



# The value of our volunteers

A Volunteering Study Focusing on the Participants,  
Facilitators and Community of the 2015 Youth Emergency  
Preparedness Programme (YEPP) Dunedin, New Zealand

New Zealand Red Cross Society

by

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Strategy 2020 voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

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1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
  2. Enable healthy and safe living
  3. Promote social inclusion and a culture of non-violence and peace
- .....

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## Executive summary

The Youth Emergency Preparedness program has operated in Dunedin, New Zealand for the past 9 years. It teaches young people key skills in emergency preparedness. This study has focused on the 2015 program, and found it to be extremely beneficial to the participants, facilitators, and the wider community, as there are more people with the knowledge and skills to step up and take charge in an emergency. The study also found the programme is considered enjoyable and educational.

Participants were seen to develop their confidence and grow from young unsure individuals to a cohesive team that consisted of a number of people who could step up and take charge in an emergency. The leadership development and increase in confidence was noticed by the student's peers and parents. As an example, one of the participants came across a car accident outside of YEPP hours and proceeded to extract a passenger from the car and attempt resuscitation on them until emergency services arrived.

The study revealed that in one year (2015), a total of 3,800 volunteer hours were spent on the programme, this is the equivalent of 2 full-time employees. For the NZD \$3,000 invested in the programme, New Zealand Red Cross received the equivalent of NZD \$124,000.00 worth of time from volunteers, giving us a VIVA ratio of 1:41.33.

The recommendations gathered from this study include the need for more funding, as currently much of the cost is met by the volunteers; further training for facilitators to ensure their skills are appropriate and up to date; better recruiting processes to ensure wider community participation in the programme; and the development of a toolbox to ease implementation of YEPP in other communities in New Zealand and around the world.

### At a glance!

- Total number of volunteer hours: 3800
- Equivalent full time staff for the total number of volunteer hours: 2
- total volunteer value: NZD 124,000.00
- Investment: NZD 3,000
- VIVA ratio: 41.33:1

### Recommendations

1. Funding
2. Training
3. Recruitment
4. Toolbox

*For full list of recommendations, turn to page 23.*

## 1. Introduction

The objective of this study was to determine both the social and the economic value of the work done by volunteers involved in the Youth Emergency Preparedness Programme (YEPP) held in Dunedin New Zealand in 2015. This will help to determine the amount of work provided to the New Zealand Red Cross from its volunteers. YEPP is a 20 week programme run by volunteer members within New Zealand Red Cross for secondary school students between the ages of 15-18. The programme teaches leadership skills to young people who live in a disaster prone country; it indirectly benefits their families and communities as well.

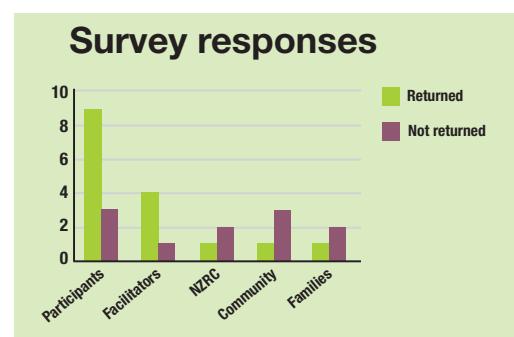
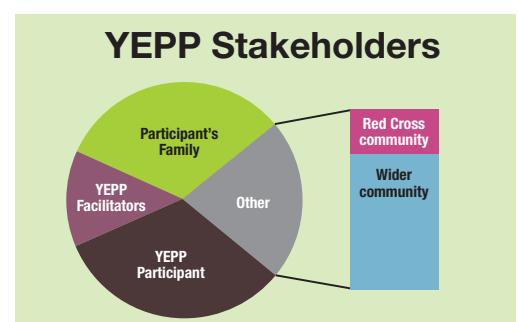
This study has reviewed the data from between the 1st Jan 2015 to the 31 Dec 2015. There is a lot of time and effort put into both the facilitators and participants for this programme and therefore knowing its value is important to not only the New Zealand Red Cross, but wider international communities. The authors of this review are Hannah Cruickshank and Sarita Aldred from New Zealand Red Cross' National Youth Panel.

### Methodology of the Study

This study is a retrospective qualitative case study. A number of surveys and interviews were conducted within 3 main stakeholder groups: the 2015 YEPP participants, the 2015 YEPP facilitators, and the other benefitting parties (including the Red Cross community, wider community organisations, and participants families.). Responses were collated and the raw data analysed using the 'VIVA' format (as outlined in IFRC 2011) so that data can be able to be compared with other audits in the IFRC VIVA series. From this it is possible to determine some of the social and economic value that volunteers in the New Zealand Red Cross provide to their communities. As this data will be collected from a wide range of benefactors it will provide a holistic and generalised view of how the YEP programme benefits to the wider New Zealand community.

*“I developed valuable skills so that I can be of some use during disaster situations, be that helping others or just taking care of myself. I enjoyed building friendships and working effectively in a team.”*

*Casey, YEPP participant*





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NZRC/Ella Mackenzie

Participants undertaking a stretcher carry during training.

### New Zealand Red Cross (NZRC)

The New Zealand Red Cross (NZRC) was established in 1915 as a branch of the British Red Cross. Following the work of the Red Cross in the 1931 Hawkes Bay Earthquake, NZRC became formally recognized as a National Society by the New Zealand Government and the international Red Cross and Red Crescent Movement (the Movement). As New Zealand is uniquely situated on the boundary of two tectonic plates, there is a significant risk of natural hazards. Thus NZRC has an important role in disaster preparedness, response,

recovery, and disaster risk reduction. NZRC is a member of the Movement's 190 National Societies. While disaster support is still a key focus of the National Society there are many other areas of involvement including community transport, meals-on-wheels drivers, first-aid training and community refugee resettlement programmes in New Zealand.



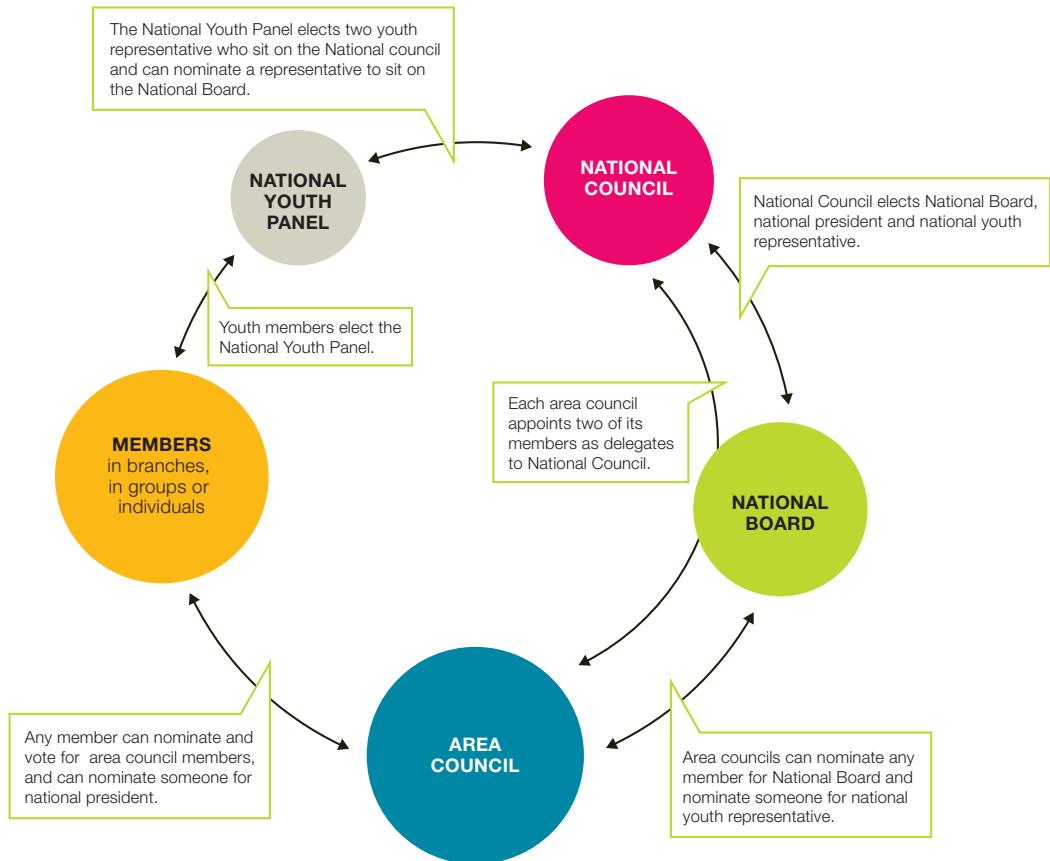
For more information about the NZRC and its services go to [www.redcross.org.nz](http://www.redcross.org.nz)

The mission of the New Zealand Red Cross is: *to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.*

### Youth in the New Zealand Red Cross

Youth within the New Zealand Red Cross are an integral part of our Society. Nationally there is no one youth structure for each age group (such as Junior Red Cross, or Red Cross Youth) rather youth are involved with all aspects of NZRCs governance, and programmes. Youth members often join the NZRC through programmes such as the YEPP, and become involved in other aspects of the National Society.

Currently within the New Zealand Red Cross there are a number of members under 30 years old but official demographic data is not held on our volunteers. There are also a large number of supporters who are not current members of the National Society, but are willing to help for major fundraising events.



## Youth Emergency Preparedness Programme – Dunedin, New Zealand

The Youth Emergency Preparedness programme was started in 2008 by the Dunedin Branch of the New Zealand Red Cross. The creators and facilitators at the time were Jill Hetherington and Aaron Turner. The programme began with 10 participants, who were aged between 15 and 18 years. Most participants came from local high schools, with others coming from family connections within the Red Cross.

YEPP was designed to be a programme focused on teaching emergency preparedness and resilience to our youth; a concept that continues today. YEPP has an overarching reach within the Youth Engagement Strategy, including



Participants at Berwick Camp, Taieri, Otago.

engaging youth as both leaders and beneficiaries. Equally the program has an important link to New Zealand Red Cross' strategy 2020, strategic aim 1: We will prepare for, respond to and enable recovery from disasters and crises. This creates a valuable learning opportunity both for our participants, and for our facilitators. As of December 2015 there have been approximately 120 participants of the programme, and a further 12 in this year's group.

The programme is run with the participants over a 20 week period through the middle of the school year. Prior to the beginning of each year's programme, that year's facilitators spend four months planning and recruiting. As part of the programme, participants are taken on two training camps, which are held over separate weekends at local outdoor educational facilities. These camps are a teaching, team building and learning opportunity for both the facilitators, and the participants.

Recruitment and planning are integral to ensure the continuation of the programme. These are undertaken within the first three months of the school year. Recruitment starts by visiting local high schools and speaking with their senior students. School assemblies provide the opportunity for photos and testimonials from past participants to be presented, in order to encourage new recruits. Planning is done by the facilitators, and includes health and safety risk management paperwork, nightly lesson plans, and overall goals for the year's programme. This is collated and kept on file to be referred to throughout the year.

Participants joining the programme broaden their knowledge of emergency preparedness, while also learning valuable skills that will transfer into their future and those continuing from previous years continue to build the skills they started working on when they first joined the programme. The skills gained range from first aid, to search and rescue. Participants also learn skills relevant to the performing of these tasks, such as navigation, teamwork, and long-range radio communication. Teamwork is a vital component of the training, as the participants are working together in small groups towards a key goal. At the end of the programme some participants will transition into Disaster Welfare Support Teams (DWST) across the country, while others will go on to use their skills in other roles

within NZRC, or other organisations and roles.

**“Above all else, watching a group of individuals awkwardly attempting a task, transition into a well-oiled team, who complete the task with competency, leadership, and confidence is the most rewarding aspect of the programme.”**

Jacob, YEPP Facilitator

In the eight years of YEPP there have been many opportunities for the participants to be involved in various events both locally and nationally. Two examples of this are when the first earthquake affected Christchurch in September 2010 many members of the DWST made their way to assist

but this was also during the busiest week of delivering first-aid at events in Dunedin and the wider Otago region. This is normally a role performed by the DWST, however in their absence the YEPP participants who had undertaken their first aid courses were asked to step in and assist while the majority of the team were away. The second example is when the second earthquake struck in February 2011, Red Cross deployed a number of DWST teams to aid in the emergency response. Within the Dunedin DWST were former YEPP participants who had joined the response team upon completing the program. During this operational period these members were able to apply their skills in a real world setting and draw on the frameworks emphasized and established in YEPP.

Facilitators come from many backgrounds within the National Society and often past participation leads to facilitation. Other facilitators have been introduced to YEPP via the local DWST or through friends who felt they were appropriate for the role. The program is a large commitment for any facilitator. Safety, responsibility, the ability to demonstrate and adaptability are just some of the qualities required to run a successful programme. As a result it is a unique individual that can both teach and relate to the participants by creating an effective learning environment.

Rather than directly teach the participants, facilitators endeavour to "walk alongside" them, becoming mentors and passing on knowledge. It is the ability to fulfil an undefined void between friend, teacher and parent that allows the facilitators to relate to the participants in both a professional and social context. New Zealand teenagers by nature do not take favourably to direct orders, this relaxed and social style of facilitation has been critical in the leadership development of the participants.



Participants providing first-aid during a scenario at camp.

The length of service for facilitators can range from one to six years. The current facilitators are Jacob Moller (started 2008 as a participant, 2010 as a facilitator), Amelia Needs (2013), William McKenzie (2012), Scott Savage (2013 as participant, 2015 as facilitator) and Ella Mackenzie (2015). In order to further promote a social leadership, the age gap between facilitators and participants is kept low. It is apparent that participants feel more relaxed in the company of those of similar age. In addition, the facilitators gain valuable experience in accountability from a young age. The facilitators lead participants in the programme by teaching skills that will be beneficial for them in the future. Often the facilitators will have extensive knowledge and experience within the areas they teach. This can vary from a nurse



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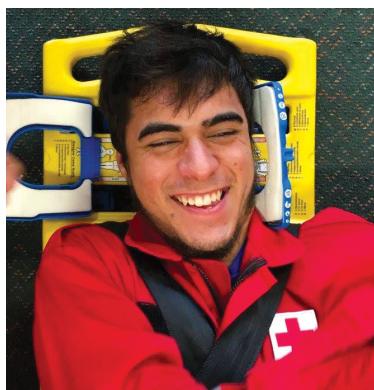
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teaching first aid to a communications specialist teaching radios. At other times external stakeholders will be introduced to teach subjects that are lesser known by the facilitators or are likely to increase the skills for the participants.

An informal network of experienced DWST volunteers, and other local leaders within NZRC supports the facilitators. This mentoring and support network is important for ensure a high quality program is delivered, and the facilitators can discuss any issues they have faced with the programme.

Above all, the program is extremely rewarding for all facilitators. The long term connection with the participants is much more than one of education. YEPP not only informs participants, but also strengthens disaster preparedness across families, DWST members and YEPP participants. In its purest form, the YEPP program improves the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.



## Daniel Wilden

### YEPP participant 2014-2015

I joined YEPP with the mindset of “having something else to do to pass time.”

Little did I know it would have such a massive impact on my life and what I want to do with my life.

Before I was told about YEPP, I did not know anything about Red Cross.

And I had no intention of being a Volunteer for anything. I even had no idea what I could do to help in the case of an emergency, no matter how minor.

Once I started YEPP, I began to learn so much about Red Cross and many other Services and how they work. I learned so many new skills, and have even been able to use those skills to help others.

I used to get sick from the sight of blood, but am now willing to stop and help someone if they need it.

I used to have no idea what I wanted to do with my life. I had no motivation to do anything. But since Joining Red Cross and being a part of YEPP, I have been able to see what different organisations, especially Red Cross, do in emergency situations. And it has made me want to get out and be able to help others. And learn a wide range of helpful skills to be able to keep myself and others safe in the case of an emergency.

YEPP is really good for getting a taste of a wide range of skills and how different organisations work. It has helped open doors to a lot of future choices, including wanting to go further with Red Cross and



join the local Disaster Welfare Support Team, so I can enhance all the skills I learnt in YEPP. And be able to help out in an emergency situation.

Joining YEPP really was a pinnacle point in changing my life for the better, and I am really glad to be a part of it.



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## 2. The economic value of our youth volunteers

### A. Total number of volunteer hours

**Table 1. Total number of hours rendered by volunteers**

Total # of Volunteers	5 facilitators and 12 participants
Total # of Hours Rendered	3,800 hours

**Table 2: Hours rendered by male and female volunteers**

Role	Gender	Hours Rendered
Facilitator	Male	840
Facilitator	Female	560
Participant	Male	1200
Participant	Female	1200



Participants and facilitators preparing for a night's training.

In the above tables the data shows the total hours rendered during one year (2015) of YEPP. This data can be further broken down by gender in the two participant and facilitator roles showing a total of 2040 hours rendered by males and 1,760 hours rendered by females.

The total number of hours were calculated for the participants as follows:

- Each participant attended training for 2 hours each week for 20 weeks.
- They also attended 2 weekend (60 hours) long camps (i.e. a total of 120 hours).
- Participants were also involved in the training of the local DWST to a total of 40 hours over 10 trainings.

This totals 160 hours per participant. This was then multiplied by 12 to give the total hours rendered by all of the participants (i.e. 2,400 hours).

The total number of hours were calculated for the facilitators as follows:

- The facilitators also attended weekly training, with an extra hour each week for programme set up (3 hours a week for 20 weeks = 60 hours).
- They were present at the 2 weekend camps which were 120 hours per person
- And 100 hours each of planning and recruiting during the 4 months prior to the programme commencing.

This totals 280 hours per facilitator, which then multiplied by 5 to give the total number of hours rendered by all of the facilitators (i.e. 1,400 hours).

The total number of hours rendered by the participants and facilitators in 2015 was 3,800 hours.

As presented in the table, a total of 17 volunteers rendered volunteering services for the project.

### **B. Full-time staff equivalent of the total number of volunteer hours**

In order to carry out the work of the 17 volunteers, the branch would need the equivalent of 2 full time personnel. This was computed as follows:

$$\begin{aligned}
 \text{Equivalent full time staff} &= \frac{\text{Total volunteer hours}/40 \text{ hours per week}}{48 \text{ weeks per year}} \\
 &= \frac{(3,800 \text{ hours}/40)}{48} \\
 &= 2 \text{ staff}
 \end{aligned}$$

### **C. Total volunteer investment**

The total volunteer investment shows all the expenses associated with having volunteers. It must be emphasized that these expenses were incurred by the Dunedin Branch because of the presence of the YEPP volunteers. If there were no YEPP volunteers, Dunedin Branch will not be incurring these expenses.

**Table 3. Total volunteer investment in 2015**

<b>Category of Expenditure</b>	<b>Cost Detail</b>	<b>Amount (NZD)</b>	<b>%</b>
Food	Expenses on meals / snacks provided to volunteers	700.00	<b>23.33%</b>
Transportation	Travel expenses made by volunteers to fulfil their duties.	80.00	<b>2.67%</b>
Equipment	Equipment provided to volunteers	100.00	<b>3.33%</b>
Training Expenses	Expenses incurred for the technical trainings of volunteers as part of capacity building.	1,200.00	<b>40.00%</b>
Accommodation	Accommodation for volunteers when they are mobilized	920.00	<b>30.67%</b>
<b>TOTAL</b>		<b>3,000.00</b>	<b>100%</b>

The budget for the 2015 YEP programme was broken down into 5 categories<sup>1</sup>. The breakdown of costs for the food, transportation, equipment, training, and accommodation where included in the annual YEPP budget. \$3,000 was allocated to YEPP from both the Dunedin Branch, and the National Society.

<sup>1</sup> A further 2 categories were included in the audit template but found to be "not applicable" to the programme. These 2 categories are insurance and childcare. In New Zealand there is a public accident insurance scheme which covers the facilitators and participants at all times, therefore no other insurance is required. As YEPP is facilitated for youth by youth none of the participants or facilitators had children that required childcare.

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YEPP participants rescue victims from a mock building collapse.

It should be noted that while these figures are an indication, a large amount of these costs were met by the volunteers themselves and were therefore not recorded.

The food expenses budget covered full catering for 2 of the 2.5 day camps during the year, however, at the weekly training nights, hot drinks were provided by the service centre, and occasionally baking was brought by participants or facilitators.

A small transportation budget was allocated to YEPP, but this did not cover the transportation needs of the

programme, the shortfall was met through the use of other Red Cross vehicles such as the community transport van (normally used during the day to transport people to hospital appointments) and the Disaster Welfare Response Team's four-wheel drive vehicle. When required private cars were also utilized. The costs incurred from using other vehicles was combined with their normal running costs therefore the value of their use in YEPP was unable to be calculated.

In 2009 a small cache of safety equipment was purchased for the use of the participants, in addition to retired equipment from the DWST, since then the only equipment costs have been in the upkeep of the equipment, this includes replacing lost or damaged items, new batteries, and purchase of extra gear as required.

40% of the budget was allocated to providing training to participants. Each of the participants completed a comprehensive first aid course at no cost to the participant. These courses were provided at a discounted rate of roughly half the normal price

and the cost was met by the YEPP budget. This course provided participants with a nationally recognized qualification.



YEPP participants rescuing a patient who has been crushed by boxes.

Accommodation was provided for the two 2.5 day camps over the course of the year. These camps took place at Berwick camp and cost \$460 per camp. Other training and mobilization took place in the local communities and were of short duration wherefore no other accommodation costs were incurred.

Again it should be emphasized that these expenses are only indicative as many of the costs were met by the volunteers or other Red Cross groups and were not recorded. This is the result of having volunteers who are wanting to support to NZRC with no expectation of reimbursement.

## D. Total volunteer value

This study analyses the functions carried out by volunteers and time spent on each activity, and matches it to the equivalent paid work at the market wage. This produces an estimated amount i.e. what the National Society would need to pay if it were hiring staff to carry out the same duties. The table below presents the equivalent positions or paid works a volunteer is doing during the course of their duties:

**Table 4. Total volunteer value**

Equivalent paid job	Volunteer role	Equivalent staff	Estimate salary per month (\$NZD)	Number of months	Total Volunteer Value (2015)
Secondary school Teacher (Casual Employment)	Facilitator	1	\$8,000.00	12	\$96,000.00
Minimum Wage Worker	Participant	1	\$2,400.00	12	\$28,000.00
<b>TOTAL</b>					<b>\$124,000.00</b>

The roles allocated above represent many areas that, in New Zealand, are likely to align with the roles both our facilitators and participants fill in voluntary positions. The secondary school teacher aligns with our facilitator position while the minimum wage role represents the participants.

When these roles are broken down into the separate equivalent paid jobs it shows how closely our peer-to-peer education sector is already taking up the roles within our communities and therefore not needing the paid roles to fulfil the need.

The approximate monthly salary information for all the equivalent roles comes from generic knowledge of the school system in New Zealand and the minimum wage limit. In New Zealand it is more likely to look at a yearly salary but this can be broken down into monthly salary by dividing by 12. The calculations are worked out on a 40 hour working week at the various hourly rates as derived from a yearly salary. These numbers then calculate to work out the Total Volunteer Value over a year being \$124,000.



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**E. The VIVA ratio**

The VIVA ratio is computed using the formula:

$$\text{VIVA ratio} = \frac{\text{Total volunteer value}}{\text{Total volunteer investment}}$$

Using the values obtained during the VIVA exercise, it could be reached the following calculation:

$$\begin{aligned}\text{VIVA ratio} &= \frac{124,000.00}{3,000.00} \\ &= \textbf{NZD 1: NZD 41.33}\end{aligned}$$

The VIVA ratio calculation means that for every NZD \$1 spent on 17 volunteers, the Dunedin branch receives NZD \$41.33 units worth of value from services rendered by them.

**F. Per capita costs and contributions**

Calculations on the hours, value and expenditure for each YEPP volunteer in 2015

$$\begin{aligned}\text{Per capita hours} &= \frac{\text{Total number of volunteer hours}}{\text{Total number of volunteers}} \\ &= \frac{3,800}{17} \\ &= 223.52 \text{ hours per volunteer}\end{aligned}$$

$$\begin{aligned}\text{Per capita expenditure} &= \frac{\text{Total volunteer investment}}{\text{Total number of volunteers}} \\ &= \frac{3,000}{17} \\ &= \text{NZD } 176.50\end{aligned}$$

$$\begin{aligned}\text{Per capita value} &= \frac{\text{Total volunteer value}}{\text{Total number of volunteers}} \\ &= \frac{124,000.00}{17} \\ &= \text{NZD } \$7,294.12 \text{ per volunteer}\end{aligned}$$

The total number of hours rendered by all YEPP volunteers is 3,800, between 17 volunteers this gives us 223.53 hours per volunteer. The Dunedin Branch invested \$3000 into 17 volunteers, meaning an average of NZD \$176.50 per person. With the VIVA ratio calculated above calculating a 41.33:1 return for each \$1 spent, divided between 17 volunteers gives NZD \$7293.12 value back to the branch per volunteer.



### 3. The social value of youth volunteering

In this section it is aimed to look at the social value of the programme for the participants and facilitators. To look at this the author team decided to talk directly with those involved in the programme.

- In common it was identified that participants for the YEPP have been engaged and expanded through the peer-to-peer approaches. It was through the family members, the community connectivity and the friendship that brought in people to be interested and join the activity to prepare themselves for emergency situations and build personal resilience as well as a community that is ready for various situations. Also inspired by the YEPP, participants are actively continue joining volunteering opportunities for its communities, showing the impact the programme had served to enrich volunteerism within young people.

#### Aidan Braid

##### YEPP Participant 2015

Last year I did the Red Cross Youth Emergency Preparedness Program, and doing so has made a huge difference to my life. I now feel like in most emergency situations, I could do something to help. I want to be able to help people and it has brought me into a new world of volunteering. New Zealand has very little volunteers, so I hope that in being one, I encourage others to help too.

I never saw any advertising for the program, the only way I knew about it was because some of my friends were in it, and that was only because one of their parents were in the Disaster Welfare Support Team. So I count myself very lucky to have been part of such an awesome opportunity! Since last year I have formally joined the Red Cross volunteering in the Dunedin Team, and I hope to keep helping people in some form of volunteer organisation for the rest of my life.

At YEPP I made lifelong friends and learned all sorts of useful skills. Among other things, I can perform cardiopulmonary resuscitation (cpr) on a dog, convey messages on radio using the phonetic alphabet, I know the Civil Defence procedures for disaster relief and can perform a high level of first aid. This year my younger brother is doing YEPP, and I hope that one day I can be a facilitator and share what I have learnt to the next generation of volunteers. Thank you Red Cross.





## Ella Mackenzie

### YEPP Facilitator 2015-current

I think as a general rule most 16,17,18 year olds wouldn't be seen as the go to person in an emergency situation but the team members who had gone through YEPP definitely had a vibe of not only enthusiasm but also well-backed confidence. They exhibit less hesitation when faced with unknown situations and there was strong evidence of their ability to apply their knowledge to even the most dynamic of situations.



In 2015 I was approached to come on board as a facilitator for YEPP, which I accepted without a thought. YEPP is an amazing program that offers younger students not only a fun environment to meet new people but also a skill set that will be applicable in whatever they pursue in the future. Whether they decide to stay on in the emergency sector or follow another path, having a framework in place for when faced with an emergency situation is something I believe everybody should have. Being a YEPP facilitator has definitely solidified my own knowledge in many areas and even filled some holes I didn't know I had! From hiding under a boat on a search and rescue simulation to getting covered in flour one evening at our annual weekend camps, YEPP is certainly never boring. It has been an absolute pleasure working with a bunch of young people, who despite their own individual backgrounds have demonstrated incredible teamwork, unity and friendship over the past couple of terms!

- Also, young participants shared the value of the programme by enhancing their personal capacities to work with its peers as a team, building mutual respect and further enhancing their leadership skills. Such leadership skills also enabled young participants to reach-out further to its peers and teach life-saving skills to expand the resilience and safety among the young generations in the community. But more strikingly, it had been reviewed that such skills obtained through the programme have continued to enrich their roles and opportunities even after leaving the programme.



## Frances Barnett

### YEPP Participant 2014-2015

I joined YEPP in 2014 when I was a year 12 student. While I was extremely keen to go, at the time it seemed like another addition to my already bursting week of extra-curricular activities. After two years in the program I thoroughly came to disagree with this. Each Thursday night, trundling down the hill with everything I could possibly need held in my backpack, from a torch to three extra thermal layers, I was always excited to see what we would be getting up to. Each night was different; navigation, first aid, search and rescue, knots, sandbagging, patient care, radios, stretchers, or most often, a combination of the above. We went all

over: amazing race type exercises over Dunedin, the swimming pool (to see how hard it was to swim in our clothing), the vet school (to learn about pet first aid), the beach (to sand bag), the tops of hills (to do search and rescue).

Probably the highlights would have to be the camps, where everything we learnt would come together for mass exercises which, combined with copious amounts of junk food and severe sleep deprivation due to building forts/playing card games/eating/talking when we should have been sleeping lead to an extremely hilarious and great couple of days.

While I feel as though I acquired many skills which we did have to demonstrate on the nights and at the camps, one of the major things which I feel that I learnt through YEPP was being part of a team. We had to work together all the time, and I'd like to think we got pretty close, and trusted each other. I came away from YEPP feeling pretty great. I had met a stellar bunch of people, could work in a team, and had a huge skillset for a whole bunch of different scenarios. While I left school, and so, YEPP, I found it wasn't actually as easy to escape Red Cross. I'm now a member of the DWST team, and all of the skills which I have learned in YEPP can now be applied to real-life helping people.



## Hamish Bedwell

### YEPP Participant 2012-2014

I was part of the YEPP programme for about 3 or 4 years (this was a long time ago now) and it probably set me up for life better than school ever did. For the first few years I focused on learning as many new skills as I could from both the knowledgeable facilitators or the ever supportive senior YEPP participants. There is not one skill that I have learnt (be it anything from first aid to rope skills to psychological first aid) that I haven't used outside Red Cross.

In my final years in YEPP, I learnt a skill that has been possibly the most useful skill I have--which is "leadership/management". As the previous senior participants left, I took over their role and began to teach the younger ones all that I knew and help them succeed in YEPP. Being the senior one, I was constantly delegated leadership roles, forcing me to naturally fine-tune my leadership techniques as the time went by.

After leaving YEPP, these leadership skills have proven time and time again taking me all over New Zealand – outward bound, working as a crew on a sailing ship and working in a film crew.

Without my time in YEPP, I could not have possibly achieved all that I have and I wouldn't be where I am today, nor would I be the same awesome person I am. Currently I am part of the Dunedin Red Cross DWST team and spend a lot of time volunteering for them, along with working as a lineman and also managing/operating a farm and raising and breeding horses... I still wonder how I fit everything into my schedule. But honestly, if I could have stayed in YEPP I would never have left but age gets us all eventually so for those young enough I highly recommend, well, I order you to join!

- As the programme by intention kept the age gap between facilitators and participants low, it enabled young participants feel more relaxed, enjoy the learning method being more fun and friendly, as well as giving the facilitators space and opportunity to gain valuable experience in accountability from a young age. The facilitators lead participants in the programme by teaching skills that also became beneficial for them in the future.

## Mat Darling

### YEPP Participant 2008-2010, YEPP Facilitator 2011-2013

*I recall being told by my leader when I first started YEPP in 2008 that Red Cross is 'addictive' - I however did not believe this for a moment. Well eight years on, I think my leader was right. Personally the leadership skills and confidence I developed through the program were the founding blocks for future leadership roles I have held within the program, locally, nationally and internationally within the Movement.*



*When we consider the program from a National Society strengthening perspective the YEP program has been instrumental in developing young humanitarians across our many NZRC programs and governance structures. It follows on a strong succession model, where leadership is developed and tested. Upon exiting the program, our youth leaders are given opportunities operationally and strategically across NZRC. Past YEPP participants evidence this by holding a variety of important roles across our National Society.*



## Scott Savage

### YEPP Participant 2011-2013, YEPP Facilitator 2015-current

*I used to be a former participant of the Dunedin YEP Program, and a current facilitator. Being quite shy around new people, I found the first night pretty awkward, however the facilitators at the time managed to keep things light and spark my interest in the program. After the first camp, a few weeks into the first term, the team had already begun to bond and work cohesively, achieving the goals set to us. Over the following three years, my skills in first aid, navigation, danger awareness, basic search techniques, and communication, developed to have an understand of how to appropriately and effectively react to an emergency. Since finishing the program I have joined up with Dunedin's DWST team, and continued to increase my skills. I truly believe that if it wasn't for the YEPP program I would not even know the DWST team existed, and wouldn't be as prepared for emergencies as I am today.*

*Being in YEPP has shown me that there is the need for volunteers, and having been through the program, I am aware that even a basic understand of first aid, comms etc can help in a natural*



disaster, or an emergency eg car accident. YEPP has given me many skills that apply to day to day life. One example is in my current work place (Dunedin Public Hospital), where our team had an education session on how and when to use a scoop stretcher. Having seen this with YEPP and shown its appropriate use, I was able to demonstrate and instruct how to use it safely within our work environment. Once I was given the opportunity to facilitate the YEPP program with the others, I jumped at the chance, because I wanted to be able to contribute what I had learnt from the program to others. During YEPP training, the facilitators sometimes get stories from the participants on an incident that happened during their week, eg someone hurt themselves, and how the participant reacted to the event, using the knowledge from the program. As a facilitator it is amazing to see how and when these participants put their skills into practice. All in all, I am a true supporter of this program and the values and skills it provides you the youth, especially being both a participant and facilitator.



## Amelia Needs

### YEPP Facilitator 2012-2016

I have recently stepped down from being a facilitator for the Youth Emergency Preparedness Programme after about four and a half years of involvement. In fact, I still feel I became a facilitator by accident, after helping to teach first aid at a camp. Looking back I can see that as well as putting lots into this programme I have also gained a lot from my facilitation role.

Firstly, I have gained a much deeper understanding of the topics we teach at YEPP, as to be able to effectively mentor the young people we have to ensure a depth of knowledge ourselves. Being a YEPP facilitator has developed my communication and problem solving skills. This was evidenced in a situation at work recently where I needed to teach people how to use a piece of equipment in an emergency without being able to physically touch it myself. Seeing some of the young people who have been involved in the programme going off and achieving their plans and

dreams in the community, or using the skills we have taught them gives a sense of pride that we may have helped them succeed.

And finally, but not least, being a YEPP facilitator has given me a set of close friendships, developed under the pressure of late nights and early mornings with a group of enthusiastic yet sleep deprived teenagers!

## 4. What other values does youth volunteering bring?

People volunteer for organisations such as NZRC for a variety of reasons. Some wish to help raise the funds which allow Red Cross to continue its operations both within communities in New Zealand and abroad, some wish to shape the direction of an organization which has a special meaning to them, while others want to be on the ground, with the skills to make the difference their community needs. YEPP directly trains young humanitarians to benefit their community while acting as a conduit into the larger organization and all the opportunities it presents.

While this programme did not generate any cash income directly, the participants and facilitators were utilized during the NZRC annual appeal to assist with fundraising and donation collection. Many of the participants have gone on to work in many parts of the NZRC, some sit at national governance level, others at local governance on their branches and area councils, others still are contributing to international aid as Red Cross delegates, YEPP has indeed introduced some highly capable and motivated people to the NZRC.

Some challenges encountered during this study were getting responses from volunteers, many community groups and the local Area Council were contacted to fill out surveys and provide information about the structure of their groups, but very few replied. This was mitigated by conducting interviews with those unable to complete the surveys. Through this the author team were able to accurately gather many of the important aspects of this study.

Volunteering for Red Cross brings together a group of highly motivated individuals; it educates and trains them, teaches them how to apply the Movement's fundamental principles in a practical sense, and develops them as people and shapes them into capable, sensible and practical humanitarian leaders. Without doubt, all participants are both willing and able to use their skills when there is a need. That is the value that is brought by the YEP programme.



## A life of a volunteer



### Hamish MacArthur

#### YEPP Participant 2010

**2010- Joining the YEPP:** Whilst I was in my final year of high school, I Joined YEPP. Coming into the program, I had little idea of what I was about to get myself into and I have never looked back since!

My reason for joining YEPP was due to being required to complete a component of the International Baccalaureate Diploma known as Creativity, Action, and Service. I had little desire to do sport to fill the action component, so decided getting out and about doing things like stretcher carries, or search and rescue exercise would be much more

enjoyable. With this I also hoped to gain some great skills and do some volunteering along the way. After the first night of YEPP I was hooked and things only got better from there. From varied training nights that covered off topics including search and rescue, radio communications, patient handling, first aid, and many more, through to weekend camps and exercises that consolidated all the training we had learnt. Every exercise and activity was varied, fun, and always a great learning opportunity.

**2011 – Moving ahead:** I began my first year of study at the University , and also moved away from YEPP and into the Dunedin Red Cross Response Team (now known as a Disaster Welfare Support Team). As part of this team, I have been able to further increase and expand my skills and knowledge from the things I learnt at YEPP.

**2013 – Enhancing expertise:** I was then accepted into the National Disaster Response Team which was made up of a selection of Red Cross members from all over New Zealand. With this team I got Urban Search & Rescue, and Rope Responder qualified.

**2014 – Transforming to an international role and practicing leadership:** The following year, I became an international delegate with the New Zealand Red Cross Information Technology & Telecommunications Emergency Response Unit, a tool of the IFRC that is deployed internationally to give immediate support to National Societies in disaster-affected countries. With this team I have travelled to Samoa and the Solomon Islands to help with disaster preparedness work, as well as to Nepal in 2015 for six weeks to help with the response following the May earthquake. Aside from disaster / emergency work I have attended a National Youth Forum, and am currently an elected area council youth representative. This has been a fantastic opportunity to contribute a youth perspective to the governance side of the organization, and help shape where things are able to head into the future. Outside of Red Cross, I am also involved with Land Search & Rescue in Dunedin as part of the management support unit, and also an amateur radio operator.

All of these fantastic opportunities would never have been possible without having attended YEPP, and I can honestly say that it has had a huge impact on what I have been able to achieve, as without it I would never have been able to meet such awesome people, or do so many.



### The value of our volunteers

A Volunteering Study focusing on the Participants, Facilitators and Community of the 2015

Youth Emergency Preparedness Programme (YEPP) Dunedin, New Zealand | New Zealand Red Cross Society



YEPP participants assist patients at a mock building collapse.

## 5. Conclusion

The YEPP is a highly successful programme that has introduced many young humanitarians into the New Zealand Red Cross. It has an even split of males and females, and an overall positive response from its participants. As with any programme it has room for improvement, some recommendations on what may strengthen the programme and benefit the communities it is run in are listed below. The authors also feel that providing the participants with opportunities to participate in other activities within Red Cross or in cooperation with other NGOs will continue their involvement with the Movement and further develop their skills in emergency management and recovery.



### Jacob Moller

#### YEPP Participant 2008-2009, YEPP Facilitator 2010-2016

Generally volunteering is an activity that people do for any number of reasons. Motivation for undertaking volunteering duties varies from person to person, however it is important to remember, no one is forced to be there, no one is paid to volunteer. While no immediate financial gain is achieved by the volunteer, is it the outcomes and the values instilled in this person that validates the time put into these activities. The Red Cross Youth Emergency Preparedness Program introduces concepts of care, empathy, communication, team work, and leadership to groups of teenagers volunteering their time. Every Thursday, young

busy adults chose to turn up to be taught potentially lifesaving skills by likeminded individuals. While their competency in these skills can be measured it is the personal development outcomes that show the real value of volunteering.

I initially joined the YEPP program in 2008, as a nervous 17 year old with an interest in emergency response. While I learnt a large amount of new tangible skills, it was the growth in my confidence that was highlighted. Giving young adults responsibility over others and accountability to assist a patient to safety causes team members to become team leaders. It is this confidence that I directly attribute to appointment of the role of Deputy Team Leader in the Dunedin Red Cross Disaster Welfare Support Team. In addition to leadership inspired by confidence, being immersed in a social group of individuals with similar motivation eliminates the nervousness and creates strong friendship and team bonds.

Volunteering is infectious, once you catch the bug you struggle to leave that part of your life, not matter how much it may disrupt paid employment! From YEPP I took away leadership, transforming it to facilitation by harnessing the students similar motivation. Facilitation of the YEPP program had increased responsibilities. Rather than a burden, it was a challenge I was happy to meet in addition



to encouraging confidence in the younger population. As a result myself and others become mentors and role models both for Red Cross and the young adults who will no doubt continue a voluntary trait well into the future.

Within my time in Red Cross as a YEPP participant, facilitator and team member I held a strong interest in emergency medical response. I intend to couple this passion with volunteering into the ambulance service with the future outcome of paramedicine.

Volunteering is extremely rewarding. You may not always get a thank you or even an acknowledgement but the personal development gains are immensely valuable to yourself and others. It has been said that volunteering for the Red Cross is “The best job you will never get paid to do”.

## 6. Recommendations

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Our recommendations to improve youth volunteering in the New Zealand Red Cross include the following:

1. A review of the existing funding allocation for the program is undertaken, to ensure that all costs incurred by the YEP programme are adequately covered (including the use of personal vehicles).
2. Training be given to YEPP facilitators to increase their knowledge and skill base and allow them to accurately pass on their knowledge. This training could include courses such as IFRC's Youth as Agents of Behavioural Change training which would ensure that the skills our facilitators are using Movement best practice, and learning key skills peer education. Peer teaching training would also ensure that these skills are taught in the most appropriate and efficient ways possible.
3. A recruitment plan be formulated to advertise the YEP programme to potential new participants of the program. This could involve the use of advertising in schools, involving the Ministry of Youth Development, and other local government youth initiatives.
4. YEP programme be implemented in other areas around New Zealand. It should be noted that this cannot be done in a one size fits all fashion, the idea of YEPP can be translated to other areas, but each area has their own strengths and vulnerabilities to which YEP programme could be tailored. Existing expertise from the Dunedin Program should be sought in developing these ‘tailored’ program design.
5. Toolkit of training programmes and resources for implementation of YEP programme are made available.



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The Authors team would also like to personally acknowledge the founding members of YEPP for the hard work they undertook to launch the programme and start a legacy for the New Zealand Red Cross Youth members.

Special thanks also goes to the current facilitators who answered our questions at all hours of the day, provided us with many photos and reminisced on their times with the programme – this programme wouldn't run without you all and the author team thank you for that.

To the participants and facilitators – past, present and future, the YEP programme has likely changed your life in some way; You have learnt team-work, leadership and most of all friendship. These skills can carry you far in life and it will be amazing to see where you end up!

## About the authors



**Hannah Cruickshank**

In 2010 Hannah joined the YEP programme in Dunedin. She went on to become a facilitator of the programme and a member of the Disaster Welfare support team (DWST). In 2012 she was coopted onto the New Zealand Red Cross National Youth Panel, and in 2014 she attended the 3rd MIGA in South Korea. She now lives in Waiouru New Zealand with her husband and dog, works for the Order of Saint John ambulance service, and is preparing for the arrival of her first child.



**Sarita Aldred**

Sarita joined the New Zealand Red Cross in 2013 as part of the Dunedin Disaster Welfare Support Team (DWST). Since then she has broadened her knowledge of the organisation by joining many different areas and is now part of the DWST, National Youth Panel, Dunedin Branch, Otago Area Council, and the Red Cross Choir (on the committee and as the youngest member of the Choir). Sarita lives in Dunedin, works full time for Dunedin Kindergartens and spends the weekends on her partner's dairy farm enjoying the company of her pet cows.





# The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

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