

Through NZAID, all New Zealanders are making a difference in the lives of some of the poorest people in the Pacific, Asia, Latin America and Africa.

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| How you can help those in need

## YOUR ASSISTANCE CAN MAKE A DIFFERENCE

There are many ways New Zealanders can support international development work or assist those in need following a disaster. Two of the best ways to help are by **donating** money to development organisations or by **volunteering** to work in developing countries.

### Donating to development programmes

If you are a New Zealand taxpayer you are already supporting NZAID's efforts as NZAID's work is entirely funded by the NZ Government.

While donations can't be made directly to NZAID, one of the simplest and most effective ways that you can help lessen the effects of poverty or help those in need following a disaster is by donating money to a non-government organisation (NGO) or a UN agency.

You can get a list of New Zealand-based NGOs working in developing countries from the Council for International Development (CID) website ([www.cid.org.nz](http://www.cid.org.nz))

Most NGOs or UN agencies accept donations all year-round, although they will run special appeals when there is a crisis or a particularly urgent need.

### Choose an agency that you are comfortable with.

Find out as much as you can about the organisation. Look up its website, read its history, mission, values, what it stands for, where it works and who it is affiliated with. Ring its office. Some questions you might want to ask are:

- Does the agency subscribe to a specific code of ethics?
- Does it work with developing country partners?

- Does the organisation fit with your own values?

### Give money to in-country groups

By donating to local communities, groups, or organisations that are based in a developing country your contribution could build capacity as well as assisting those in need.

You can often donate directly to these groups through the internet, however, be careful and **watch out for fake websites or false appeals**. Always ask yourself the same sorts of questions you would before giving to a New Zealand-based organisation.

Donating to New Zealand-based organisations that are collecting on behalf of local groups can be just as effective, and you will have the added assurance of the New Zealand agency's oversight and support.

### Decide what you want your money spent on

You may feel strongly about particular countries, development activities or disaster relief operations, such as providing adequate health care, water, housing, or assisting specific groups or communities.



An NZAID-supplied tent for Solomon Islands tsunami victims

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**nzaid**

New Zealand's International  
Aid & Development Agency

# YOUR ASSISTANCE CAN MAKE A DIFFERENCE

You can target your donations to organisations that are involved in the type of work you would like to support, or if you would like to see it used for a variety of tasks, spread your donation across a number of different appeals.

## How to know that your money is making a difference

Visit the website for the appeals or organisations that you are supporting and look for information on, or evaluations of, their operations to see how your donation is being spent. This can give you the assurance and satisfaction that your donation is making a difference.

## Volunteering

New Zealanders are making a difference in developing nations by playing a part in providing services like good education, effective health and welfare services, open government, and environmental sustainability.

Volunteering is a great way to utilise your skills and experience while improving the lives of people living in poverty. Volunteers work together with local people to support the work of an organisation or a community to reach their goals and bring about positive change, while learning new skills themselves.

Volunteer agencies such as Volunteer Service Abroad (VSA) [www.vsa.org.nz](http://www.vsa.org.nz) can help you get started in a volunteering role. VSA is core-funded by NZAID.

## Helping after a crisis or disaster

New Zealanders are very generous and it's natural for many to want to play a part in helping to ease the suffering of those affected by a disaster or conflict.

In crisis situations, NZAID, along with most aid organisations, encourages the public to give money rather than collecting and supplying goods for the following reasons:

- It helps ensure that materials purchased are those that are most needed. Local people, and those working in the affected area, are in the best position to assess the needs of those affected and how to use donated funds most effectively.
- It helps ensure that materials purchased are appropriate. There are many examples of

inappropriate goods being sent to assist relief efforts, often creating more problems than they solve. Agencies in the area can ensure donations are used for the purchases of materials that fit with the social, cultural, political and environmental context.

- It supports local people and economies. It is usually cheaper and quicker, for example, to buy food in the affected country. Money spent on local goods in an affected area can help boost local economies and assist in longer-term recovery.
- It is efficient. Goods can be costly to transport and can take time to reach people in need. They may therefore be a drain on staff time and resources. The distribution of goods is also reliant on effective delivery systems, which are not always available in a disaster zone.
- The Red Cross is often the first agency on the scene in a crisis situation and information on how you can help can be found at: [www.redcross.org.nz](http://www.redcross.org.nz)

The NZAID website ([www.nzaid.govt.nz](http://www.nzaid.govt.nz)) is also a good place to get information on disaster recovery responses following a major disaster.

A brochure "Disasters and Emergencies Overseas: How you can help" is available from NZAID and CID, and can be downloaded from the NZAID and CID websites.

## Assisting with appeals

You may be able to assist organisations in the administration of appeals. Some tasks you may be able to help with include:

- Street collecting
- Organising and coordinating others involved in collections
- Collating and processing donations
- Transporting collectors
- Answering phones.

Call the office of the organisation running the appeal you would like to assist with and ask if you can help.

## Volunteer in call centres

Immediately following disaster events, people are often desperate to find out about friends or relatives who may have been in the area or who are missing.

Volunteering for an organisation that runs an inquiry call centre that provides information for concerned people is one way you can help. Be aware that you may have to deal with distressed people on the phone and that you may be required for long periods of time.

In New Zealand the organisation that conducts an inquiry call centre following a disaster is the New Zealand Red Cross.

### Frequently asked questions

- **Why it is best to contribute money instead of goods and services?**

Usually, the best and most effective way to help longer-term development initiatives or to assist after a disaster is to make cash donations to established agencies that are already working in the area. Regular donations are particularly welcomed by such organisations as these help them plan and budget for their work.

- **What to do if you have already collected food or clothing for donating**

Although we appreciate how generous Kiwis can be, NZAID cannot assist in transporting food, clothing or other items to a country affected by a disaster.

Occasionally an agency responding to an emergency specifically requests donations of certain items. To be certain and to ensure that your donation will make a difference, check that the request has been based on a needs assessment.

But if you have already collected goods, you could consider donating them to a local organisation instead (many have second hand shops), or holding a charity auction or sale in your community to raise cash for the appeal.

- **Can I work overseas in the troubled area?**

Wanting to travel to a disaster area to assist in relief operations is often the first response to a disaster event. But unless you have the relevant skills and experience along with the backing and support of a

logistics team to arrange flights, accommodation, transport, supplies and services, travelling to a disaster or conflict area can be highly dangerous and NZAID would advise against it.

If you have the types of skills that can be utilised in post-disaster situations (like engineering, health, search and rescue, logistics or telecommunications) contact an organisation that deploys response teams to disaster situations and put your name forward. Some organisations keep registers of people with appropriate skills who are available for immediate deployment.

If you are interested in helping in this way we would recommend that you do this well before any specific disaster event, as this helps avoid organisations being inundated with such offers during the critical response period.

- **I have an idea for the aid programme – who should I contact?**

Have a good read of the information on our website to check that we are not already doing something similar (or supporting one of our partners to do it). Consider whether your idea fits in with NZAID's strategic priorities, the geographic areas we work in, and the jointly agreed country strategy that covers the assistance we are providing to our main bilateral partners.

If, after a bit of research, you think we should know about it, you can email us on [enquiries@nzaid.govt.nz](mailto:enquiries@nzaid.govt.nz)

**New Zealand Government**

For more information visit [www.nzaid.govt.nz/what-we-do/helping.html](http://www.nzaid.govt.nz/what-we-do/helping.html)