



■ **managing well**  
*resources for community and  
voluntary organisations*





■ **MANAGING WELL:**  
*resources for community and  
voluntary organisations*

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# FOREWORD

*The work of community and voluntary, iwi/Māori and Pacific organisations is vital to improving the quality of life of individuals, families, communities and the environment throughout New Zealand.*

There have been many calls for access to better support for community and voluntary sector organisations over the last decade. The report *He Waka Kotuia: Joining Together on a Shared Journey* (May 2002) identified concerns that many community and voluntary organisations do not have access to robust and effective organisational systems to help them meet their strategic goals.

In late 2004, Family and Community Services and the Office for the Community and Voluntary Sector (both part of the Ministry of Social Development) established a capacity building project to investigate what practical support and information is available to help people run their organisations. Information gathered for the project is now being used to contribute to the development of proposals to provide practical support.

It was clear from feedback that it was difficult to find organisational development resources relevant to not-for-profit organisations. For organisations beginning their journey there was a question of “where do you start?” The advisory group set up to support the project recommended the development of a catalogue of organisational resources to help not-for-profit groups achieve their mission effectively. A catalogue also makes it easy to identify gaps in resources available.

*Managing Well: resources for community and voluntary organisations* is the result. This

document is the first step in developing a comprehensive list of resources for the community and voluntary sector.

Further work is required to improve access by community and voluntary sector organisations to capacity-building information, resources and support. Building capacity is something that community sector organisations, philanthropic funders, tertiary institutions and government agencies all have a part to play. Family and Community Services and the Office for the Community and Voluntary Sector are committed to playing an ongoing role in collaboration with other organisations.

Promoting sharing between people working in the sector is another aim of this catalogue. Already there have been many valuable suggestions from a wide range of people to the first Edition of *Managing Well*. Family and Community Services and the Office for the Community and Voluntary Sector acknowledge everyone who has helped. In particular we recognise the following organisations for their contributions: Department of Internal Affairs, New Zealand Federation of Voluntary Welfare Organisations, North Shore Community and Social Services Inc, and Saints Information Limited.



# INTRODUCTION

*This catalogue lists practical resources to make it easy for those running or setting up a community organisation or project to find helpful information and resources. For this reason only those resources readily available to anyone working in the sector have been included.*

A wide range of topics are covered from funding, running meetings or planning projects to governance and financial management. While many of the resources and services listed were specifically developed with the needs of New Zealand not-for-profit organisations in mind, some that were designed for a business or general audience and relevant to community and voluntary organisations have also been included.

It is also hoped that this catalogue will promote the sharing of ideas and knowledge across the whole community and voluntary sector. For instance, some of the challenges and opportunities faced by organisations working in sports, welfare or arts are similar. It can, therefore, be worthwhile looking at resources developed for different parts of the community sector.

We know that the list is not complete. Your help is needed to make sure it is up-to-date and thorough. Please send us suggestions of information or resources that you think need to be listed here. There is a form you can use to do this on page 39. If you have feedback about any other aspect of this list we would also be interested in hearing from you.

We expect to release a revised edition of the catalogue in early 2006, after we have collated suggestions and the names of new resources. Suggestions for new resources will also be added to the online version of the catalogue (see details on the next page).



## Suggestions for listings

Do you know about information and resources that you think would help other people working in community and voluntary, iwi/Māori and Pacific organisations?

We want to hear about manuals, guides, toolkits, newsletters, information sheets, books, or other publications or websites and services that you think need to be included in this catalogue.

On page 39 you will find a form where you can suggest additional resources. Or you can use a form online.

## Managing Well online

The *Managing Well* catalogue is hosted on the CommunityNet Aotearoa website. We will be regularly adding updates and new listings. The website supports people working in community and voluntary organisations by providing useful resources, website links, and a community notice board. It is guided by a community advisory group and maintained by the Department of Internal Affairs.

Website [www.community.net.nz/managingwell](http://www.community.net.nz/managingwell)

## Disclaimer

While every effort has been made to provide accurate and up-to-date information, changes do occur. We advise readers to check the price and availability of resources with publishers prior to making a purchase.

Details about publications, websites and other information have either been provided by the publishers or collected from publicly available sources. The Ministry of Social Development used its best endeavours to ensure that the information compiled in this catalogue is correct and current at the time of publication. It takes no responsibility for any error, omission or defect therein.

The listing of a resource or organisation in this document does not imply or express any endorsement of a business or service by the Ministry of Social Development.



# PART 1

## *Resources list*

*Written resources, websites, newsletters, manuals, information sheets and other documents are listed in this section.*

Each document is listed only once under its main topic.

The majority of resources referred to are available at the time of going to print. However, some of the documents are out of print. These documents are all available through interloan services offered by public libraries.

Contact information for the publishers of the resources listed is provided on page 24. Each item listed includes the name of the publisher.

## BUSINESS PROCESSES

### ■ **Business Issues for the Not-for-profit Sector, Susan Hay**

A variety of issues facing non-profit organisations are covered including legislative requirements, relevant accounting standards, reporting of non-financial information, the audit process, governance and trustee responsibility, taxation issues, fraud, and marketing.

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<i>Publisher</i>	<i>New Zealand Institute of Chartered Accountants</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2002</i>
<i>Pages</i>	<i>66</i>
<i>Cost</i>	<i>Out of print</i>
<i>Website</i>	<i>www.nzica.com</i>

### ■ **The Jigsaw Puzzle Of Business Development in Not-for-profit Organisations**

Covers matters that boards of non-profit organisations should consider to ensure the propriety of their business operations. Discusses mission statements, organisational models and risk, board and governance responsibility, funding and finance.

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<i>Publisher</i>	<i>New Zealand Institute of Chartered Accountants</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>91</i>
<i>Cost</i>	<i>Out of print</i>
<i>Website</i>	<i>www.nzica.com</i>

### ■ **'Planning and Managing' section, Community Development Resource Kit**

Section C of the Community Development Resource Kit covers planning processes and evaluation methods, issues involved when committees are employers, health and safety and insurance.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>18 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

## COMMUNITY DEVELOPMENT

### ■ **Community Development Handbook**

This handbook is a summary of work undertaken by Kotare with communities for community building. The emphasis is on the practical analysis tools used and key themes that emerged. It is a case-study-based resource.

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<i>Publisher</i>	<i>Kotare Research and Education for Social Change in Aotearoa Trust</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>15</i>
<i>Cost</i>	<i>\$10</i>

### ■ **Community Development – What is it?**

Explains community development, the processes and how it empowers agencies and clients.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>10</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on strategic planning</i>

### ■ **'Community Development Practice' section, Community Development Resource Kit**

Section A of the Community Development Resource Kit provides an overview of community development definitions and practice, the Treaty of Waitangi, and consultation processes.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>12 page of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Community Help 2004-2005: The New Zealand Directory of Services

The Community Help directory is designed to be a comprehensive guide to services provided by government departments, state-owned enterprises, and various government and non-government agencies. Also included is information useful for groups seeking out capacity-building resources and funding and summaries on such topics as how to set up a charitable trust.

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<i>Publisher</i>	<i>C R McPhail Ltd</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>October 2004</i>
<i>Pages</i>	<i>340</i>
<i>Cost</i>	<i>\$49.95</i>
<i>Website</i>	<i>www.crmcphail.co.nz</i>

### ■ Family & Community Services National Directory

This Directory lists over 4,000 family and community related services throughout New Zealand. You can find instant and up-to-date information about practical help available to you and your family.

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<i>Publisher</i>	<i>Family and Community Services, Ministry of Social Development</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>Updated frequently</i>
<i>Website</i>	<i>www.familyservices.govt.nz/directory</i>

### ■ Services and Funding: A guide

A directory of services that support Māori communities and/or land developments by providing a range of programmes and funding initiatives.

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<i>Publisher</i>	<i>Department for Courts / Māori Land Court</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2002</i>
<i>Pages</i>	<i>28</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

### ■ TAKOA - Rua-mano: A directory of Māori organisations and resource people

This directory is designed to support the needs of whanau, community organisations, government and commerce. It includes information on marae, iwi, social services, business, justice, education, government, training, arts, health services, and education scholarships.

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<i>Publisher</i>	<i>Tuhi Tuhi Communications</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>230</i>
<i>Cost</i>	<i>Free to marae, Te Kohanga Reo, youth and community workers. \$44 to others, discounts for bulk purchase.</i>
<i>Website</i>	<i>www.takoa.co.nz</i>

### ■ The Women's Directory: Te Rārangī Take Wāhine

This directory lists national women's organisations, regional organisations and branches, Māori women's organisations, and government organisations.

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<i>Publisher</i>	<i>Ministry of Women's Affairs</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>Updated October 2004</i>
<i>Pages</i>	<i>110</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.mwa.govt.nz/WomensDirectory.htm</i>

### ■ Community Research and Needs Analysis

A step-by-step guide for small to medium organisations - how to carry out a needs assessment, planning the research, methods to use, preparing and pre-testing questionnaires and dealing with the results.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2002</i>
<i>Pages</i>	<i>12</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on strategic planning</i>

### ■ Evaluating Your Organisation

An evaluation process that can be done at a committee meeting without a facilitator identifies areas that need addressing within an organisation. A non-threatening discussion generator.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2002</i>
<i>Pages</i>	<i>17</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on strategic planning</i>

### ■ Monitoring or Evaluating Your Project or Organisation

A guide for small to medium organisations to help to monitor and evaluate a project or organisation that has already been set up, the advantages of an evaluation, how to do it, who to do it to and how to report the outcomes.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2002</i>
<i>Pages</i>	<i>13</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on strategic planning</i>

### ■ Charitable Organisations Tax Guide (IR 255)

This guide explains the tax obligations of charities, donee organisations and other groups. It includes information about what taxes your organisation will have to deal with, what tax exemptions are available to charities and approved donee organisations, the criteria an organisation must meet to get an exemption, and tax liabilities on income, including GST.

<i>Publisher</i>	<i>Inland Revenue</i>
<i>Format</i>	<i>Hardcopy or electronic</i>
<i>Publication date</i>	<i>December 2002</i>
<i>Pages</i>	<i>55</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.ird.govt.nz</i>
<i>Phone</i>	<i>0800 257 773</i>

### ■ 'Financial Management' section, Community Development Resource Kit

Section G of the Community Development Resource Kit covers the role of the treasurer, tax matters, and working with auditors.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>14 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Grants and Subsidies Guide (IRD 249)

This booklet tells you about some of your tax responsibilities if you receive a grant or subsidy to help with an activity you're running, individually or with a group.

<i>Publisher</i>	<i>Inland Revenue</i>
<i>Format</i>	<i>Hardcopy or electronic</i>
<i>Publication date</i>	<i>January 2002</i>
<i>Pages</i>	<i>31</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.ird.govt.nz</i>
<i>Phone</i>	<i>0800 257 773</i>

### ■ Inland Revenue Not-for-profit Groups website

Taxation-related information for trusts, societies, Māori organisations, and other not-for-profit entities.

*Website*                    [www.ird.govt.nz/notforprofits](http://www.ird.govt.nz/notforprofits)

### ■ Preparing Cash Flow and Accounting for the Not-for-profit Sector, *Polson Higgs*

A guide on preparing cash flow and accounting for those presenting or reporting on the financial statements of charities, philanthropic organisations, trusts, churches and sports organisations in the not-for-profit sector.

*Publisher*                *New Zealand Institute of Chartered Accountants*  
*Format*                    *Spiral Binding*  
*Publication date*      *August 2004*  
*Cost*                        *Members \$147, non-members \$177*  
*Website*                    [www.nzica.com](http://www.nzica.com)

### ■ Are You Ready For Funding?

This training kit helps groups assess their readiness to receive and manage funding, how and where to apply, and suggests simple systems to reduce the time and effort spent on funding applications.

*Publisher*                *Department of Internal Affairs*  
*Format*                    *Hardcopy*  
*Publication date*      *2003*  
*Pages*                     *60*  
*Cost*                        *\$32 plus \$5 P & P*  
*Website*                    [www.dia.govt.nz](http://www.dia.govt.nz)

### ■ The Beginner's Guide To Sponsorship, *Heather Newell*

A practical guide designed for not-for-profit organisations looking for their first successful sponsorship. The guide covers assessing your organisation's assets, finding appropriate sponsors, making applications, and communications strategies.

*Publisher*                *Foresee Communications Ltd*  
*Format*                    *Hardcopy*  
*Publication date*      *1995*  
*Pages*                     *36*  
*Cost*                        *\$35 incl P&P*  
*Website*                    [www.foresee.co.nz](http://www.foresee.co.nz)

### ■ Funding Directory for Auckland Region and Rodney

Lists all funders for the not-for-profit sector including community, arts, environment, sport and social services.

*Publisher*                *North Shore Community and Social Services Inc*  
*Format*                    *Hardcopy*  
*Publication date*      *2005*  
*Pages*                     *96*  
*Cost*                        *\$15*

## ■ Funding Information Service website

A not-for-profit organisation collecting and distributing information about funding. There are three separate searchable computer databases: FundView (grants from trusts and foundations), BreakOut (grants for individuals) and CorporateCitizens (a directory of corporate community involvement).

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*Website*            [www.fis.org.nz](http://www.fis.org.nz)  
*Email*              [info@fis.org.nz](mailto:info@fis.org.nz)  
*Phone*              04 499 4090

## ■ Funding Series Fact Sheets

Covers preparing for funding, funding calendar and portfolio, marketing plan, legal issues, sponsorship, database management, accountability and monitoring.

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*Publisher*            *North Shore Community and Social Services Inc*  
*Format*              *CD-ROM or hardcopy*  
*Publication date*   *2001*  
*Pages*                *10 x 4 page fact sheets*  
*Cost*                 *\$30 hardcopy or \$35 for CD with a set resources on "Funding"*

## ■ Fundraising in New Zealand

This newsletter provides practical advice on fundraising techniques, profiles of successful fundraising ventures, news about conferences, courses and resources.

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*Publisher*            *Foresee Communications Ltd*  
*Format*              *Newsletter*  
*Publication date*   *Monthly*  
*Cost*                 *\$75 (plus GST) pa*  
*Website*             [www.foresee.co.nz](http://www.foresee.co.nz)

## ■ Guide to Funding

Covers funding applications, sponsorship, direct mail campaigns, event planning, and donor relationships.

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*Publisher*            *North Shore Community and Social Services Inc*  
*Format*              *CD-ROM or hardcopy*  
*Publication date*   *1997*  
*Pages*                *32*  
*Cost*                 *\$15 hardcopy or \$35 for CD with a set of resources on funding*  
*Website*             [www.nscss.org.nz](http://www.nscss.org.nz)

## ■ The Grantseekers Guide to Successful Funding Applications

Advice on making successful funding applications.

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*Publisher*            *Trust Waikato*  
*Format*              *Electronic, hardcopy*  
*Publication date*   *2002*  
*Pages*                *26*  
*Cost*                 *Free*  
*Website*             [www.trustwaikato.org.nz](http://www.trustwaikato.org.nz)

## ■ Sponsorship Profile

News, reviews and views on sponsorship.

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*Publisher*            *Foresee Communications Ltd*  
*Format*              *Newsletter*  
*Publication date*   *Monthly*  
*Cost*                 *\$150 (plus GST) for not-for-profits*  
*Website*             [www.foresee.co.nz](http://www.foresee.co.nz)



### ■ Can You Manage?

A five-part video covering community development, roles and responsibilities of organisation members, volunteers, meetings, and being a good employer.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>Video</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>Running time 27 minutes</i>
<i>Cost</i>	<i>\$35</i>

### ■ Te Wana Quality Programme – Standards and Workbooks

Developed by Health Care Aotearoa, this programme is relevant to organisations working in fields other than health. The standards are the basis of the programme, which is a whole package of supported self-assessment, review and development. The topic range for the standards include Treaty of Waitangi; consumer and community participation; consumer rights; clinical care; management and leadership, planning, quality improvement and evaluation; training and development; work and its environment; service delivery; health promotion and managing client records.

<i>Publisher</i>	<i>Health Care Aotearoa</i>
<i>Format</i>	<i>Standards are hardcopy; workbooks are electronic (summary of standards available on website)</i>
<i>Cost</i>	<i>\$24.95 for each of two books of standards</i>
<i>Website</i>	<i>www.hca.org.nz</i>

### ■ Time Management and Time Stealers

Aimed at not-for-profit organisations. Twenty steps to successful time management, avoiding poor communication and the need to manage crises, not be driven by them.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1995</i>
<i>Pages</i>	<i>17</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Boards at Work: A New Perspective on Not-for-profit Board Governance, Terry Kilmister

This classic publication covers many aspects of boards and their operation. The book aims to “empower boards to take their rightful place at the head of their organisations”. Topics covered include the purpose of boards, their development cycle, policies, relationships between the CEO and board, meeting processes and quality management. The Carver policy governance model is introduced.

<i>Publisher</i>	<i>NFP Press</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1993</i>
<i>Pages</i>	<i>186</i>
<i>Cost</i>	<i>Out of print</i>

### ■ Committee Series Fact Sheets

A set of 10 fact sheets covering employment contracts, legal issues, committee roles, planning and marketing.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>10 x 4 page fact sheets</i>
<i>Cost</i>	<i>\$30 hardcopy or \$65 for CD with a set of 5 resources on committee topics</i>

### ■ Effective Governance

A resource for directors and trustees of Māori organisations. This resource focuses on sharing best practice on the essential elements of effective governance. It recognises a multiplicity of approaches and includes summaries, references, case studies, and templates.

<i>Publisher</i>	<i>Te Puni Kōkiri</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2004</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.tpk.govt.nz</i>



## ■ Getting on Board: A governance resource for arts organisations

Written for arts organisations, this resource covers the role of the governing board, the legal and accountability framework, stakeholder relationships, policy development, strategic direction, board-chief executive relationships, monitoring and evaluating results, risk management, financial responsibilities, and the board's processes and practices.

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<i>Publisher</i>	<i>Creative New Zealand</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>Revised May 2003</i>
<i>Pages</i>	<i>89</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.creativenz.govt.nz</i>

## ■ Governance Toolkit: Nine Steps to Effective Governance

A guide to governance for sports and recreation groups. Covers the role of the board, governance structures and legal frameworks, policy leadership, developing a work plan, board meetings, strategic leadership, stakeholder relations, risk management, the role of the chief executive, monitoring and evaluation, reviewing the board's performance, succession planning and induction processes. The kit includes sample policies and references to further information.

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<i>Publisher</i>	<i>SPARC</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>127</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.sparc.govt.nz</i>

## ■ Governance Toolkit: Quick Reference Cards

A set of summary cards to complement 'Nine Steps to Effective Governance'.

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<i>Publisher</i>	<i>SPARC</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>18</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.sparc.govt.nz</i>

## ■ Guide for Committees

This guide covers roles and responsibilities of the chair, secretary, and treasurer. It also covers meeting procedures - informal and formal.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>31</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 5 resources on committee topics</i>

## ■ Management or Governance – What is the difference?

Outlines the difference between governance and management and pitfalls to watch out for. It also identifies the role of the board.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>14</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 6 resources on governance issues</i>

## ■ Role of Chairperson

Sets out duties, meeting procedures, strategies for dealing with difficult situations, and includes tips for team building and group dynamics.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>13</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 5 resources on committee topics</i>

### ■ Role of Secretary

Covers preparation for meetings, taking and circulating minutes, writing reports, handling tabled reports, Privacy Act 1993 requirements and general duties.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>10</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 5 resources on committee topics</i>

### ■ Role of Treasurer

Discusses different ways of budgeting, preparing a cashbook, reconciling a bank statement, legal requirements, preparing for an audit and preparing monthly statements for the committee.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>20</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 5 resources on a committee topics</i>

### ■ 'Running meetings' section, Community Development Resource Kit

Section E of the Community Development Resource Kit covers meeting procedures, skills, and hui Māori.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>51 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ The Meetings Manual: How to chair and participate effectively in meetings, Lora Mountjoy

A guide to the process of formal meetings, ways of running less formal meetings and tips for making meetings work well.

<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1998</i>
<i>Pages</i>	<i>66</i>
<i>Cost</i>	<i>\$13 plus \$3 P &amp; P</i>

### ■ Tipu Ake Lifecycle

An action-focused organic leadership model that exploits kiwi-style teamwork captured by a team of volunteers from Te Whaiti, AUT and others. Resources include application information, stories, case studies, and an organisational self-assessment tool.

<i>Publisher</i>	<i>Tipu Ake Team</i>
<i>Format</i>	<i>Electronic, hardcopy</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>39</i>
<i>Cost</i>	<i>Koha</i>
<i>Website</i>	<i>www.tipuake.org.nz</i>

### ■ Trustees' Duties

This guide outlines roles and responsibilities of trustees under Te Ture Whenua Māori Act 1993.

<i>Publisher</i>	<i>Department for Courts / Māori Land Court</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>28</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

### ■ Working in Groups

Covers different forms of decision-making processes, roles and responsibilities of group members.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>12</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Are you ready? Voluntary work and workplace health and safety

A brochure for non-profit organisations covering the duties of employers and managers of volunteers and how to meet these obligations.

<i>Publisher</i>	<i>WorkInfo, Department of Labour</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>8</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.workinfo.govt.nz</i>

### ■ Being a Good Employer

Discusses employers' legal requirements, expectations of employers and employees, frameworks and policies, conflict resolution, performance appraisals and more.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>11</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

### ■ Conflict Management

A guide to conflict resolution.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>10</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Employment Agreements

Updated to include the Holidays Act 2003, this is a guide to employment agreements and problem solving. Includes changes up to July 2005.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>19</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

### ■ Employment and Health and Safety Fact Sheets

A large range of fact sheets including ones on volunteers, volunteers on marae, and stress.

<i>Publisher</i>	<i>WorkInfo, Department of Labour</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Various</i>
<i>Pages</i>	<i>Series of 3-page fact sheets</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.workinfo.govt.nz</i>

### ■ Employer Guides

Plain English employer guides covering a wide range of employment-related topics are offered by the Employers and Manufacturers Association (Central). Contents cover:

1. Health and Safety in Employment Act Guide
2. Hiring staff and terminating employment Guide
3. Employment of older employees and retirement
4. Sexual harassment in the workplace
5. Leave entitlements
6. Holidays Act 2003 Guide
7. Drug testing in the workplace
8. Hiring staff and terminating employment
9. Human Rights Act 1993 and Equal Employment Opportunities Guide
10. Privacy Act 1993 Guide

Policies and other material is also available on rights and responsibilities in the employment relationship, recruitment, independent contractors, employee stress education, and equal employment opportunities.

<i>Publisher</i>	<i>EMA Central</i>
<i>Format</i>	<i>CD-ROM, electronic or hardcopy</i>
<i>Publication date</i>	<i>Various</i>
<i>Pages</i>	<i>Various</i>
<i>Cost</i>	<i>Free for members online. For non-members guides cost \$18 (plus GST) each, or \$144 (plus GST) for the whole kit.</i>
<i>Website</i>	<i>www.emacentral.org.nz</i>

### ■ 'Employment matters' section, Community Development Resource Kit

Section D of the Community Development Resource Kit covers the Employment Relations Act 2000, agreements, recruitment, and support for workers and volunteers.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>18 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Employment Relations Service website, Department of Labour

New Zealand's one-stop employment relations information shop. Basic information on laws relating to the workplace and the main rights and obligations of employers and employees are outlined.

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<i>Website</i>	<i>www.ers.govt.nz</i>
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### ■ Keeping Yourself and Your Organisation Safe

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>12</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

This is a guide for committees wanting to form policy to protect their workers in situations where they may be dealing with angry or unhappy clients who may become threatening.

### ■ Managing Volunteers

Covers the principles of sound volunteer programmes; planning volunteer programmes; job descriptions; recruiting, interviewing, selecting and placing volunteers; contracts; training, supervision and support; performance appraisals; recognising, motivating and developing volunteers; record keeping; and legal considerations. Includes sample job descriptions, contracts, and performance appraisals.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>Revised 2001</i>
<i>Pages</i>	<i>92</i>
<i>Cost</i>	<i>\$13.50 for members or \$16.50 for non-members</i>
<i>Website</i>	<i>www.nzfvwo.org.nz</i>

### ■ Performance Appraisals

Suggests ways to develop performance appraisals that are user-friendly, assist with future planning and identify opportunities for organisations and individuals.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>12</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

## ■ Personnel Practices in Voluntary Agencies: Paid Workers

Covers personnel practices for paid workers including employment procedures, training, supervision and support, performance appraisal and HR development. Includes sample policies, job descriptions, and performance appraisal. There have been considerable changes to legislation since the publication of this manual, and publishers advise that many references to legislation are now out of date. The price has been reduced to reflect this.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1994</i>
<i>Pages</i>	<i>76</i>
<i>Cost</i>	<i>\$5</i>
<i>Website</i>	<i>www.nzfvwo.org.nz</i>

## ■ 'Planning and Managing' section, Community Development Resource Kit,

Section C of the Community Development Resource Kit covers planning processes and evaluation methods, issues involved when committees are employers, health and safety and insurance.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>18 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

## ■ Stress Management and 10 Commandments for Reducing Stress

Helps identify symptoms of stress, and how to avoid burnout.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>11</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

## ■ Supervision in the Voluntary Sector: An overview of what it is and how to make it happen

Covers what supervision is, undertaking supervision from an adult education perspective, why supervision is necessary, setting up a supervision relationship, supervision in relation to Māori, supervision contracts and agreements, and evaluating supervision.

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<i>Publisher</i>	<i>The Supervision Directory Steering Group</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>33</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.supervisioninfo.org.nz</i>

## ■ Supervision Myths and Facts

Explains the benefits of supervision and discusses some different forms of supervision.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1995</i>
<i>Pages</i>	<i>28</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on employment</i>

## ■ Volunteer Management

Fact sheets about setting up a volunteer programme, recruiting, training and managing volunteers, legal obligations and more.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>A set of 4 page fact sheets</i>
<i>Cost</i>	<i>\$30 hardcopy or \$35 for CD with 'Volunteers - How to recruit them'.</i>

## HUMAN RESOURCE MANAGEMENT (continued)

### ■ **Volunteers – How to recruit and keep them**

How to attract, reward, and integrate volunteers so that they feel valued and a part of the organisation.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>12</i>
<i>Cost</i>	<i>\$15 hardcopy or \$35 for CD with 'Volunteer management' fact sheets</i>

### ■ **Volunteers: A Guide for Volunteers and Their Organisations, Mary Woods**

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<i>Publisher</i>	<i>Hazard Press</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1998</i>
<i>Pages</i>	<i>200</i>
<i>Cost</i>	<i>\$34.95</i>
<i>Website</i>	<i>www.hazardonline.com</i>

A New Zealand handbook for coordinators, educators and volunteers. Included is an overview of volunteering/voluntary work, managing volunteers, common problems in volunteer work and information about volunteers in different contexts, eg boards, church, sport, and welfare.

### ■ **Working Safely for Your Community: Health and Safety Guidelines for Community and Voluntary Organisations**

A guide for non-profit organisations about the Health and Safety in Employment Act 1992, what responsibilities they have and how to fulfil them.

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<i>Publisher</i>	<i>WorkInfo, Department of Labour</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>27</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.workinfo.govt.nz</i>

## INFLUENCING POLICY AND POLITICS

### ■ **Change it! How to Influence Public Policy, Colin Gunn (editor)**

This publication presents an overview of local and central government policy-making processes. It contains sections on consulting with iwi, writing submissions and accessing official information.

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<i>Publisher</i>	<i>National Resource Centre for Adult Education and Community Learning</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>52</i>
<i>Cost</i>	<i>\$10</i>
<i>Website</i>	<i>www.nrc.org.nz</i>

### ■ **The Joy of Lobbying - Campaigning to Influence Government Decisions and Public Attitudes, Diedre Kent**

This book looks at what it takes to be a good campaigner and some of the strategies to consider when planning an effective campaign for change.

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<i>Publisher</i>	<i>Gateway Lobbying Skills</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1998</i>
<i>Pages</i>	<i>74</i>
<i>Cost</i>	<i>Out of print</i>

### ■ **'Political Processes and Submissions' section, Community Development Resource Kit**

Section K of the Community Development Resource Kit covers writing submissions to parliament, how select committees work, and parliamentary petition processes.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>8 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>



■ **Communities Online: Information and Communications Technology Case Studies**

A booklet to help iwi, hapū, whanau and community organisations make informed choices about using information and communications technology. Features case studies of nine projects and websites from throughout the country.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>27</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

■ **'Keeping Good Records' section, Community Development Resource Kit**

Section I of the Community Development Resource Kit covers organising and maintaining records as well as the Privacy Act 1993.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>10 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

■ **'Technology and Internet' section, Community Development Resource Kit**

Section J of the Community Development Resource Kit discusses use of the internet as a tool for community organisations.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>5 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

■ **Associations and Clubs Law in Australia and New Zealand, A. S Sievers**

Covers the basics of law regarding voluntary associations. Topics covered include the concept and nature of voluntary associations, unincorporated associations, processes for incorporation, and management.

<i>Publisher</i>	<i>Federation Press</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1996</i>
<i>Pages</i>	<i>164</i>
<i>Cost</i>	<i>\$A25 plus P&amp;P</i>
<i>Website</i>	<i>www.federationpress.com.au</i>

■ **Charities Commission website**

Under the Charities Act 2005, the Charities Commission is tasked with providing a registration and monitoring system for charitable organisations, and support and education to the charitable sector on good governance and management.

<i>Website</i>	<i>www.charities.govt.nz</i>
<i>Phone</i>	<i>0508 242 748</i>

■ **Charities – The New Environment, Stephen Tomlinson and Graeme McGlenn**

Looks at the charitable sector and proposed reforms aimed at reducing the abuse of tax-exempt status. As well as looking at background of the Charities Act 2006, there is coverage of the proposed registration, monitoring and ongoing compliance regime, and current taxation and financial reporting issues.

<i>Publisher</i>	<i>New Zealand Institute of Chartered Accountants</i>
<i>Format</i>	<i>Spiral Binding</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>82</i>
<i>Cost</i>	<i>\$99.00 (members) \$119.00 (non-members)</i>
<i>Website</i>	<i>www.nzica.com</i>

### ■ Charity Law in Australia and New Zealand, *Gino dal Pont*

This book deals with the law relating to charities in all Australian jurisdictions and in New Zealand. It is aimed at law students, practitioners and administrators and regulators of charities.

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<i>Publisher</i>	<i>Oxford University Press</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>460</i>
<i>Cost</i>	<i>Out of print</i>

### ■ Keeping It Legal / E Ai Ki Te Ture

Brochure 1 provides a framework for understanding how the law affects organisations and outlines the 'Keeping it legal' series. Brochure 2 covers legal structures, administrative tasks and rules for organisations. It also covers organisations with branches or secondary structures. Brochure 3 covers key laws applying to not-for-profit organisations. Brochure 4 provides guidelines about compliance programmes and using insurance to manage risks. Fact sheets provide summarised information about requirements and responsibilities and list references for detailed information.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations and the Office for the Community and Voluntary Sector</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>5 December 2005</i>
<i>Pages</i>	<i>4 brochures and a set of fact sheets</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.ocvs.govt.nz</i>

### ■ LawAccess website, Legal Services Agency

A website-based catalogue of law-related information and resources. There is information in the catalogue relevant to community and voluntary organisations, and families and people they work with. Over 140 New Zealand organisations list their resources online.

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<i>Website</i>	<i>www.lawaccess.lsa.govt.nz</i>
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### ■ Law of Societies in New Zealand: Unincorporated, incorporated, and charitable, *Mark Von Dadelszen*

This text covers unincorporated societies, how societies are formed, constitutions and how they are changed, membership, how entities are governed, meeting processes, the role of the registrar and winding up processes.

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<i>Publisher</i>	<i>Butterworths</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>294</i>
<i>Cost</i>	<i>Out of print</i>

### ■ Law Scene

A monthly update which provides information and analysis of legislation relevant to the voluntary sector. Case law, legal reports and special features are also included.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>Monthly</i>
<i>Pages</i>	<i>4</i>
<i>Cost</i>	<i>\$27/yr members or \$30/yr non-members</i>
<i>Website</i>	<i>www.nzfvwo.org.nz</i>

### ■ Legal Resource Manual

Outlines legal responsibilities of governance committees, legal structures, IRD compliance, importance of good policies, and more.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>28</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 6 resources on governance issues</i>



## ■ Legal Series

A set of 10 fact sheets covering such topics including constitutions, employment contracts, Privacy Act 1993, Human Rights Act 1993, Health and Safety in Employment Act 1992, IRD requirements, and the importance of good policies.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>10 x 4 page fact sheets</i>
<i>Cost</i>	<i>\$30 hardcopy or \$80 for CD with set a set of 6 resources on governance issues</i>

## ■ 'Legislation' section, Community Development Resource Kit

Section L of the Community Development Resource Kit covers information on legislation affecting community groups.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>5 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

## ■ Māori Incorporations

This guide defines and describes Māori Incorporations that come under Te Ture Whenua Māori Act 1993 and the Māori Incorporations Constitution Regulations 1994. It covers establishing and running a Māori incorporation including constitutions; gifting, selling, leasing, or mortgaging land; shares; general meetings of shareholders; Māori Land Court duties and powers.

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<i>Publisher</i>	<i>Department for Courts / Māori Land Court</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>38</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

## ■ Māori Land Trusts: A guide

Outlines the definition and types of trusts that come under the Te Ture Whenua Māori Act 1993. The guide covers establishing a trust, holding meetings, trustees and their duties, amending a trust and terminating a trust. Types of trusts detailed are: Ahu whenua trusts; whenua tōpū trusts; kai tiaki trusts; and pūtea trusts.

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<i>Publisher</i>	<i>Department for Courts / Māori Land Court</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>31</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

## ■ Māori Reservations

Covers establishing a Māori Reservation under the Te Ture Whenua Māori Act 1993 and the Māori Reservations Regulations 1994. Includes information on trustees, marae and Māori committees, using a reservation for an activity, annual general meetings, and administering reservations.

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<i>Publisher</i>	<i>Department for Courts / Māori Land Court</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>19</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

## ■ Risk Management: Managing Legal Risks for Voluntary Agencies

This manual brings together relevant information about the legal responsibilities of voluntary organisations into one document. It covers administration and structure of voluntary organisations; legislative responsibilities for premises, employment, trade, privacy, property, human rights; civil wrongs that can affect your organisation; and managing risk.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>126</i>
<i>Cost</i>	<i>\$56.25 for members, \$73.13 for non-members</i>
<i>Website</i>	<i>www.nzfvwo.org.nz</i>

### ■ 'Setting Up a Community Group' section, Community Development Resource Kit

Section B of the Community Development Resource Kit covers umbrella groups, legal structures, incorporated societies, and charitable trusts. It includes sample documents for incorporated societies and charitable trusts.

<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>52 pages of a 226 page kit</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Setting Up a Legal Structure

This resource guides groups through the decisions of what kind of structure to establish, what is required, what costs are likely and when legal advice is needed.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2005</i>
<i>Pages</i>	<i>10</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 6 resources on governance issues</i>

### ■ Societies and Trusts website, Ministry of Economic Development

The Companies Office looks after the register of incorporated societies and charitable trusts. On the website you can update registration details for an incorporated society, search for an incorporated society or charitable trust and obtain useful information about these organisations.

<i>Website</i>	<i>www.societies.govt.nz</i>
<i>Phone</i>	<i>0508 762 438</i>

### ■ Marketing Your Community Group

Step-by-step guide to preparing a marketing plan, and why it is important.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2001</i>
<i>Pages</i>	<i>11</i>
<i>Cost</i>	<i>\$15 hardcopy or \$65 for CD with a set of 6 resources on strategic planning</i>

### ■ Media Release Writing Skills

Step-by-step guide to writing for media uptake.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1995</i>
<i>Pages</i>	<i>10</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Organising a Community Event

Covers establishment of a working group, planning, timelines, budgeting, publicity and more. Written by community organisers.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2000</i>
<i>Pages</i>	<i>20</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Successful Presentations

A guide to preparing professional presentations.

<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>11</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Ideas into Action: Planning Community Projects

A training kit that goes through the steps involved in taking a project from idea to action. It introduces simple planning monitoring and evaluation methods for community projects, programmes or other activities.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>1996</i>
<i>Pages</i>	<i>57</i>
<i>Cost</i>	<i>Out of print</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Management Plans

A step-by-step guide to developing a management plan and setting a vision for the organisation.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1997</i>
<i>Pages</i>	<i>18</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of 7 resources on organisational issues</i>

### ■ Planning for Success: A do-it-yourself kit for developing your own business plan

Aimed at small businesses, this is a do-it-yourself kit with templates to fill out as the reader goes through the text. It covers marketing, finance, using e-commerce, innovation strategy, and more.

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<i>Publisher</i>	<i>New Zealand Trade and Enterprise</i>
<i>Format</i>	<i>Online</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>89 plus templates</i>
<i>Cost</i>	<i>Free</i>
<i>Website</i>	<i>http://www.nzte.govt.nz/section/13673/9063.aspx</i>

### ■ EMA Policies

Written for a business audience, this range of 18 generic policies that can be purchased individually or with discounts for more than 10. Policies include smoking, disciplinary process, gifts, long-term absence, cell phone use, harassment, stress, company vehicles, communication, and health and safety.

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<i>Publisher</i>	<i>EMA Central</i>
<i>Format</i>	<i>CD-ROM, electronic or hardcopy</i>
<i>Publication date</i>	<i>Various</i>
<i>Pages</i>	<i>Various</i>
<i>Cost</i>	<i>Price range for members \$45 to \$168.75 or for \$67.50 to \$255 non-members</i>
<i>Website</i>	<i>www.emacentral.org.nz</i>

### ■ Policy Examples

Outlines why policies are necessary and gives samples of service agreements for volunteers, time in lieu, vehicle usage, internet use, sexual harassment, complaints procedures and more.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>2003</i>
<i>Pages</i>	<i>15</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of resources on governance issues</i>

### ■ Sexual and Racial Harassment Policy

Explains the reasons for such policies, provides examples and a sample policy.

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<i>Publisher</i>	<i>North Shore Community and Social Services Inc</i>
<i>Format</i>	<i>CD-ROM or hardcopy</i>
<i>Publication date</i>	<i>1999</i>
<i>Pages</i>	<i>7</i>
<i>Cost</i>	<i>\$15 hardcopy or \$80 for CD with a set of resources on governance issues</i>

### ■ Community Development Good Practice Guidelines

Essential information, facts and legal requirements needed to run a community group. Covers legal structures, governance, measuring performance, employment, finances. Includes some checklists and templates.

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<i>Publisher</i>	<i>Hutt City Council</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>2004</i>
<i>Pages</i>	<i>114</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.huttcity.govt.nz</i>

### ■ Community Development Resource Kit

A comprehensive manual covering all aspects of setting up and running a community organisation. Contents include community development practice, legal structures, planning and managing, employment matters, financial management, funding, keeping good records, technology, political processes and submissions, and legislation. Includes sample documents, templates and checklists.

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<i>Publisher</i>	<i>Department of Internal Affairs</i>
<i>Format</i>	<i>Electronic and hardcopy</i>
<i>Publication date</i>	<i>Revised 2003</i>
<i>Pages</i>	<i>226</i>
<i>Cost</i>	<i>Free online. Hardcopy \$35 plus \$5 P &amp; P</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ CommunityNet Aotearoa website, Department of Internal Affairs

A comprehensive website designed to meet the needs of iwi/Māori and community and voluntary organisations. It contains practical advisory information, case studies, website links, and a community noticeboard.

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<i>Website</i>	<i>www.community.net.nz</i>
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### ■ From Seed to Success

There are two related guides available to help people working on conservation projects. *The Tool Kit for Community Conservation Projects* focuses on working effectively as a group, consultation, managing conflict in a group, and organising meetings and events. *A Guide for Community Conservation Projects* covers advice about establishing, maintaining, improving and evaluating community conservation projects. There are summaries, diagrams, short case studies, links and templates.

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<i>Publisher</i>	<i>Department of Conservation</i>
<i>Format</i>	<i>Electronic</i>
<i>Publication date</i>	<i>Revised March 2005</i>
<i>Pages</i>	<i>85 and 57</i>
<i>Cost</i>	<i>Free online</i>
<i>Website</i>	<i>www.doc.govt.nz</i>

### ■ Managing Your Voluntary Agency in New Zealand: A Handbook

A handbook covering everything voluntary sector managers need to know about managing a voluntary agency. Topics covered include policy development, planning, staffing, managing finances and raising funds, developing public and political relations. Some templates and examples are included.

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<i>Publisher</i>	<i>New Zealand Federation of Voluntary Welfare Organisations</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>June 2005</i>
<i>Pages</i>	<i>168</i>
<i>Cost</i>	<i>\$18 members or \$22.50 non-members</i>
<i>Website</i>	<i>www.nzfvwo.org.nz</i>

### ■ Seizing the Moment II: Turning Community Ideas into Action, editor Colin Gunn

A handbook for community workers covering everything from management and employment to communications and funding.

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<i>Publisher</i>	<i>Community Work Training Advisory Board</i>
<i>Format</i>	<i>Hardcopy</i>
<i>Publication date</i>	<i>Revised 1994</i>
<i>Pages</i>	<i>96</i>
<i>Cost</i>	<i>Out of print</i>

### ■ BreakOut Database, Funding Information Service

BreakOut contains details of awards, scholarships and grants available to New Zealand individuals for personal development, principally in academic, artistic, research and sporting fields. The database is maintained by the Funding Information Service.

*Website*                      [www.fis.org.nz/BreakOut](http://www.fis.org.nz/BreakOut)

### ■ Management of Not-for-profit Organisations, Waikato Management School, University of Waikato

A post-graduate Diploma and Masters of Management Studies are offered in managing not-for-profit organisations. Papers allow many of the issues that arise for community and voluntary organisations to be explored through multiple perspectives. All papers are taught wholly online, and are suitable for students wishing to study off-campus. People enrolling in the programme can apply for a fee scholarship.

*Contact person*      *Convenor*  
*Phone*                      *07 838 4466 ext 6052*  
*Fax*                              *07 838 4270*  
*Address*                      *Private Bag 3105, Hamilton*  
*Email*                              *community@mngt.waikato.ac.nz*  
*Website*                      *www.mngt.waikato.ac.nz*

### ■ Not-for-Profit Management Programme, Unitec

This programme offers flexible, specialised learning for people managing and working in not-for-profit organisations. A graduate diploma and short courses are offered. Issues faced working in the community and voluntary sector are addressed, with the differences between managing in the not-for-profit sector and a business or government department highlighted. Courses are available in seven New Zealand centres: Auckland, Christchurch, Dunedin, Hamilton, Nelson, Tauranga and Wellington, and in the Pacific. People enrolling in the programme can apply for a fee scholarship.

*Contact person:*      *Lyn McOnie*  
*Phone*                      *0800 10 95 10, or 09 815 4321*  
                                     *ext 5068*  
*Fax*                              *09 837 5947*  
*Address*                      *Private Bag 92 025, Auckland*  
*Email*                              *lmconie@unitec.ac.nz*  
*Website*                      *www.community.unitec.ac.nz*

### ■ Mentoring – help when you need it

A look at mentoring for those in management and governance roles in New Zealand non-profits. Covers what mentoring is and its benefits and outlines some of the mentoring services and training available. Case studies of different forms of mentoring (business/community, community/community) are examined.

*Publisher*                      *New Zealand Federation of*  
                                     *Voluntary Welfare*  
                                     *Organisations*  
*Format*                              *Electronic or hardcopy*  
*Publication date*      *August 2002*  
*Pages*                              *21*  
*Cost*                                  *Free*  
*Website*                              *www.nzfwo.org.nz*

### ■ Te Wana, Treaty of Waitangi module

Standards and a workbook on the Treaty of Waitangi have been developed as part of the Te Wana quality programme (see page 10). Te Tiriti o Waitangi standard is written in two perspectives: Maori and Taiwi. Revised standards are due to be released in 2006 focusing on the articles of the Treaty.

<i>Publisher</i>	<i>Healthcare Aotearoa</i>
<i>Format</i>	<i>Standards are hardcopy; workbooks are electronic (summary of standards available on website)</i>
<i>Cost</i>	<i>\$24.95 for each of two books of standards</i>
<i>Website</i>	<i>www.hca.org.nz</i>

### ■ Treaty of Waitangi Information Programme website

This website provides a concise account of the Treaty of Waitangi and the events surrounding it. Available online are the Treaty text, a timeline, resource lists, case studies and settlement information. The Treaty of Waitangi Information Programme is managed by the State Services Commission.

<i>Website</i>	<i>www.treatyofwaitangi.govt.nz</i>
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### ■ Department for Courts/ Māori Land Court

<i>Address</i>	<i>PO Box 180, Wellington</i>
<i>Phone</i>	<i>04 918 8943</i>
<i>Fax</i>	<i>04 918 8942</i>
<i>Website</i>	<i>www.courts.govt.nz</i>

### ■ Creative New Zealand

<i>Address</i>	<i>P O Box 3806, Wellington</i>
<i>Phone</i>	<i>04 473 0880</i>
<i>Fax</i>	<i>04 471 2865</i>
<i>Email</i>	<i>info@creativenz.govt.nz</i>
<i>Website</i>	<i>www.creativenz.govt.nz</i>

### ■ C R McPhail Ltd

<i>Address</i>	<i>PO Box 2091, Palmerston North</i>
<i>Phone</i>	<i>06 357 1644</i>
<i>Fax</i>	<i>06 357 1648</i>
<i>Email</i>	<i>enquiries@crmcpmail.co.nz</i>
<i>Website</i>	<i>www.crmcpmail.co.nz</i>

### ■ Department of Internal Affairs

<i>Address</i>	<i>P O Box 805, Wellington</i>
<i>Phone</i>	<i>04 495 7200</i>
<i>Fax</i>	<i>04 495 7222</i>
<i>Email</i>	<i>info@dia.govt.nz</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ EMA Central

<i>Address</i>	<i>PO Box 1087, Wellington</i>
<i>Phone</i>	<i>04 473 7224</i>
<i>Fax</i>	<i>04 473 4501</i>
<i>Website</i>	<i>www.emacentral.org.nz</i>

### ■ Federation Press

<i>Address</i>	<i>PO Box 45, Annandale, NSW 2038, Australia</i>
<i>Phone</i>	<i>00 61 2 955 2220</i>
<i>Fax</i>	<i>00 61 2 955 2168</i>
<i>Email</i>	<i>info@federationpress.com.au</i>
<i>Website</i>	<i>www.federationpress.com.au</i>

### ■ Foresee Communications Ltd

<i>Address</i>	<i>PO Box 40767, Upper Hutt, Wellington</i>
<i>Phone</i>	<i>04 528 0542</i>
<i>Fax</i>	<i>04 528 2588</i>
<i>Email</i>	<i>kirsty@foresee.co.nz</i>
<i>Website</i>	<i>www.foresee.co.nz</i>

### ■ Hazard Press

<i>Address</i>	<i>PO Box 2151, Christchurch</i>
<i>Phone</i>	<i>03 377 0370</i>
<i>Fax</i>	<i>03 377 0390</i>
<i>Email</i>	<i>rachel@hazard.co.nz</i>
<i>Website</i>	<i>www.hazardonline.com</i>



### ■ Health Care Aotearoa

**Address** PO Box 6036,  
Marion Square, Wellington  
**Phone** 04 381 2865  
**Fax** 04 381 3846  
**Website** www.hca.org.nz

### ■ Hutt City Council

**Address** Private Bag 31912, Lower Hutt  
**Phone** 04 570 6644  
**Fax** 04 569 1128  
**Email** community.development@  
huttcity.govt.nz  
**Website** www.huttcity.govt.nz

### ■ Kotare Trust

**Address** 510 Wayby Station Road, Hoteo  
North RD2, Wellsford 1242  
**Phone** 09 423 9228  
**Email** kotare.trust@paradise.net.nz

### ■ Lora Mountjoy

**Address** c/- PDC, Colville, Coromandel  
**Phone** 07 866 6830  
**Email** mountjoy.ink@clear.net.nz

### ■ Ministry of Women's Affairs

**Address** PO Box 10-049, Wellington  
**Phone** 04 915 7112  
**Fax** 04 916 1604  
**Email** mwa@mwa.govt.nz  
**Website** www.wma.govt.nz

### ■ North Shore Community and Social Services Inc

A publication list and order form is available from the organisation.

**Address** PO Box 33 284, Takapuna,  
North Shore City  
**Phone** 09 486 4820  
**Fax** 09 486 4820  
**Email** admin@nscss.org.nz

### ■ New Zealand Federation of Voluntary Welfare Organisations

**Address** PO Box 9517, Wellington  
**Phone** 04 385 0981  
**Fax** 04 385 3248  
**Email** admin@nzfvwo.org.nz  
**Website** www.nzfvwo.org.nz

### ■ New Zealand Institute of Chartered Accountants

**Address** PO Box 11 342, Wellington  
**Phone** 04 474 7840  
**Fax** 04 473 6303  
**Email** registry@nzica.com  
**Website** www.nzica.com

### ■ Office for the Community and Voluntary Sector

**Address** Ministry of Social Development,  
PO Box 12-136, Wellington  
**Phone** 04 918 9555  
**Fax** 04 913 3080  
**Email** ocvs@msd.govt.nz  
**Website** www.ocvs.govt.nz

### ■ SPARC

**Address** PO Box 2251, Wellington  
**Phone** 04 472 8058  
**Fax** 04 471 0813  
**Website** www.sparc.govt.nz

### ■ The Supervision Directory Steering Group

**Address** c/- Christchurch Council of Social  
Services, Christchurch  
Community House, 141 Hereford  
St, Christchurch  
**Phone** 03 366 2050  
**Email** ccoss@ihug.co.nz

### ■ Tuhi Tuhi Communications

**Address** PO Box 80 020, Auckland  
**Phone** 09 816 9520  
**Email** info@tako.co.nz  
**Website** www.tako.co.nz

### ■ Tipu Ake Team

**Address** c/- Peter Goldsbury, 20 Hastings  
Parade, Devonport, Auckland  
**Phone** 09 445 4454  
**Email** pgoldsbury@stratex.co.nz  
**Website** www.tipuake.org.nz

### ■ Trust Waikato

**Address** PO Box 391, Hamilton  
**Phone** 07 838 2660  
**Fax** 07 838 2661  
**Email** wct@trustwaikato.co.nz  
**Website** www.trustwaikato.co.nz

### ■ WorkInfo

**Address** Department of Labour,  
PO Box 3705, Wellington  
**Phone** 0800 209 020  
**Website** www.workinfo.govt.nz



# PART 2

## *Who can help?*

*In this section are listed organisations that can provide support with community and voluntary organisation capacity-building needs. Many of these offer services to the community and voluntary sector.*



# National Organisations

## UMBRELLA ORGANISATIONS

The organisations listed below provide information and support to their members. Membership maybe restricted: each organisation has its own membership criteria.

### ■ Association of Non-governmental Organisations of Aotearoa

ANGOA is a network of organisations from across the range of national, regional and local non-governmental organisations in Aotearoa New Zealand. Member organisations are active in the areas of health, education, international development, human rights, the environment, youth, women and ethnicity. The association supports its members by providing networking opportunities, sector news, advocacy and lobbying, advice and support. The annual membership subscription is \$50 (including GST).

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<i>Address</i>	<i>PO Box 12 470, Wellington</i>
<i>Phone</i>	<i>04 972 7708</i>
<i>Fax</i>	<i>04 972 7708</i>
<i>Email</i>	<i>angoa@paradise.net.nz</i>
<i>Website</i>	<i>www.angoa.org.nz</i>

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### ■ Health Care Aotearoa

Health Care Aotearoa is a national network of primary health providers which are not-for-profit, and community controlled. The organisation nationally has staff with skills in organisational development and many aspects of health service delivery. Te Wana is a quality programme for primary health care services (see page 10).

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<i>Address</i>	<i>PO Box 6036, Marion Square, Wellington</i>
<i>Phone</i>	<i>04 381 2865</i>
<i>Fax</i>	<i>04 381 3846</i>
<i>Email</i>	<i>petra@hca.org.nz</i>
<i>Website</i>	<i>www.hca.org.nz</i>

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### ■ New Zealand Association of Child and Family Support and Community Services

The Association is open to all Section 396 Child and Family Support Services and Section 403 Community Services within New Zealand, approved under the Children, Young Persons and their Families Act 1989. Roles include providing a voice for member organisations, encouraging co-operation between approved services and government departments, responding to challenges to best practice, and providing information and resources to members. Membership is \$50 per annum.

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<i>Address</i>	<i>PO Box 127, Otaki</i>
<i>Phone</i>	<i>04 364 0567</i>
<i>Email</i>	<i>jocwilson@theorganisation.org.nz</i>
<i>Website</i>	<i>www.theorganisation.org.nz</i>

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### ■ New Zealand Council of Christian Social Services

The Council represents and supports the work of Anglican Care, the Baptist Union, Catholic Social Services, the Methodist Church, Presbyterian Support New Zealand and the Salvation Army. Its roles include information gathering, research on social services and building relationships with government officials. The majority of the Council's work comes under three main policy areas: poverty and housing; children, young people and families; and services for older people.

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<i>Address</i>	<i>PO Box 12-090, Wellington</i>
<i>Phone</i>	<i>04 473 2627</i>
<i>Fax</i>	<i>04 473 2624</i>
<i>Email</i>	<i>admin@nzccss.org.nz</i>
<i>Website</i>	<i>www.nzccss.org.nz</i>

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### ■ New Zealand Council of Social Services

This umbrella organisation for the councils of social services and other social service networks throughout the country organises conferences and other events, as well as offering advocacy and lobbying, sector news and events updates. The annual subscription is \$50.

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<i>Address</i>	<i>PO Box 5594, Wellington</i>
<i>Phone</i>	<i>04 472 3364</i>
<i>Fax</i>	<i>04 472 3364</i>
<i>Email</i>	<i>nzcoss@nzcoss.org.nz</i>
<i>Website</i>	<i>www.nzcoss.org.nz</i>

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### ■ New Zealand Federation of Ethnic Councils

The Federation aims to support ethnic communities with networking, advocacy and lobbying, and coordinating events.

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*Address* PO Box 1409, Wellington  
*Phone* 04 527 3030  
*Fax* 04 527 4343  
*Email* [executive@nzfec.org.nz](mailto:executive@nzfec.org.nz)  
*Website* [www.nzfec.org.nz](http://www.nzfec.org.nz)

### ■ New Zealand Federation of Voluntary Welfare Organisations

The Federation of Voluntary Welfare Organisations is a national umbrella group for voluntary social service agencies. It supports its members by providing networking, sector news, advocacy and lobbying, advice and support, publications, seminars and training. The annual subscription starts at \$65 (including GST) for organisations with annual expenditure between nothing to \$99,999.

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*Address* PO Box 9517, Wellington  
*Phone* 04 385 0981  
*Fax* 04 385 3248  
*Email* [comms@nzfvwo.org.nz](mailto:comms@nzfvwo.org.nz)  
*Website* [www.nzfvwo.org.nz](http://www.nzfvwo.org.nz)

### ■ Platform

Platform exists to give voice to the non-government organisations (NGOs) that provide health and disability services in communities throughout New Zealand. Platform members have a commitment to mental health and work collaboratively to find solutions that work for people and support New Zealand to provide leading edge mental health services. The organisation promotes the interests and welfare of service providers at regional and national levels, links organisations working in the sector, acts as a clearing house, and advocates on behalf of community mental health services.

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*Address* P O Box 6380, Wellington  
*Phone* 04 385 0385  
*Email* [admin@platform.org.nz](mailto:admin@platform.org.nz)  
*Website* [www.platform.org.nz](http://www.platform.org.nz)

### ■ Volunteering NZ

This is an association of volunteer centres and national organisations that supports, promotes, values and encourages effective volunteering by the people of Aotearoa New Zealand.

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*Address* PO Box 24 526, Wellington  
*Phone* 04 384 3636  
*Fax* 04 384 3637  
*Email* [office@volunteeringnz.org.nz](mailto:office@volunteeringnz.org.nz)  
*Website* [www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)

## PROFESSIONAL ASSOCIATIONS

### ■ Aotearoa New Zealand Association of Social Workers

The Association is recognised as the primary body that represents the interests of New Zealand social workers. The organisation reflects efforts by its members to have a professional body for social work that respects Te Tiriti O Waitangi and the special characteristics of social work practice in New Zealand. Services include running a competency assessment programme and complaints process, professional indemnity insurance, information sharing, and learning opportunities.

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*Address* PO Box 1072, Dunedin  
*Phone* 03 477 5793  
*Fax* 03 479 0571  
*Email* natoffice@anzasw.org.nz  
*Website* www.anzasw.org.nz

### ■ Associations New Zealand

Associations New Zealand is a voluntary professional organisation run by association executives for association executives to benefit of not-for-profit organisations. It has branches in Auckland, Wellington and Christchurch and organises regular seminars, speakers and workshops for members to enhance their performance and their personal development. Annual subscription fees start at \$150 (plus GST) for individual membership.

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*Address* PO Box 106-123, Auckland  
*Phone* 09 575 0115  
*Fax* 09 575 0116  
*Email* secretariat@associationsnz.org.nz  
*Website* www.associationsnz.org.nz

### ■ Australasian Association of Volunteer Administrators

The Association is for individuals across all sections of the community who are involved with managing volunteer programmes within the Australasian region, including Australia and New Zealand. It supports networking, supplies a journal subscription, training information, and some scholarships for members. Membership is \$70 per annum.

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*Address* PO Box 9826, Wellington  
*Phone* 04 499 7554  
*Email* rogertweedy@xtra.co.nz  
*Website* www.aava.asn.au

### ■ Fundraising Institute of New Zealand

The Institute is the professional body for people working in fundraising. Resources, training and development opportunities are provided members. Members include full time professional fundraisers, chief executives who have fundraisers working under them and volunteers who are responsible for fundraising. All members are required to adhere to a code of conduct and ethics and to maintain a high level of professionalism.

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*Address* PO Box 11203, Wellington  
*Phone* 04 499 6223  
*Fax* 04 499 6224  
*Email* finz@fundraising.org.nz  
*Website* www.finz.org.nz

### ■ Institute of Directors in New Zealand

The Institute promotes excellence in corporate governance, represents directors' interests and facilitates their professional development through education and training. There are over 3,500 members from the public and private sectors. Information provided includes best practice statements for directors, and monthly newsletters. Training and conferences are available. Some information relevant to not-for-profit organisations is available.

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*Address* P O Box 8017, The Terrace, Wellington.  
*Phone* 04 499 0076  
*Fax* 04 499 9488  
*Email* mail@iod.org.nz  
*Website* www.iod.org.nz

# Local and Regional Support

There are many local providers of support and advice. In your area you might be able to access support from local government community advisors, or from local or regional support providers (eg community houses), as well as from the organisations listed below.

## NOT-FOR-PROFIT SUPPORT

Some infrastructure or support providers are dedicated to providing support, advice and coordination regionally or locally. At the time of print we are aware of the following services:

### ■ Community Accounts Mentoring Service, Wellington

This service provides one-to-one professional financial mentoring for not-for-profit organisations in Wellington. It helps organisations improve finance skills, accounting systems and answers questions on GST, PAYE etc. Help with teaching people to prepare final year accounts ready for an auditor is available. The service is mobile and offers subsidised rates.

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*Address* PO Box 11 706, Wellington  
*Phone* 04 385 3518  
*Email* debbie.cams@paradise.net.nz

### ■ Compass Community Foundation, Tauranga

The Foundation provides management advice to the not-for-profit sector and contributes to community development in the western Bay of Plenty by providing community organisation offices and facilities at Tauranga's Historic Village, Volunteer Western Bay of Plenty and a limited range of management advice on strategic business planning, administrative structures, funding, financial systems, operational policy and procedure, and management mentoring.

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*Address* PO Box 841, Tauranga  
*Phone* 07 571 3700  
*Fax* 07 571 3701  
*Email* vicki@compass.comtrust.co.nz  
*Website* www.compass-foundation.co.nz

### ■ Community Group Development, Business Development Centre, Hamilton

The Community Group Development service supports not-for-profit organisations in the Waikato region, using a flexible approach to responding to organisations' needs. Support, training and advice is offered of topics that include strategic and business planning, project / event planning, programme evaluation, fundraising and grant writing, social auditing, and financial management. A mentoring programme for community groups is available.

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*Address* PO Box 19209, Hamilton  
*Phone* 07 838 6517  
*Fax* 07 838 6884  
*Email* team@businessdevelopmentcentre.co.nz  
*Website* www.businessdevelopmentcentre.co.nz

### ■ Community Support Service, Nelson

The Service was established in 2005 to support community groups in the social services sector of the Nelson Tasman region. The Service aims to strengthen and provide key governance and management services to community groups. It is still evolving, and is considering support in the following areas: IT and computers, legal, marketing and media, employment, financial management, and administration.

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*Address* c/- Volunteer Nelson office, 50 Halifax Street, Nelson  
*Phone* 04 546 7685  
*Fax* 03 546 7681  
*Email* nvc1@ts.co.nz

### ■ He Oranga Pounamu Charitable Trust, Christchurch

He Oranga Pounamu Charitable Trust was established to organise and integrate health and social services within the Ngai Tahu takiwa. The Trust acts as a broker for affiliated Māori service providers and Maori community organisations securing funding contracts with the Crown and other funding agencies. He Oranga Pounamu also provides business support services, monitoring and evaluation, opportunities for new development and research to support ongoing development of providers and services.

*Address* 186 Hereford Street, Christchurch  
*Phone* 03 353 4370  
*Fax* 03 374 5962  
*Email* admin@hop.org.nz  
*Website* www.hop.org.nz

### ■ Social Services Waikato

Social Services Waikato works alongside community-based social service groups, supporting, strengthening and advocating around issues affecting people and organisations in the sector. 'Social services' is defined as caring work in health and welfare that contributes to the wellbeing of people and communities. Roles include supporting networks such as social service managers forum, administering grants, and providing a community advisory service. The advisory service supports and provides information related to analysing needs, evaluating services, training, planning, governing, managing and developing organisations.

*Address* PO Box 391, Hamilton  
*Phone* 07 838 1583  
*Email* ssw@com-trust.org.nz  
*Website* www.socialserviceswaikato.org.nz

Some community and voluntary organisations belong to business-focused providers of advice and information.

### ■ Canterbury Employers' Chamber of Commerce

The Chamber provides employer support, general business advice, membership networking and marketing opportunities, and training and development, and undertakes lobbying to ensure the continuing promotion of an environment that is supportive of sustainable and profitable business. Businesses in the wider sense are members, including not for profit organisations. Annual subscription rates start at \$350 (plus GST) for organisations with 10 or fewer staff.

*Address* P O Box 359, Christchurch  
*Phone* 03 366 5096  
*Fax* 03 379 5454  
*Email* info@cecc.org.nz  
*Website* www.cecc.org.nz

### ■ Employers and Manufacturers Association (Central)

EMA Central provides services to the business sector including wide range of advice and information on employee relations, employment law and occupational health and safety, newsletters and training, and represent member interests to government and in other forums. Members include Māori enterprises, incorporated societies, associations, charities. Annual subscription rates are based on members' annual wage and salary bill.

*Address* PO Box 1087, Wellington  
*Phone* 04 473 7224  
*Fax* 04 473 4501  
*Email* ema@emacentral.org.nz  
*Website* www.emacentral.org.nz

### ■ Employers and Manufacturers Association (Northern) Inc

EMA Northern represents over 7200 member organisations north of Taupo. Services provided include employment relations and occupational and workplace safety advice, employment consultancy, skills training and education courses, events and networking opportunities, and publications. The Association responds to local, regional and national government initiatives and policies. Subscriptions start at \$370 per annum for organisations with a payroll of less than \$100,000 (excluding GST).

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<i>Address</i>	<i>Private Bag 92066, Auckland 1030</i>
<i>Phone</i>	<i>09 367 0918</i>
<i>Fax</i>	<i>09 367 0902</i>
<i>Email</i>	<i>sales@ema.co.nz</i>
<i>Website</i>	<i>www.ema.co.nz</i>

### ■ Otago Southland Employers' Association

The Association is a business-focused organisation providing advice, support and representation for employers in all aspects of employment-related legislation, delivering training and development programmes, and representing members' interests at a local and central government level. Annual subscription rates start at \$225 (plus GST) for organisations with less than 10 staff.

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<i>Address</i>	<i>P O Box 473, South Dunedin</i>
<i>Phone</i>	<i>0508 656 757 or 03 455 5165</i>
<i>Fax</i>	<i>03 455 2181</i>
<i>Email</i>	<i>marie@osea.org.nz</i>
<i>Website</i>	<i>www.osea.org.nz</i>

The following agencies have a role providing information, advice and support to people working in community and voluntary organisations.

### ■ Department of Internal Affairs

Community Advisory Services help community or voluntary groups find the skills and resources they need to create positive changes within their community. Trained community development advisors work from 16 regional offices, providing information on funding, assistance with planning, including project planning, funding information, advice on setting up legal structures, access to training and group facilitation. The government funds Community Advisory Services and there is no charge to community groups.

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<i>Address</i>	<i>P O Box 805, Wellington</i>
<i>Phone</i>	<i>0800 824 824 or 04 495 7200</i>
<i>Fax</i>	<i>04 495 7222</i>
<i>Email</i>	<i>info@dia.govt.nz</i>
<i>Website</i>	<i>www.dia.govt.nz</i>

### ■ Ministry of Pacific Island Affairs

The Ministry promotes the development of Pacific peoples in New Zealand so that they can participate in, contribute fully to and share equitably in New Zealand's social, economic and cultural life. It does this by providing policy and communications advice to Government and its agencies. It also provides advisory assistance to Pacific communities and other entities (including local government) whose activities have a significant impact on Pacific people's lives. The Ministry uses its extensive network of relationships and links with, Pacific communities to identify Pacific peoples' aspirations and to ensure they are informed of relevant government policies and programmes.

The regional offices play a crucial role in designing and implementing innovative projects and in the monitoring and evaluation of regional initiatives. These contribute to further policy development.

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<i>Address</i>	<i>PO Box 833, Wellington</i>
<i>Phone</i>	<i>04 473 4493</i>
<i>Fax</i>	<i>04 473 4301</i>
<i>Email</i>	<i>contact@minpac.govt.nz</i>
<i>Website</i>	<i>www.minpac.govt.nz</i>



## ■ Heartland Services, Ministry of Social Development

Heartland Service centres are 'one-stop' shops based in rural and provincial centres featuring services and information from a range of government organisations. Official forms, guidelines, email and phone facilities, and government websites are all available. Face-to-face meetings with government organisation representatives on tax advice, finding employees and a range of other matters can be arranged. There is information on funding available for community organisations.

There are centres based in Kaitaia, Kaikohe, Dargaville, Whangarei, Waiheke Island, Pukekohe, Murupara, Opotiki, Kawerau, Ruatoria, Taupo, Turangi, Wairoa, Hawera, Taumarunui, Taihape, Waipukurau, Tararua, Takaka, Kaikoura, Hokitika, Westport, Hornby, Akaroa, Chatham Islands, Waimate, Fairlie, Twizel, Oamaru, Queenstown, Te Anau, Gore, and Balclutha. Outreach centres operating out of existing facilities and visited by government organisations only once or twice a month are available in a further 14 locations.

<i>Address</i>	<i>PO Box 12136, Wellington</i>
<i>Phone</i>	<i>04 916 3300</i>
<i>Email</i>	<i>heartlands@msd.govt.nz</i>
<i>Website</i>	<i>www.heartlands.govt.nz</i>

## ■ Te Puni Kōkiri

Te Puni Kōkiri's efforts are directed towards Māori succeeding as Māori and recognise that success could be as an individual or group. Te Puni Kōkiri is principal advisor on government - Māori relationships. Its focus is on leading and influencing government through policy advice and monitoring, strengthening partnerships through relationship management and supporting Māori to realise their potential.

Te Puni Kōkiri has a network of ten regional offices that link with Māori communities to identify their expectations and opportunities for sustainable development and to communicate relevant government policies and programmes. This work with communities also contributes to further policy development.

<i>Address</i>	<i>PO Box 3943, Wellington</i>
<i>Phone</i>	<i>04 922 6000</i>
<i>Fax</i>	<i>04 922 6299</i>
<i>Email</i>	<i>tpkinfo@tpk.govt.nz</i>
<i>Website</i>	<i>www.tpk.govt.nz</i>

Volunteer centres support community and voluntary organisations in a variety of ways. In addition to volunteer matching, welfare, sport and recreation, arts and culture, and education organisations can utilise a range of capacity-building services in professional development, volunteer recruitment and management, and in promoting volunteering.

Each centre provides a unique mix of services. Among the services and support offered are:

- information and consultancy services to help organisations with recruiting and managing volunteers and their associated infrastructural needs or capacity-building
- developing relationships with business. This can range from brokering relations with businesses to training partnership programmes where business, government agencies and for-profit organisations who conduct training programmes share spaces on their training with other not-for-profit organisations
- customised training to address the specific needs of local groups
- work with others in the sector, such as government and funders, on capacity projects (such as supporting the training needs of the sector)
- promotion of volunteering, including publishing regular newsletters
- access to publications and to the KIT intranet system, which holds over 180 original best practice management tools
- staff to undertake promotions, presentations, talks seminars and workshops in response to requests
- responding to issues arising in the wider community and lobbying decision-makers.

NB. Check with your local centre what services are provided locally.

## ■ Dunedin Community Volunteer Centre

<i>Address</i>	<i>Level 1, Community House, 283 - 301 Moray Place, Dunedin.</i>
<i>Phone</i>	<i>03 471 6206</i>
<i>Fax</i>	<i>03 471 6209</i>
<i>Email</i>	<i>dvct@ihug.co.nz</i>

## VOLUNTEER CENTRES (continued)

### ■ Volunteer Hutt

Volunteer Hutt is a branch of Volunteer Wellington and provides the same services and training.

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**Address** Level 2 ISP House, 14 Laings Rd, Lower Hutt.  
**Phone** 04 566 6786  
**Email** [lhutt@volunteerwellington.org.nz](mailto:lhutt@volunteerwellington.org.nz)  
**Website** [www.volunteerwellington.org.nz](http://www.volunteerwellington.org.nz)

### ■ Volunteer Marlborough

**Address** Shop 12, Lifetime House, 7 Market Street, Blenheim  
**Phone** 03 577 9388  
**Fax** 03 577 9388  
**Email** [mvc@ts.co.nz](mailto:mvc@ts.co.nz)

### ■ Volunteer Nelson

**Address** 50 Halifax St, Nelson.  
**Phone** 03 546 7681  
**Fax** 03 546 7681  
**Email** [nvc@ts.co.nz](mailto:nvc@ts.co.nz)  
**Website** [www.volunteernelson.org.nz](http://www.volunteernelson.org.nz)

### ■ Volunteer Porirua

Volunteer Porirua is a branch of Volunteer Wellington and provides the same services and training.

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**Address** Level 2 Pember House, 16 Hagley St, Porirua  
**Phone** 04 237 5355  
**Email** [porirua@volunteerwellington.org.nz](mailto:porirua@volunteerwellington.org.nz)  
**Website** [www.volunteerwellington.org.nz](http://www.volunteerwellington.org.nz)

### ■ Volunteer Wellington

**Address** PO Box 24 130, Wellington.  
**Phone** 04 499 4572  
**Fax** 04 499 3907  
**Email** [admin@volunteerwellington.org.nz](mailto:admin@volunteerwellington.org.nz)  
**Website** [www.volunteerwellington.org.nz](http://www.volunteerwellington.org.nz)

### ■ Volunteer Western Bay of Plenty

**Address** Compass Community Village, 17th Ave West, Tauranga.  
**Phone** 07 571 3714  
**Fax** 07 571 3701  
**Email** [bev@compass.comtrust.co.nz](mailto:bev@compass.comtrust.co.nz)

### ■ Volunteering Auckland

**Address** PO Box 8814, Symonds St, Auckland  
**Phone** 09 377 7887  
**Fax** 09 377 9915  
**Email** [volunteer@volunteeringauckland.org.nz](mailto:volunteer@volunteeringauckland.org.nz)  
**Website** [www.volunteeringauckland.org.nz](http://www.volunteeringauckland.org.nz)

### ■ Volunteering Canterbury

**Address** PO Box 13 698, Armagh, Christchurch.  
**Phone** 03 366 2442  
**Fax** 03 366 0117  
**Email** [vc@volcan.org.nz](mailto:vc@volcan.org.nz)  
**Website** [www.volcan.org.nz](http://www.volcan.org.nz)

### ■ Volunteering Waikato

**Address** PO Box 19 111, Hamilton Central, Hamilton.  
**Phone** 07 839 3191  
**Fax** 07 839 7987  
**Email** [volunteeringwaikato@xtra.co.nz](mailto:volunteeringwaikato@xtra.co.nz)

### ■ Whanganui Volunteer Centre

**Address** PO Box 102, Wanganui  
**Phone** 06 347 9430  
**Fax** 06 347 9430  
**Email** [whanganuivolunteercentre@xtra.co.nz](mailto:whanganuivolunteercentre@xtra.co.nz)



## COMMUNITY LAW CENTRES

Community law centres are an important source of support and advice to community and voluntary organisations. Law centres are independent and respond to the needs of their communities so services available vary around the country.

Advice and information is provided to community organisations in many areas of capacity building, including:

- revamping constitutions or setting up their legal structures covering such things as structures, incorporation, documents, IRD and Ministry of Economic Development registration, legal compliance
- providing advice on employment advice, policies and procedures, privacy and compliance issues
- volunteer management, risks and liabilities
- legal jargon-busting resources
- assistance specifically for Māori organisations including on establishing trusts, governance and compliance
- legal education and training on topics such as risk management; privacy and employment; legislative changes relating to community organisations; demystifying legal processes; employment law, funding and legal entities; training for marae committees; trustees' rights and obligations, Māori legal entities and others on capacity-related topics; general paralegal courses. Legal education is also tailored to specific groups when required.

NB. Check with your local centre as to what services are provided locally.

### ■ Te Tai Tokerau Community Law Service

*Address* PO Box 1506, Whangarei  
*Phone* 09 402 7640  
*Email* te-ihl@xtra.co.nz

### ■ Mangere Community Law Centre

*Address* PO Box 43-201, Mangere  
*Phone* 09 275 4310  
*Fax* 09 275 4693  
*Email* mclc@xtra.co.nz

### ■ Otago Community Law Centre

*Address* PO Box 61-112, Otago  
*Phone* 09 274 4966  
*Fax* 09 274 4967  
*Email* robyn.martin@otagalaw.org.nz

### ■ Nga Ture Kaitiaki Community Law Centre

*Address* PO Box 76-551, Manukau City  
*Phone* 09 262 2007  
*Fax* 09 276 1437  
*Email* ntklaw@ihug.co.nz

### ■ Hamilton District Community Law Centre Trust

*Address* PO Box 1319, Hamilton  
*Phone* 07 839 0770  
*Fax* 07 839 5158  
*Email* manager@hamiltonclc.org.nz

### ■ Rotorua District Community Law Centre

*Address* PO Box 879, Rotorua  
*Phone* 07 348 8060  
*Fax* 07 348 8061  
*Email* RDCLC@xtra.co.nz

### ■ Tairāwhiti Community Law Centre

*Address* PO Box 1053, Gisborne  
*Phone* 06 868 3392  
*Fax* 06 868 3394  
*Email* tairāwhiti.clp@xtra.co.nz

### ■ Hawkes Bay Community Law Centre - Ture Amo Kura O Heretaunga

*Address* PO Box 789, Hastings  
*Phone* 06 878 4868  
*Fax* 06 878 4191  
*Email* hblaw@xtra.co.nz

### ■ Taranaki Community Law Centre

*Address* PO Box 216, New Plymouth  
*Phone* 0800 529 878 or 06 759 1492  
*Fax* 06 759 1492  
*Email* tcls@xtra.co.nz

■ **Community Legal Advice  
Whanganui**

Address P O Box 351, Whanganui  
Phone 06 348 8288  
Fax 06 348 8455  
Email sandra@claw.co.nz

■ **Manawatu Community  
Law Centre**

Address PO Box 2088, Palmerston North  
Phone 06 356 7974  
Fax 06 356 7952  
Email mancomlaw@xtra.co.nz

■ **Community Law Horowhenua**

Address Chamberlain St, Levin  
Phone 06 368 3554

■ **Wairarapa Community Law Centre**

Address PO Box 271, Masterton  
Phone 06 377 4134  
Fax 06 377 4601  
Email wclc@contact.net.nz

■ **Whitireia Community Law Centre**

Address 3rd Floor, Pember House, Porirua  
Phone 04 237 6811  
Fax 04 237 6816  
Email commlaw@wnc.quik.co.nz

■ **Wellington Community  
Law Centre**

Address PO Box 24-005, Wellington  
Phone 04 460 4460  
Fax 04 472 2320  
Email lisa@wclc.org.nz

■ **Hutt Valley Community  
Law Centre**

Address PO Box 31501, Lower Hutt  
Phone 04 568 8964  
Fax 04 556 0316  
Email centre@huttlaw.org.nz

■ **Te Ratonga Ture Community  
Law Centre**

Address PO Box 134, Wellington  
Phone 04 473 1249  
Fax 04 473 1781  
Email rahui@ture.org.nz

■ **Marlborough Community  
Law Centre**

Address PO Box 584, Blenheim  
Phone 03 577 9919  
Fax 03 577 9910  
Email marlclc@xtra.co.nz

■ **Community Law Canterbury**

Address PO Box 2912, Christchurch  
Phone 03 366 6870  
Fax 03 366 6631  
Email manager@comlaw-chch.org.nz

■ **Māori Legal Services –  
Te Ture Manaaki o Rehua**

Address PO Box 363, Christchurch  
Phone 03 377 7734  
Fax 03 374 9054  
Email maorilegalservices@xtra.co.nz

■ **Dunedin Community Law Centre**

Address 52 Filleul St, Dunedin  
Phone 03 474 1922  
Fax 03 474 9521  
Email reception@dclc.org.nz

■ **Ngai Tahu Māori Law Centre**

Address PO Box 633, Dunedin  
Phone 03 477 0855  
Fax 03 474 2766  
Email ntmlc@ngaitahu.iwi.nz

■ **Southland Community  
Law Centre**

Address PO Box 552, Invercargill  
Phone 03 214 3180  
Fax 03 214 3170  
Email enq@comlawsth.co.nz

# About Family and Community Services and The Office for the Community and Voluntary Sector



## Family and Community Services

Family and Community Services is a service of the Ministry of Social Development. It was established on 1 July 2004 to lead and coordinate government and non-government actions to support families and communities.

Family and Community Services vision is for families to be strong, supportive of their members and to be connected with their communities.

It will do this by supporting social cohesion and participation in communities, supporting family resilience and helping families to be free from violence and assisting families and communities to access the information and knowledge they need to thrive.

More information about Family and Community Services is available on [www.familyservices.govt.nz](http://www.familyservices.govt.nz).



## The Office for the Community and Voluntary Sector

The Office for the Community and Voluntary Sector is administered by the Ministry of Social Development. It has two major focii to its work. On the one hand, it works towards a strong community-government relationship by supporting government agencies to develop healthy relationships with the community, voluntary and Māori organisations with whom they interact. This involves the Office in gathering and sharing good practice and information, building knowledge of the community and voluntary sector, and overcoming policy barriers. It also supports the sector to develop its own capacity to carry out its work. On the other hand the Office provides advice to the Minister for the community and voluntary sector.

More information about the Office for the Community and Voluntary Sector is available on [www.ocvs.govt.nz](http://www.ocvs.govt.nz)

## Suggestions, feedback, catalogue orders

We are planning to improve and update the catalogue in the future, so your feedback is important. Please send us general comments or you can let us know about specific resources.

Tell us what you think needs to be included in this catalogue, such as:

- Manuals
- Guides
- Toolkits
- Newsletters
- Information sheets
- Books
- Other publications
- CDs
- Videos
- Websites
- Advisory and support organisations.

If you are interested, we will send you news about the development of the catalogue, a copy of the next edition when it is ready, and information on other similar resources we are developing.

You can use the form on the next page, or get in touch with us by phone or email. There is also an easy to use suggestion form on the website.

## Contact us

For more information or feedback about the Managing Well catalogue contact:

Capability, Knowledge and Information Team Administrator

Postal	Managing Well catalogue, Family and Community Services, PO Box 12 136, Wellington
Telephone	04 916 3919
Fax	04 917 2080
Email	<a href="mailto:managingwell@community.net.nz">managingwell@community.net.nz</a>
Website	<a href="http://www.community.net.nz/managingwell">www.community.net.nz/managingwell</a>

## Suggestions form

Family and Community Services welcome your feedback or suggestions for new resources. Also use this form if you want to be added to the mailing list for updates.\*

(Please photocopy before filling to in if you have more than one resource you want to suggest.)

**Keep me up-to-date and send the next edition when it is ready**

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Postal Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Add the following resource(s) to the catalogue**

Resource Name \_\_\_\_\_

Author \_\_\_\_\_

Publisher \_\_\_\_\_

Publisher address \_\_\_\_\_

\_\_\_\_\_

Publisher website \_\_\_\_\_

Publication date \_\_\_\_\_

Pages \_\_\_\_\_

Cost \_\_\_\_\_

Description \_\_\_\_\_

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**Comments** \_\_\_\_\_

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\_\_\_\_\_

Send to: Postal *Managing Well* catalogue, Family and Community Services, PO Box 12 136, Wellington

Email [managingwell@community.net.nz](mailto:managingwell@community.net.nz)

Fax 04 917 2080

Website [www.community.net.nz](http://www.community.net.nz)

\* Any information you enter is confidential and will only be used by the Ministry of Social Development in relation to Managing well: resources for community and voluntary organisations.









**Office for the Community  
& Voluntary Sector**

Tari mō te Rāngai ā-Hapori, ā-Tūao

*Administered by the Ministry of Social Development*



**family &  
community services**  
ratonga ā-whānau, ā-hapori

*A service of the Ministry of Social Development*