPT proved to be a multi-faceted tool, ready to tackle any challenge. The sheer potential it brought to the table was awe-inspiring. One aspect that stood out during the session was how ChatGPT facilitated efficient communication. It's no secret that emails and messages can sometimes be misinterpreted due to their brevity. However, ChatGPT's natural language capabilities

have added clarity and precision to my written communication. I can now communicate more effectively, reducing misunderstandings and enhancing collaboration.

Another remarkable transformation has been in the realm of brainstorming and problem-solving. The session illustrated how ChatGPT can act as an innovative brainstorming partner. By inputting a few keywords or prompts, the AI generated a plethora of creative ideas. This feature has been a catalyst for innovation in my workplace, enabling us to explore fresh perspectives and solutions to long-standing challenges.

Furthermore, ChatGPT has streamlined my research process significantly. It can quickly scour the internet for relevant information, saving me hours of tedious searching. This newfound

efficiency has not only improved the quality of my work but has also allowed me to focus on more strategic aspects of my role. This not only frees up valuable time but also minimises the risk of human error.

As the session concluded, I was left with a profound sense of gratitude for the transformative power of ChatGPT in the workplace. It has not only made my work more efficient but has also encouraged a culture of continuous learning and innovation.

Suffice it to say, it has redefined the way I work, enhancing my productivity, communication, and problem-solving capabilities. ChatGPT has become an invaluable asset in my daily routine, and I eagerly anticipate further innovations in AI that will continue to shape the future of work. ●



Citizens Advice Bureau
NORTH SHORE
Birkenhead | Browns Bay | Glenfield
Helensville | Hibiscus Coast
Northcote | Takapuna
0800 367 222 | www.cab.org.nz



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Takapuna 09 486 3139, takapuna@cab.org.nz

Available Mon-Fri, 9am-3pm. Branch operating hours may vary.

Legacy mapping

By Ruth Greenaway

“... celebrating past achievements and weaving those stories and the learning that goes with them into the consciousness of the present.”



By Ruth
Greenaway

Oral historian
and researcher
tapestries.co.nz

When people think of legacy, it is usually in terms of inheritance of some sort. In my work as an oral historian, I refer to legacy as knowledge, wisdom, and the creation of something long-lasting, which is handed down and received from an ancestor or predecessor to the present generation.

It can be as simple and ordinary as a story of one's life, particularly in family history: an elders' wisdom and life teaching passed onto their grandchildren or the younger generation. I talk about documenting and mapping their successes in the community, a small family-run business, or a company in my work with clients. The legacy of a business, community organisation or a corporate company can resemble thought-leadership, success stories – such as the construction of a building, statue, or conceptual approaches to community development and social change.

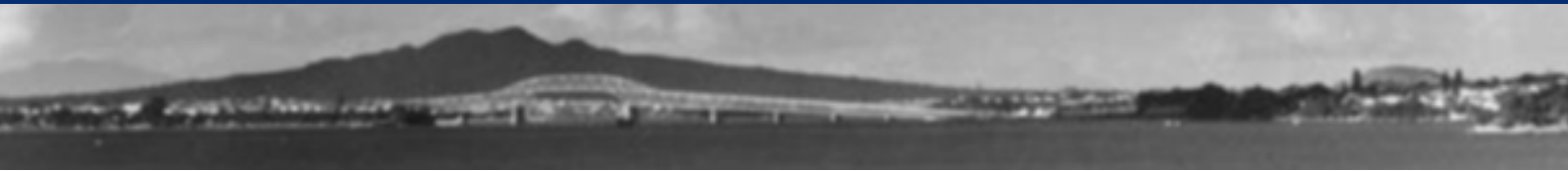
I have been exploring the concept of legacy mapping in the community for some 30 years. Community groups often report on key perfor-

mance indicators (KPIs) and deliverable outcomes in the not-for-profit sector. They are accountable to their communities, funders, local authorities, and central government. But outside of these contractual relationships, a story has evolved.

A charitable cause, community service or an NGO often began life because a few like-minded visionary people came together to address a social need. The founders often held a theory of social change. One original leader or founder grew the organisation initially; then, as it evolved, roles needed to be clearly defined, as did the separation between governance and management.

Funding was sourced, mission and vision statements written, policies created, and people employed to deliver the service. The leader often becomes a board member and may eventually step back altogether. The organisation runs by itself and has become recognised as a valuable service by the wider community.

There are about 28,000 registered charities in



New Zealand. Looking at the growth of grassroots community groups, we need to consider the social and political environment in which such movements or causes arose. As researchers and historians, we can ask: How has this theory of change been articulated? Was it met? How has the movement/organisation gone on to affect change? How do we identify the legacy? What measures can we use?

By understanding the original motivation and the establishment stories of community groups or social movements (such as the feminist movement), we can explore if the organisation's founding principles have been adhered to. We can ask: Does the founding vision thread through the ethos of the organisation's culture? How does the organisation tell its story? Is the organisational history shared with newcomers, staff, and clients? Is the legacy recognised and valued? What has challenged the original vision, and how has the organisation overcome this? Or has it succumbed to times of uncertainty? Was there a time of demise, and if so, why? What brought this about? Was there a time when the service was no longer needed or had the original vision become outdated?

The same can be said about the stories of small businesses and ones that became multi-million-dollar corporate companies. The ideas of success might be different. Some enterprises and corporates have a social responsibility side to their governance mission and, therefore, impact community development; others are not overt.

Nevertheless, the founding stories are often similar. One person had a vision, planted the seed, and created a business or an organisation with the hope it would be sustainable into the future, make a difference, and create a lasting legacy in their community, country or globally.

I wrote the following as part of the introduction for *My Story, Your Story – Together Builds Communities*, published by ANCAD in 2015, a history of community development on Auckland's North Shore from the 1960s to 2010, when Auckland became a supercity. *'... this project has been about celebrating past achievements and weaving those stories and the learning that goes with them into the consciousness of the present; so, they might be used by others working in the community as a tool for the future.'* *'These stories reveal determination and, at times, personal struggle. They show how the communities lobbied for change or understood the processes of community development needed to see transformation in their communities. Utilising the method of oral history interviewing meant that I was able to unpack these ideas.'* *'The concept of community legacy mapping illustrates where community development or community building practice meets philosophy. By this, I mean that people working at the grassroots or who champion community building actually 'walk the talk.'* *'...All the stories in this book remind us that to be involved with building safer, resilient, and more connected communities requires spirit, dedication, and the motivation to improve the lives of others.'*

ANCAD TRAINING | WORKSHOP

UNCOVERING YOUR ORGANISATIONAL HISTORY AND LEGACY

Presenter: Ruth Greenaway,
(Oral historian and Researcher)
Wednesday 25 October 2023
Cost: \$80 (includes hardcover book 'My Story: Your Story')
Mary Thomas Centre, 3 Gibbons Road, Takapuna
9:30 am to 12:30pm
For more info and to register, please visit: LiIFT.nz

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INTERVIEWING PEOPLE: (Interactive exercise)

- Build a good rapport with the interviewee
- Do your background research
- Ask open ended questions
- Active listening skills
- Look for stories
- Use prompts (photos, archives etc.)
- Practice with your recording equipment beforehand

Resource – NOHANZ code of ethical practice (handout).

YOUR STORY IS A TOOL FOR...

- Staff induction
- Board recruitment
- Strategic planning
- Media buy-in
- Creating a community of support
- Fundraising
- Building strategic partnerships

Recruiting new board members

Are you ready to recruit?



By Carol Scholes *Overview Effect*

A vacancy on a board is usually the trigger to recruit a board member. However, before a board fills a vacancy, the board should consider whether it is the right time to appoint and if they are ready to bring a new person into this board team.

Good boards ask themselves if they have any 'elephants' or hidden issues that need to be cleared up before they ask someone on to the board. It is great when a board finds a potentially well motivated and skilled new board member. It is a great shame when that board member leaves relatively quickly because the board is not a good place to be. Some common indicators that your board has some things to work through are:

- Board members are leaving after only a short time on the board.
- There is friction between the board

and management or between board members.

- The board is slow to make decisions.
- The board is not having robust discussion around the table. Issues such as an unmotivated board, group think or a controlling personality can stifle good conversation.

It is tempting to believe that a new person may solve your problems. If they are an experienced board member, they may well bring some new ideas or change dynamics. However, a board needs to be brave and before recruiting, the board should conduct a self-evaluation of how they are operating and find out if they have some culture or relationship issues that need to be addressed before you bring someone new onto the team.

WHO SHOULD YOU RECRUIT?

1 Check your rules

Before recruiting, the board must check their constitution or Trust deed to determine if there any rules around how to find board members. Your rules may require new board members to be:

- a. A member of the Society.
- b. From a particular community or another organisation.
- c. Elected by the membership.
- d. A certain age or other demographic.

2 Think about diversity

A board can increase its effectiveness and value to the organisation if it is composed of a diverse group of people with a variety of perspectives, skills, age, ethnicity and gender. Diverse perspectives often mean conversations are talked

Recruiting new board members

through from many angles and as a consequence the resulting decisions are often better.

3 Conduct a skills and perspectives audit

Ideally a board would conduct a skills and diversity audit prior to recruitment. The audit lists all of the desired skills and perspectives that the board feels would contribute to the knowledge and conversations of the board.

- a. The board brainstorms what they consider are the skills and perspectives needed by the board with this organisation.
- b. Existing board members should identify which skills and perspectives they have.
- c. Identify where the gaps lie.
- d. The board can tailor their advertisement or search to attract the needed perspectives. Even if a board member is elected by a membership body, the board can still inform the membership of the perspectives needed so hopefully the members will elect the right person for the role.

PREPARING FOR THE RECRUITMENT PROCESS

The board should ensure they have the best chance of attracting the right candidates. To assist this process, the board should:

- 1 Check the constitution or rules of the organisation to understand if there are any recruitment requirements stipulated.
- 2 Determine the appropriate process and timeline for the recruitment.
- 3 Appoint a recruitment sub-committee to run the process. The Chair would normally lead this sub-committee.
- 4 Prepare an information pack:
 - a. A role description for the board position detailing the relevant information such as responsibilities, term of appointment, amount of

time required, any needed qualifications, payment if any.

- b. Application form.
 - c. An advertisement to attract the right people.
 - d. Background information on the organisation detailing the mission, structure, activities, values and any other details that would help the prospective board member decide if this organisation will be the right fit for them.
 - e. An outline of the recruitment and selection process.
- 5 Think about where you will advertise or look for potential board members.

HOW DO YOU FIND GOOD BOARD MEMBERS?

The common methods for finding board members are:

- 1 **Advertise** – Place an advertisement in role vacancy directories. Examples include the Institute of Directors 'Director search', Seek Volunteer, Appoint, Linked In and Trade Me.
- 2 **Use your networks** – send the advertisement out to all of your contacts and ask them to forward it on to their contacts. Tell everyone that you are searching for board members.
- 3 **Shoulder tap** – if you know suitably qualified people, encourage them to apply. Resist the idea of just appointing people you know, as you will often find diversity is compromised if shoulder tapping is your only way of recruiting.

THE APPLICATION PROCESS IF THE BOARD CAN MAKE THE APPOINTMENT THEMSELVES

Prospective board members should be required to apply for a board role, ideally by completing an application form and attaching a CV and referees. You are recruiting leaders and decision-makers so the selection process

should be robust.

- 1 The Recruitment committee reviews the applications and chooses those suitable for interviewing.
- 2 Conduct an initial interview with the suitable candidates. This would usually be with the Recruitment committee. The committee should be prepared for questions from the candidates. Common questions are listed at Appendix A.
- 3 The Recruitment committee makes their recommendation(s) to the board.
- 4 Many boards invite short-listed candidates to attend a board meeting so the whole board can meet them and see how they fit.
- 5 The board decides who they believe is the best fit according to the skills and perspectives and the fit with the board and organisation.
- 6 The Recruitment committee writes to all applicants to advise them of the board's decision on their application.
- 7 Remember to consider if you are required to do police checks for your potential directors.
- 8 The Chair should contact the successful candidate to offer them the role.
- 9 If the person accepts, they should then be given details of the appointment process (below).

IF THE APPOINTMENT CAN ONLY BE MADE BY THE MEMBERSHIP OF THE SOCIETY

Many boards of incorporated societies believe they are not able to influence the selection of board members if their constitution requires board members to be elected by the membership. It is true that the members make the final decision but there are ways to help members make wise decisions in their appointments.

- 1 Check your rules to understand the process to follow for appointment to the board. Normally there will

Recruiting new board members

be rules around 'Calling for Nominations'.

- 2 Send out the call for nominations as dictated by the constitution. In the call, advise members of:
 - a. The number of vacancies.
 - b. The gaps in the current board and what skills and perspectives the board needs.
 - c. Information on what the role involves including the time commitment and responsibilities. This is often done with the same information pack outlined above.
- 3 At the same time, the board conducts its own search for potential board members following the process as if they were doing the appointment themselves. The only difference is the board advises all candidates they find, that the Board will be recommending their preferred candidate(s) to the membership of the Society as the 'Board's candidates'.
- 4 At the AGM, the proper election process is followed with any applications received from the membership including the board's candidates.
 - a. Start the election process by giving the members a clear brief on

why the board is looking for certain skills or perspectives.

- b. Ask all candidates (nominated or board candidate) to speak to the members on what they can bring to the board.
- c. Follow the normal voting process and hopefully the most qualified and suitable candidates will be elected.
- d. If the board's candidate is not selected, consider inviting them on to a Board committee e.g. Finance committee, so you don't lose their skills. You may also have an option to co-opt them if your constitution allows this.

APPOINTMENT

Finding the right person for the board is only the start of an effective appointment process. Your new board recruit needs to be set up well so they can be successful in their role. A good appointment and induction process often involves the following:

- 1 **Issue a Directors appointment letter** to the new appointee for their signature. This letter gives details on the term of the appointment, whether the appointment is paid or

volunteer and details such as the time commitment required.

2. **Complete an interests declaration.** This is a form for the new appointee to declare their standing interests. The completed form is distributed to the rest of the board and the interests added to the Interests Register.
3. **Plan an effective induction.** Usually this will include:
 - a. Meetings with the Chair, the CEO and any other key staff.
 - b. A tour of the organisation's office and facilities.
 - c. Training in areas such as finances or governance role.
4. **Issue an induction pack of relevant documents.** A list of common induction folder contents is included at Appendix B.
5. **After first meeting.** The Chair meets with the new board member to see if there are any questions that have arisen now they have seen the board in action.

SUMMARY

Remember, many good boards have been derailed by choosing the wrong board member. It is essential the board



Recruiting new board members

puts time and energy into choosing new board members. These people will be sitting around the board table with you and be part of the board team. You should never recruit by simply taking someone who doesn't mind or who volunteers. If you get the wrong board member, it is often very difficult to exit them from the board. You are better to hold a vacancy than recruit the wrong person for your board.

Disclaimer: The content of this article is general in nature and not intended as a substitute for specific professional advice on any matter and should not be relied upon for that purpose. Readers of this article should consider their own situations and conduct independent inquiry with appropriately qualified professionals.

APPENDIX A: COMMON QUESTIONS IN BOARD INTERVIEWS.

QUESTIONS THE BOARD COULD ASK POTENTIAL BOARD MEMBERS

- 1 What attracts you to this organisation?
- 2 What is your experience on a governance board?
- 3 How do you work out where the line between governance and management is in a conversation?
- 4 What particular skills and perspectives would you bring to the board?
- 5 Can you tell us of a time when you have had to challenge someone else's perspective or idea and how did you go about it?
- 6 What support or training would you need to be an effective governance member of this board?
- 7 What do you expect the time commitment will be with this board and how will you manage your other commitments?
- 8 What are your core values and how do you expect them to align to this organisation?
- 9 What do you think will be the big-

gest difficulty or challenge for you if you came on to this board?

QUESTIONS POTENTIAL BOARD MEMBERS MAY ASK

FINANCIAL STATUS

- Is the financial condition of the organisation sound?
- Does the board discuss and approve the annual budget?
- How often do board members receive financial reports?
- Can I look at the most recent financial reports?
- How is the organisation funded?
- What is the board's role in fundraising?

STRATEGY

- Does the organisation have a strategic plan that is reviewed and evaluated on a regular basis?
- Who does the organisation serve?
- Are the organisation's clients or stakeholders satisfied with the organisation?

STRUCTURE OF THE BOARD

- How is the board structured?
- Who is the Chair?
- Who are the other board members?
- Does the organisation have directors and officers liability insurance coverage?
- Why did the last board member leave?

BOARD'S RELATIONSHIP TO THE STAFF

- Is the board satisfied with the performance of the executive staff?
- How do board members and senior staff typically work with each other?
- Can I meet the CEO/Manager before I decide?

PERSONAL QUESTIONS

- What orientation will I receive to the organisation and to the responsibilities of the board?

- Will I get training?
- Is the role volunteer?
- Will I get expenses reimbursed?
- How much of my time will be required for meetings and special events?
- Will I need to be on board committees as well?
- Do I need to volunteer in the organisation as well as serve on the board?
- Can I attend a board meeting to see if I like it?

APPENDIX B: COMMON INDUCTION FOLDER CONTENTS

- 1 Trust deed / constitution of organisation
- 2 History and philosophy of organisation.
- 3 Current strategic directions and associated annual plan.
- 4 Annual budget for current year
- 5 Minutes of the last three meetings of the board.
- 6 Board charter and board code of conduct.
- 7 Role descriptions of key roles:
 - a. Chairperson of Board.
 - b. Treasurer.
 - c. Business manager.
- 8 Diagram of governance and staff structure.
- 9 Calendar of events for the current year including board meetings and any events significant for board members.
- 10 Board and key staff contact details
- 11 Last annual financial audited statements and annual report
- 12 Most recent reports on the financial position of organisation.
- 13 An e-copy of the board policies.
- 14 Copy of Directors insurance indemnity policy
- 15 List of significant partners and funders
- 16 Copies of any significant partnership agreements or contracts.



GOVERNANCE MATTERS

FREE

Principles of Governance

Short sessions on specific topics. A series of Zoom sessions focused on governance principles for Boards or committees of NFP organisations in New Zealand.

Presenter: Carol Scholes, Overview Effect

Cost: FREE | Zoom | 6:30 pm to 7:45 pm

For more info and to register, please visit: [LiiFT.nz](https://www.LiiFT.nz)

FEBRUARY 7

The difference between governance and management

MARCH 7

The legal responsibilities of Boards

APRIL 4

The strategic leadership role of the Board and the importance of a strategic plan

MAY 9

The Board's role in financial oversight

JUNE 6

Health and safety

AUGUST 8

The importance of a good Chair and what a good Chair does

SEPTEMBER 12

The relationship between the Board and the manager

OCTOBER 10

The manager's appraisal

NOVEMBER 7

Leading the culture of the organisation

DECEMBER 5

Risk and opportunity leadership

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Update October 2023



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THE NORTH SHORE WELLBEING LEADERSHIP GROUP

Placed-based approaches are about empowering local sector leaders to address social issues in their communities.

Responding to social issues locally means the response can be tailored to the specific needs and underlying causes in each location. Decisions are made by those who best understand the individu-

al, family and local circumstances.

The PBIs make local, collaborative and evidence-informed decisions to address social issues experienced within an area. PBIs will provide the tools for communities to identify where their investments will have the most impact.

This means making informed decisions that:

- Draw on data and evidence to better understand the outcomes and resourcing required



for the local population.

- Combine this with local intelligence and engagement to make evidence-based investment decisions about services and interventions that deliver better outcomes for the local population.

Each PBI has a governance group, consisting of representatives from social agencies, iwi and the community, as well as an independent chair to facilitate their decision-making. The exact membership is decided by each local group.

Invitation to the North Shore Wellbeing Leadership Group has been decided through the development of our broader PBI Strategy (see illustration below).

MEMBERS INVITED INCLUDE:

GOVT AGENCIES

Waitemata Police (Area Commander, Family Violence Managers, Prevention Manager and Youth Aid and Community Policing Managers); Oranga Tamariki (Site Manager and Practice Leader + Regional Manager); Te Whatu Ora Waitemata (Mental Health, Addictions and Māori Health Gain Practice Leaders/ Portfolio Manager); Te Puna Kokiri (Regional Advisor); MOJ (Family Court Kaiahi); Kainga Ora (Manager Housing and Wellbeing); MSD (Regional Relationship Manager); Corrections (Service Manager); MOE (Regional Manager; Senior Education Adviser and Integrated Services Manager); ACC (Injury Prevention Manager).

COMMUNITY AGENCIES

ANCAD (Family Violence Prevention Strategic Manager and General Manager); North Shore Women's Centre (General Manager); Respect (General Manager); Heart for Youth Trust (Director); Ember (Housing Facilitator); De Paul House (General Manager); Te Puna Hauora (Whanau Ora Manager); The Fono (Chief Operating Officer); Hearts and Minds (Chief Executive); Barnardos (Service Manager); North Auckland Integrated School Support Services (Manager); Kaipatiki Community Facilities Trust (Manager); YES Disability (Chief Executive Officer).

The North Shore Wellbeing Leadership Group are currently developing their strategic plan, this is being supported by external facilitator Janette Searle (<https://bit.ly/janette-searle>).

The first workshop was facilitated in July 2023, supporting the development of a shared Vision: *Thriving Tamariki & Rangatahi in thriving families* and shared Mission: *Thriving families through greater connection and access to coordinated supports*.

The second workshop is scheduled on 21 September 2023 and will support the development of shared Values and draft Work Plan (potential collaborative initiatives).

NB: A similar PBI Local Leadership Group infrastructure is found in the South Auckland Social Wellbeing Board: <https://saswb.com/>. ●



Call For Action!



Mairangi Arts Centre & Bays In Action have been working together on a youth initiative to support local vulnerable young, particularly those finding it challenging to attend school. We are pleased to receive support by Hibiscus & Bays Local Board and Resene Paints to create a community collaborative mural with artist Emma Jane Ormsby. Emma is an award winning New Zealand Māori artist of Ngāti Maniapoto and Ngāti Porou descent. In 2020, her mural with Westlake Girls won first place in the Resene Mural Masterpieces in 2020.

The first of a series of art workshops will begin on **Monday 4th September 10:30am-12:30pm** at Mairangi Arts Centre. Emma will introduce the project and engage the students in conceptualising the contents of the mural. The second follow up session will be on **Monday 16th October 10:30am-12:30pm** at Mairangi Arts Centre.

There will also be opportunities for the public to participate in weekend sessions as well. The mural will be situated in the Community Garden of Mairangi Arts Centre and looks to be completed late November- early December.



Artist Emma Jane Ormsby in front of her Takapuna mural collaborating with students

Community Accounting

GI Eagles Basketball Trust



From Esther Ducai

Chair of the GI Eagles Basketball Trust



GEOFF ANDREWS

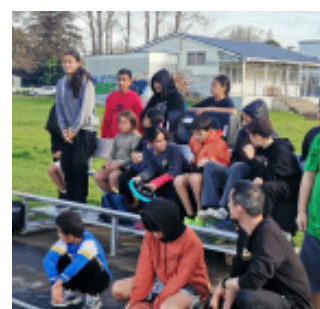
Auckland Community
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First of all, thank you so so much for introducing us to the most amazing Glen Hill. He took all the stress and anxiety out of the accounting part of being a new community trust. No matter what the accounting drama, Glen is unflappable and always found a way to smooth the waters of IRD, tax, accounting and random issues. He went out of his way to visit our community basketball team and we truly appreciate his support.

The group of students was perfectly picked. Yulia's attention to the accounting laws and regulations helped us tremendously in setting up our system. Yulia spent hours helping me with the initial data input into Xero – amazing. AJ's strength in quickly grasping the current issues of trust management and sports club issues as well as his working knowledge of Xero was also extremely helpful in our weekly update meetings.

I am blown away by the dedication, time and knowledge the team (led by Glen) have volunteered. Our particular issues of having high overhead costs catapulted us instantly into the realms of GST and business tax, IRD forms and scary official looking letters. From having no system, no way of accounting for grants and funds, we are now legitimately running our accounts in Xero, IRD seems to be happy and we have data and reports to report back to our funders and donors.

On behalf of the children of Glen Innes, a heartfelt thank you. Because of your service we can keep providing quality basketball to kids who will not ever get the chance to train or join a team. And in the meantime the kids get to go on trips to see the Tuataras and Breakers and learn from the best. We get to have holiday programmes, outings, fun and competitions. ●



Community Accounting

Lucia Stanley ACA Student



AUCKLAND
COMMUNITY
ACCOUNTING



COMMUNITY
ACCOUNTING
AOTEAROA

My motivation for joining the Auckland Community Accounting Programme, run by ANCAD, stemmed from a profound desire to support not-for-profit organisations in their financial endeavours. This initiative allowed me to combine my passion for accounting with a deep sense of social responsibility.

Working closely with charitable organisations through this program was a heartening experience. Witnessing the direct impact of the knowledge gained from studying a Bachelor of Accountancy at Massey University on their missions was truly gratifying. Whether it involved making financial terms easier to understand, suggesting new ways to budget, or navigating new functions in accounting systems, I felt a profound sense of purpose in assisting these organisations.

During my time with the Auckland Community Accounting Programme, I acquired valuable accounting skills and real-world experience. Furthermore, I learned the significance of teamwork, effective communication, and collaboration in achieving common objectives. These experiences not only enhanced my academic journey but also provided a solid foundation for my career as a recent graduate.

My involvement in this program, under the ANCAD umbrella, deepened my commitment to social responsibility and equipped me with the skills and knowledge necessary to excel in my professional pursuits. It was a truly transformative experience that reaffirmed my dedication to making a positive impact on society. ●

Community Accounting



“ The Auckland Community Accounting Programme has played a pivotal role in enabling me to pursue my passion for volunteer work. ”

ROSHAN PURASINGHE
CHARTERED ACCOUNTANT



The Auckland Community Accounting Programme (run/offered by ANCAD) has played a pivotal role in enabling me to pursue my passion for volunteer work and contribute to both the student community and charitable organisations. My journey with this program commenced in 2019, and it has been a rewarding experience filled with successful projects and the remarkable achievements of Massey University students and our partner charitable institutions. It fills me with pride to share that the programme remained fully operational even during the disruptive period of the COVID lockdown.

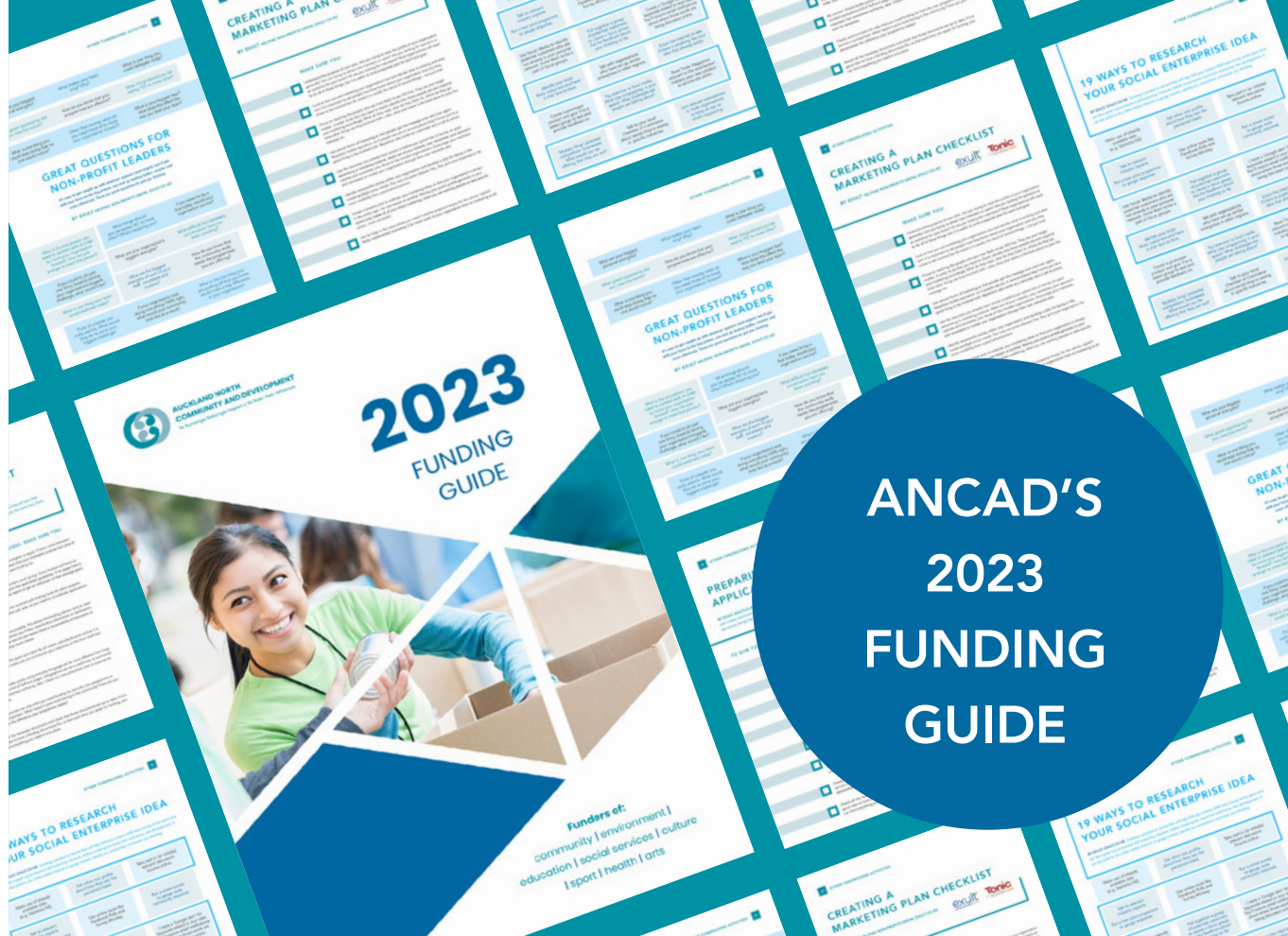
Being a member of the esteemed alumnae community of Massey University enhances my sense of belonging to this impactful initiative. The satisfaction derived from my involvement in this program is unparalleled, and I wholeheartedly recommend it to prospective mentors, students, and charitable organisations. Together, we can make a meaningful difference.

In my current professional role, I serve as the head of the New Zealand finance function at New Zealand Medical and Scientific Limited. With the support of dedicated teams based in Australia, Philippines, and the USA, I have had the privilege

of contributing to our business's transformation journey. We successfully transitioned from a regional entity to a fully owned subsidiary of the multinational corporation, Dexcom, while implementing global systems and procedures. My prior experience with esteemed organisations such as McDonald's Fiji, Medtech Global Limited, Nilfisk Limited, and Abano Healthcare Limited has equipped me with valuable insights and expertise, which have proven invaluable in my current role and in fostering business growth.

Beyond my professional commitments, I have always found great joy in engaging with charitable endeavors and volunteering my skills as a Chartered Accountant. I count myself fortunate to have been a founding team member of Ronald McDonald House Charities Fiji, playing a pivotal role in its establishment and continued growth within the Fijian community.

In conclusion, I am deeply grateful for the opportunities presented to me by the Auckland Community Accounting Program and my professional journey. It is my sincere hope that by sharing my experiences, I can inspire others to join us in making a positive impact on our communities and beyond. ●



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