

# **Who are Jo and Sahara**

## **What is International Programme (IP)**



# Karakia

**Tukuna mai te aroha ki runga i a tātou**  
Let love be upon us all

**Kua huia mai nei. Kia whakarongo**  
We have been gathered here. Let us listen

**Kia kōrero, kia ako tātou katoa**  
Let us speak, let us all learn

**Ki te mahi tahi, ki te hāpai i tēnei kaupapa**  
To work together, to support this cause

**Horahia te huarahi pai.**  
Lay out the good path

**Āmine**  
Amen



# Mātauranga

Knowledge, Wisdom, Understanding



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# Community Champions Conference

## **Growing volunteers, growing community**

How can we grow strong, connected, volunteer initiatives that truly serve our communities both now and into the future?



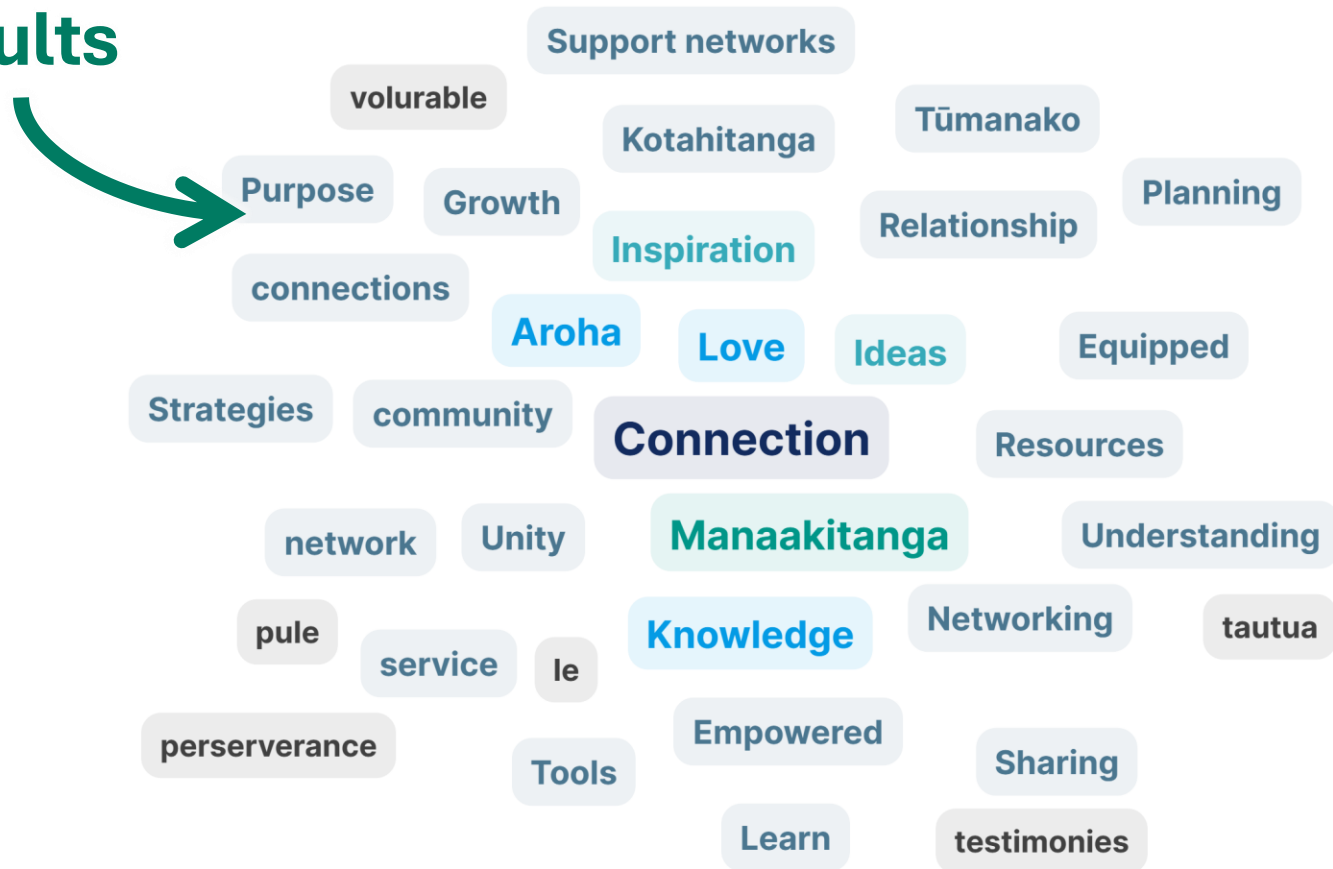
# Expectations



## Expectations from this Champions Conference

Wordcloud Poll  178 responses  52 participants

## Results



# Where Are You Planted?

- Where are you from?

*(This could be your church, region, or role, wherever you feel rooted.)*

- What is one strength, blessing, or special quality in your community or church that you are proud of?

*(It could be hospitality, outreach, strong youth, music, resilience, anything!)*



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# Your Feedback

- Not enough people are volunteering
- Volunteer burnout is rising; outreach needs to be sustainable.
- Our work must be guided by real needs and cultural humility
- We serve best when we listen first

# Key themes

- Community
- Connection
- Capacity
- Continuity



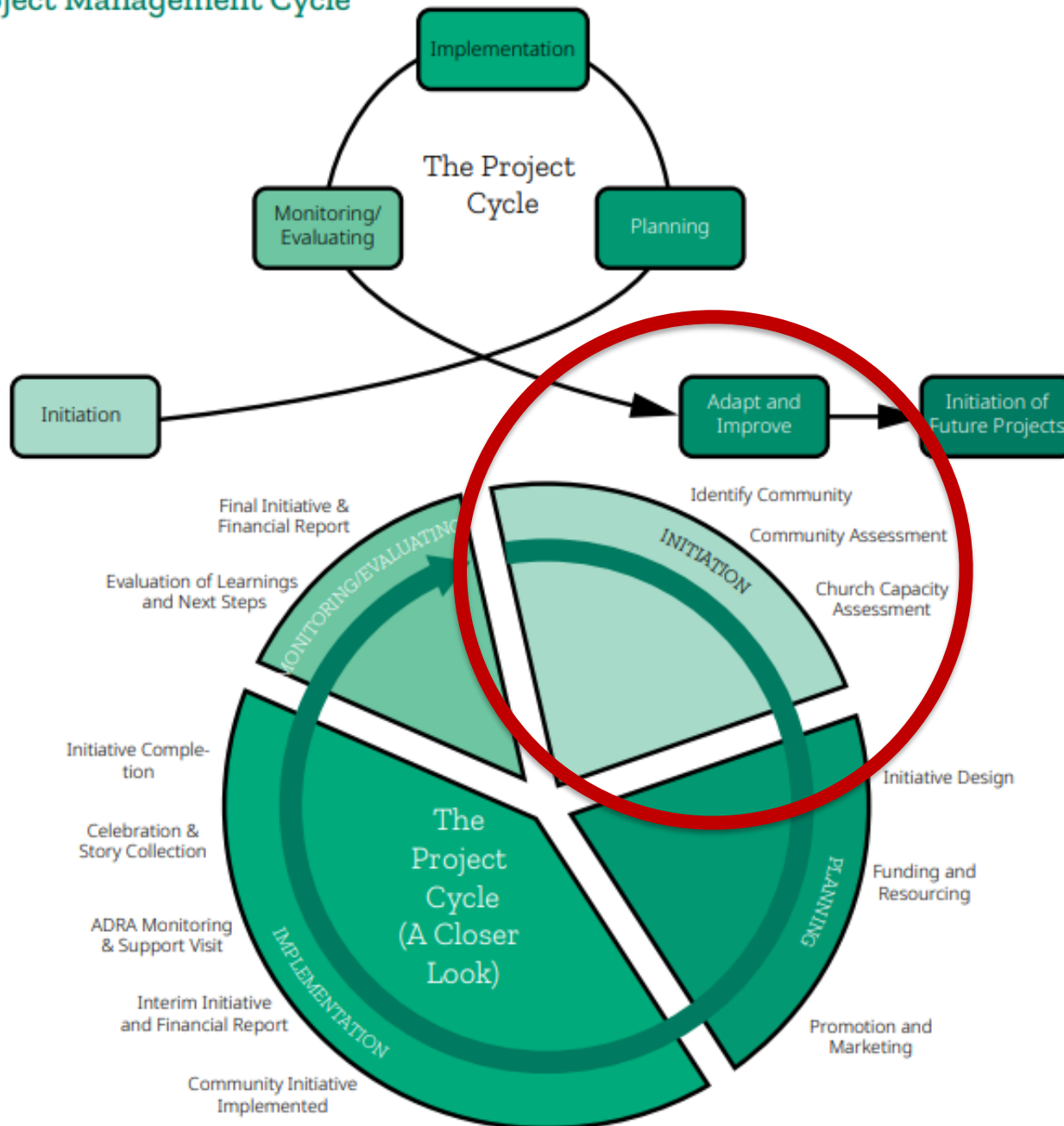
# [www.adra.org.nz/CTP](http://www.adra.org.nz/CTP)

Scan me!



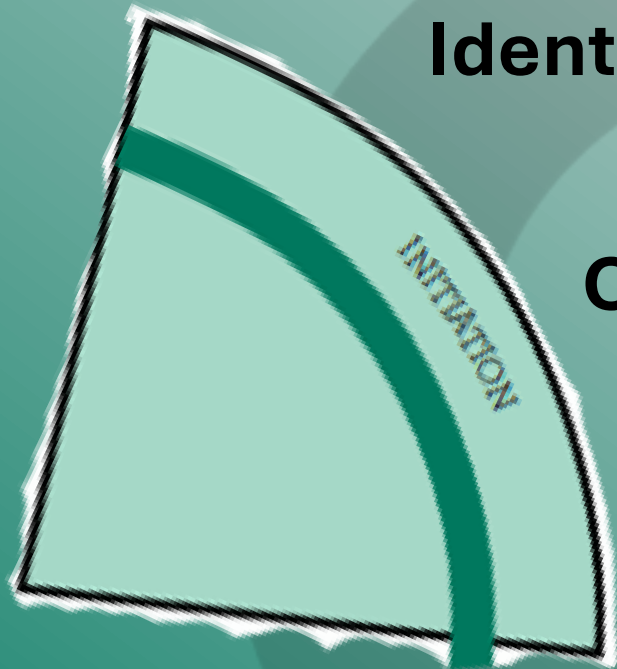
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## Project Management Cycle



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# Focus on Initiation

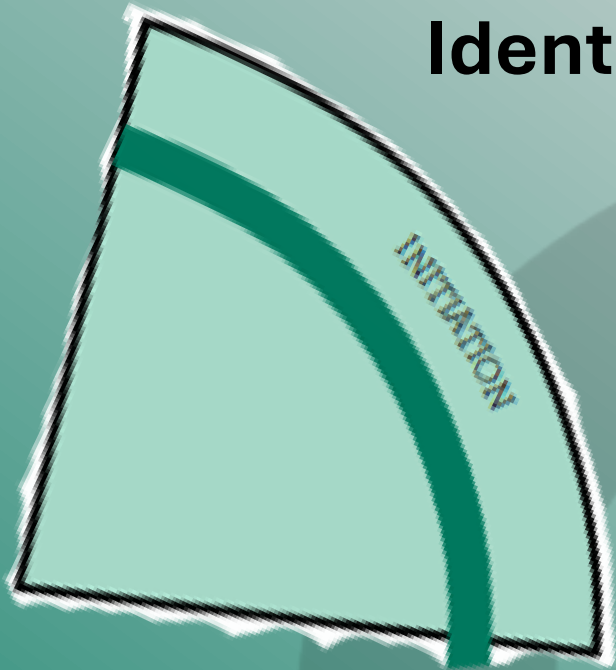


**Identify Community**

**Community Assessment**

**Church Capacity Assessment**

# Identify Community



***What does “Identify Community” mean? It means asking:***

- Who are we called to serve?
- Where is the need? – What is the need?
- Where do we have a relational doorway (not just physical access).
- Who is often left out?

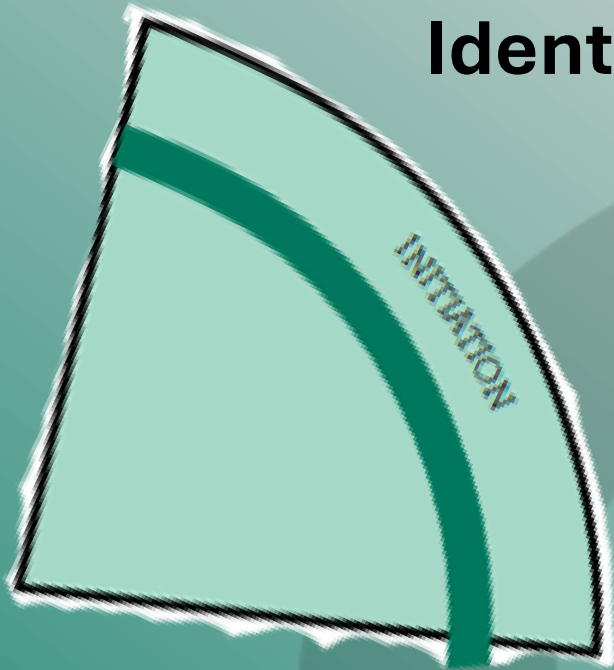
***Identifying communities is more than just geography – it is about being clear:***

- Is your community church members, elders, youth, migrants, marginalised people?
- Are you identifying existing groups, and cultures that shape how outreach should be done?



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# Identify Community



## ***Whanaungatanga:***

- The foundation for connection.
- Recognising and honouring existing relationships, whakapapa and partnerships – not just defining a group.
- Values face-to-face engagement as an important beginning to wellness.

**We don't identify a community from the outside – we remember who we belong to.**

# Guiding Questions – Identify Community

- Part 1: Mapping Community
  - Who is already connected to you?
  - (e.g. church members, schools, families, neighbours)
  - Who do you feel called to serve, even if we're not connected yet?  
(e.g. youth, elderly, homeless, single parents, migrants)
  - Who might be missing from your view?  
(e.g. disabled community, isolated men, domestic violence members, LGBTQ, overstayers)



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# Guiding Questions – Identify Community

- Part 2: Reflective Questions

## DISCOVER:

- Who is hurting or isolated in your local area?
- Who do we see every week but have never truly engaged?
- Whose stories haven't we heard?

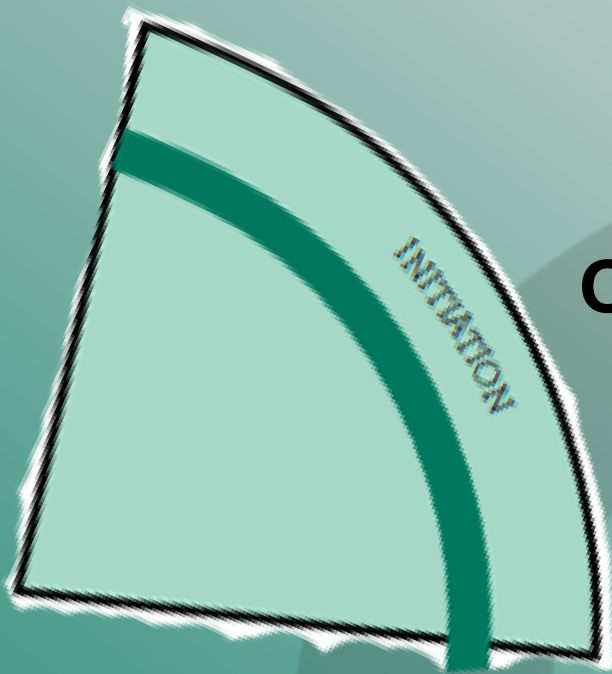
## CONNECT:

- What barriers might be stopping us from reaching certain people?
- What would it take to build trust with them?
- Who do we need to learn from?

## ALIGN:

- What is our strength as a group?
- What breaks our hearts; and what are we equipped to respond to?





# Community Assessment

Once you've identified *who* your community is, **assessment** means asking:

- What are their **real needs**?
- What are their **existing strengths and resources**?
- What are the **barriers** they face — and what would they **want** us to know?
- What does serving them in a connected way look like?

It's about **understanding before acting**. Think of it as “getting the full picture” — not just the problems, but the people, potential, and patterns that shape life in the community.

**It is important that we DO NOT make assumptions.**







# Community Assessment

Whanaungatanga:

- the Practice of Listening and Respect
- Listen with humility in hui, talanoa, and relational spaces.
- Honour the mana of each voice in the community.
- Use whakawhanaungatanga to build connection before asking questions



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***“We don’t gather data. We gather insight through relationship.”***

# Guiding Questions – Community Assessment

- Part 1: Rapid Role Reflection
  - List down the ways you already hear from your community  
(casual conversations after church, surveys, home visits, school links)
  - Now I want you to answer:
    - Are you hearing from the same people all the time?
    - Who do you think is missing? (2-3)

# Guiding Questions – Community Assessment

- Part 2: Guiding Questions For Assessment

## NEEDS & CHALLENGES:

- What are the 3 top things people in your community are struggling with?
- What needs are unspoken or unseen? (e.g. mental health, loneliness, grief).
- What are the seasonal needs (e.g. winter, school holidays).

## STRENGTHS & RESOURCES:

- What are some strengths already in the community? (e.g. cultural wisdom, leaders).
- Who are the people already helping quietly?
- What community traditions, practices or spaces are building belonging?

## BARRIERS & TRUST

- What might stop someone from asking for help?
- Are there trust issues – with us, the church, others?
- How do we make people feel safe, and not judged?





# Church Capacity Assessment

***Church capacity assessment means taking a good look at:***

- What your church community can do well.
- What resources you have (people, time, space, finances).
- Where you may need help or partnerships.

This ensures that **outreach doesn't overburden a few**, and that it builds on what's already working; not what's ideal but impossible.



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## Church Capacity Assessment

### ***Whanaungatanga:***

- Whanaungatanga as Internal Accountability and Care
- Strengthen internal relationships within the church
- Honour each person's role, energy, and gifting
- Foster a shared load and shared love culture

**“Before we serve the world, we serve one another with aroha and respect.”**

# Guiding Questions – Church Capacity Assessment

- Part 1: Reflect Together – 4 Capacity Areas

1. PEOPLE & TIME

- Who in your church can volunteer (names, or numbers are fine).
- What age groups are active? Are they stretched across many ministries?
- Do you have skilled volunteers (admin, tech, builders, caregivers etc).
- Are we realistic about how much time people have?

2. SPACE & FACILITIES

- What spaces can we use (church, hall, kitchen, outdoor)
- Are they accessible to the community? (location, hours)
- Do we have storage, toilets, safe gathering places?

3. FINANCES & MATERIALS

- What funds are currently available?
- What giving patterns do we have?
- Do we have access to materials/supplies (e.g. food, hygiene packs, tables, beds etc)

4. SYSTEMS & SUPPORT

- Do we have clear roles or are we always relying on the same people?
- Do we have good communication channels? (WhatsApp, email etc)
- Do we get support from leadership, ADRA etc? (make a list and rate 1 no – 2 okay and 3 strong).



# Guiding Questions – Church Capacity Assessment

- Part 2: Discussion Prompts

Can you reflect on:

- What are we ready to do now?
- What would we like to do, but need help or training for?
- What capacity gaps could be filled by partnering with other churches, or ADRA, or others?
- Where are we saying “yes” when we should be saying “not yet”.

# Learnings



What are some learnings you can take away?

Wordcloud Poll   82 responses   27 participants

## Results





# Practical Takeaways

- CTP handbook! Heaps of tools for budgeting, reporting, volunteer logs etc.
- Champions monthly zooms: Mentorship and care practices for sustainability



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# Closing reflections

- Slido Learnings
- Closing remarks around
  - We serve communities by knowing them.
  - Sustainable outreach is relational, not transactional.
  - Carry the talanoa forward beyond this room.

**Thank you**

**Closing Prayer**



# Additional Slides

The following slides are an additional resource for volunteer care, please read through these practical steps that you can take to increase volunteer retention, but also, strengthen community

# The Volunteer

- Mobilising and keeping volunteers is one of the biggest challenges, especially in church contexts where **everyone is already stretched** and **many people are volunteers in multiple roles**. But the good news is: people *do* want to serve; they just need to see that their time and heart will make a difference.
- The following is a guide on how to **attract, inspire, and sustain volunteers**, with practical and faith-based ideas.

# 1. Invite Personally, Not Just Publicly

*Jesus called His disciples personally – one by one.*

- Don't rely on pulpit announcements or posters alone.
- Personal **invitations** work best — “*I see this in you. Would you consider helping?*”
- Tap into people's **gifts, not just gaps** (e.g., “You're great with youth...” or “You're so welcoming...”).

## 2. Match Volunteers to Passion and Purpose

- Ask: “What are you passionate about? What would you love to do for others?”
- Use simple tools like a **gifts inventory** or informal chats to discover people's strengths.
- Avoid assigning people just to “fill a role” - help them feel *called*, not *used*.

# 3. Share Stories of Impact

*“Where there is no vision, the people perish.” (Proverbs 29:18)*

- People don't stay for tasks — they stay for **transformation**.
- Share testimonies from the community: how food parcels helped, how a young person found hope, how prayer lifted a family.
- Share testimonies from Volunteers themselves – they too are people who are impacted.
- Keep volunteers connected to the *why*.





## 4. Offer Rhythm, Not Randomness

- Make serving predictable - e.g. a once-a-month outreach, or short-term 3-week roles.
- Give volunteers time to **rest and re-enter**.
- Let them know upfront how long the commitment is (and that it's okay to step back).

# 5. Create a Culture of Encouragement

*“Encourage one another and build each other up.” (1 Thessalonians 5:11)*

- Celebrate even the small wins.
- Publicly thank volunteers during services, or host appreciation meals or prayer circles.
- A simple note, text, or gift card says, *you matter.*

## 6. Walk the Talk as Leaders

- When leaders serve, people are more likely to follow.
- Be willing to take the broom or stack the chairs — servant leadership multiplies.
- Create a safe, joyful, and prayerful environment that reflects Christ.

# 7. Offer Simple Training and Support

- People fear what they don't understand.  
Give basic tools:
  - How to listen with care
  - How to respond to conflict
  - What to do in tricky situations (e.g. someone asking for money)
- Pair new volunteers with experienced ones (mentorship).

# 8. Ask for Feedback and Make it Count

- After projects; ask:
  - What was hard
  - What made you feel alive
  - What would you change
- Let people know their input shapes the future.

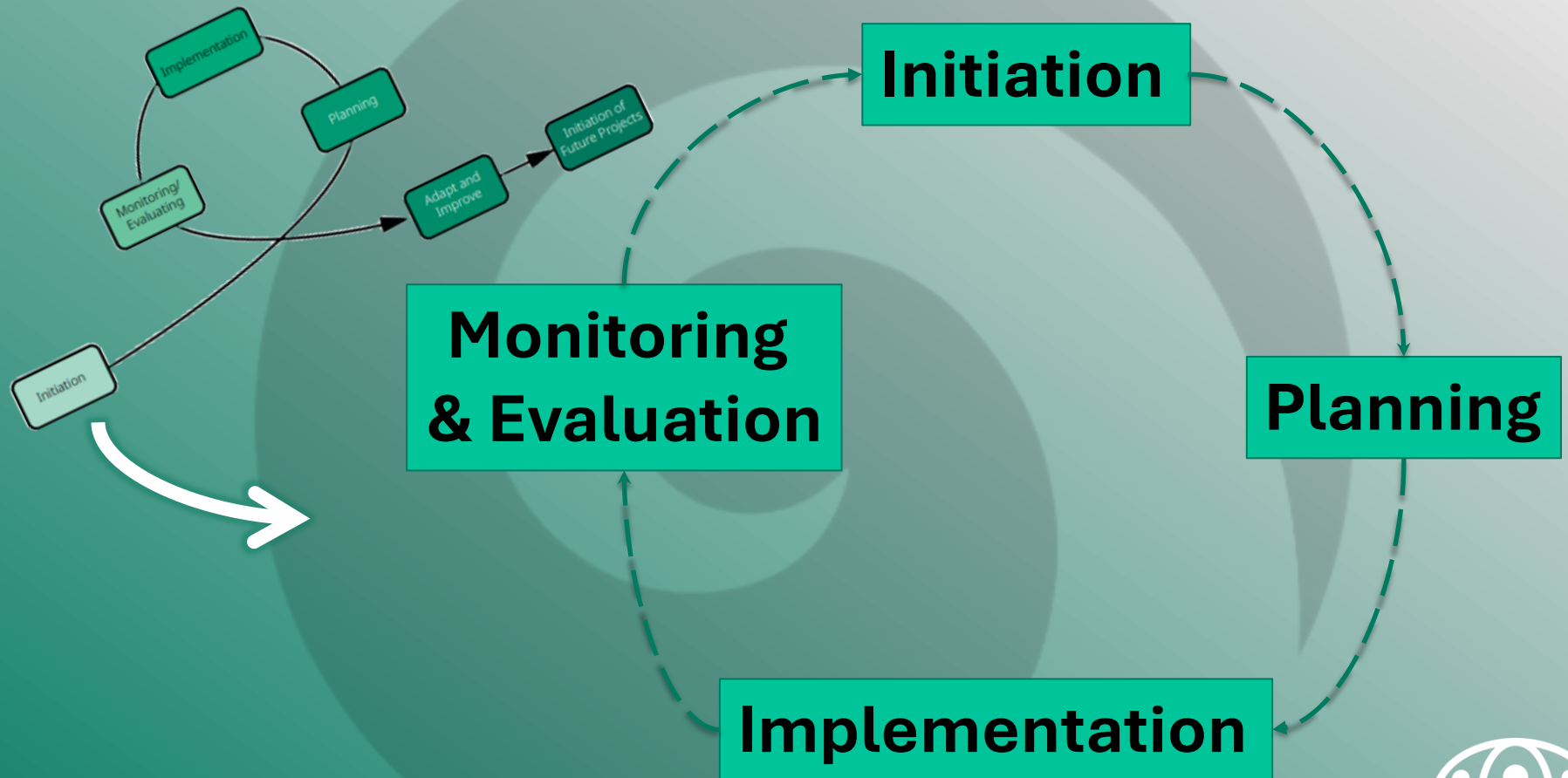
## 9. Let People Step Away Without Guilt

- Sometimes people need a break. Honour that with grace.
- Make it easy for volunteers to say “not right now” and still feel loved and included.

# 10. Root it in Spiritual Formation

- Remind volunteers: service is part of our discipleship journey.
- Begin meetings with scripture and prayer, not just tasks.
- Help people see that **they're not just doing work, they're being Christ's hands and feet.**

# Project Management Cycle





# A Story From Fiji

