

Eastern Volunteers: Leadership in and through Volunteering



Eastern Volunteers Annual Report
2018–2019



Eastern Volunteers Values

- **INTEGRITY:** We strive to demonstrate impartiality, fairness, honesty and independence in everything we do.
- **VALUING OUR PEOPLE:** Our staff and volunteers are critical to our success – we acknowledge that they are our most important asset. We provide a safe and enjoyable work environment that is caring and supportive. We keep people informed; promote a learning culture and a balance between work and recreation.
- **RESPECT:** We promote the acceptance of diversity and difference. We are non-judgemental, we listen and we demonstrate accountability.
- **EXCELLENCE:** We are committed to high professional standards. We utilise best practice methods and strive for excellence in customer service.
- **COMMUNITY:** We demonstrate commitment in helping build stronger communities that will be sustainable and resilient. We give due consideration to environmental, social and economic issues in our decision making.
- **PARTNERSHIP:** We excel in business by creating partnerships, building strategic alliances and demonstrating a willingness to share, learn and co-operate.
- **INNOVATION:** We seek to do business differently and better, by developing new opportunities and exploring creative solutions, and we keep abreast of technological and business advances.

Eastern Volunteers Vision

Empowering the community through active engagement.

Our Mission

Eastern Volunteers engages its communities with value based services that increase community participation through mobility and volunteer opportunities.

Board of Directors Eastern Volunteers

The Board 2018-2019

Dr Mehdi Taghian:

Chair and Treasurer

Mr Ranjit Gajendra Nadarajah:

Deputy Chair

Ms Yvonne Putz: *Secretary*

Ms Sue Edmonds: *Director*

Mr Chris Lamos: *Director*

Ms Lynsay Coad: *Director*

Mr Shankar Ganesh: *Director*

(leave of absence April-June 2019)



In times of change, leadership is a most sought after commodity. It is the difference between navigating a path to a new future and becoming mired in confusion and inaction. Leadership is not the exclusive domain of those at the top of any organisation or community. Leaders are not always the famous. Leaders are not always the loudest. Look around and we see leaders everywhere: people who, without recognition or financial reward will step forward and forge a path for the benefit of others, and see change as an opportunity to make more of a difference. The community – your community – continues to grow and connect because of these leaders. They are on the boards of community groups, they are the coaches of sporting clubs, they are co-ordinators of community activities, they organise fundraisers - they are the people who take on responsibility and carry us forward.

This past year, in the face of continued change, Eastern Volunteers led strongly and has fostered leadership in the community through volunteering. Leading in its own right, EV has been at the forefront of advocacy to frame public policy that supports volunteering at all levels, and is playing a major role in advocacy activities that will bring Victorian government support for community transport up to the same levels as other Australian States. In addition, EV has continued to support community leaders through its mentoring and consulting for volunteer committees to help them become the best they can be.

It is easy to lead when you have a title and profile. It is easy to lead when others expect it. It takes courage and strength to lead when resources are scarce, the road is hard, and when the outcomes are not certain. To the Eastern Volunteers Board, volunteers, and staff – congratulations on another year of courageous leadership in a challenging environment. Thank you all for changing our community for the better.



Mr Simon McKeon
Patron

Message From The Chair



Dr Mehdi Taghian
Chair and Treasurer

2018/2019 saw Eastern Volunteers extend its services and support for communities living from Manningham to the Yarra Ranges. EV strives to be a leader in its sector and to support the leaders in community who, through volunteering, keep our communities strong.

Board were delighted that we were to add the Manningham Volunteer Resource Service to our suite of programs from July 1st 2019. We very much value this new partnership.

Our Volunteer Resource Service continues to be an innovator in volunteering in Victoria. In the last year we spearheaded work in inclusive disability volunteering to ensure people of all abilities have the same access to volunteering opportunities. We work with our partners Inner East Primary health partnership and the people and organisations who now sit on the governance group for this project to ensure that there are meaningful volunteering roles for people with disabilities in the east and South east of Melbourne. We also developed the suite of governance support services we offer to small to medium not for profit organisations to ensure they remain strong in providing the community with much needed services. This work is ably supported by our local government partners and in particular we thank Maroondah Council for its financial support of the VRC and for the provision of a community grant to allow our governance services to be provide free within the Municipality. We are pleased to see Whitehorse Council support our governance services in the coming year with a grant to ensure community organisations can access the Governance Health Checks and workshops free of charge. We thank Yarra Ranges for being a strong partner in promotion of good governance in the sector and volunteering.

Our CEO is the Chair of the peak body for Volunteer Resource and Volunteer Support Services in Victoria , the VVSN, and this year saw a strengthening of the collaboration between services across the state and a commitment by government to a Victorian Volunteer Strategy. EV remains a very active participant in this.

We have been pleased to support a wide range of work being undertaken by volunteer leaders in their communities this year. Our CEO Chairs the Lilydale Lounge Working Group and we facilitated the development of their strategic plan to create a day hub for people who are homeless in the Yarra Ranges. We also worked with Yarra Ranges Upper Yarra Partnership on transport issues in this area. We facilitated the strategic plan for the Eastern Disability Action Group with financial support from Maroondah Council and conducted 6 governance health checks for community organisations ranging from kindergartens to neighbourhood houses to seniors groups. We assisted the Mt Evelyn Township group with their strategic plan and facilitated four community consultations on the proposed SkyRails in Lilydale and Mooroolbark for the volunteer township groups.

We were privileged to be funded for two short term Victorian government projects to strengthen the volunteering sector. The

first was the Regional Training and Mentoring program which now sees us hosting Volunteering Communities of practice in each local government area to support and strengthen volunteering and volunteer management. The second was to reinvigorate a web platform for the volunteer sector as an online Community of Practice to strengthen collaboration and a state wide approach to volunteering. Unfortunately this vehicle is ready to be launched but without some additional funding we will struggle to support it.

We continued to respond to the changing landscape of aged care and the NDIS in our transport programs. We worked hard to secure ongoing HACC funding for people with a disability under 65 years of age and were pleased that this funding will be continued by the Victorian government. We began providing NDIS clients with transport. We worked with the Victorian Community Transport Association to address the inequity in funding in Victoria compared to other states which sees per capita funding for community transport in NSW or Qld funded at the level of \$8 and \$9 respectively whilst Victoria receives \$1. Our Transport Manager sat on the VCTA Conference Committee and our CEO sits on its Board. The challenges moving forward for transport are great with regard to its funding base and future. Eastern Volunteers will remain providing strong advocacy and leadership to ensure people continue to access affordable community transport by well trained and supported volunteer drivers and a paid and volunteer logistics and call centre team.

Our transport team stepped up to double its outputs and Board approved the upgrade of our RouteMatch software to ensure we can offer state of the art logistics. We thank the RACV for funding the online customer portal which will allow people and their families to book trips directly. We took up the opportunity to lease an onsite warehouse in this precinct so our transport team in the future will have much closer relationships with our drivers. Our productivity within the program will be greatly enhanced.

In the ever-changing Commonwealth policy environment we saw people on Home Care Packages become ineligible for subsidised transport in the year and we responded with a full fee for service suite of transport offerings. We also expanded our partnerships with Home Care Package Providers as well as our services which transport children in the child protection or out of home care systems to school and other necessary appointments.

The past year has seen us provide leadership through volunteering and heavily support community leadership through volunteering.

Eastern Volunteers over the years has benefitted from a dedicated senior executive and positive leadership that led the organisation through to its present operational excellence. Additionally, the board of management at Eastern Volunteers is made up of a highly motivated group of volunteer professionals that work together in a spirit of harmony and cooperation.

“Board were delighted that we were to add the Manningham Volunteer Resource Service to our suite of programs from July 1st 2019. We very much value this new partnership.”



Vivienne Cunningham-Smith
CEO

Welcome to the review of our achievements in 2018-2019. Our Chair has highlighted many of them in his message. This year we are focusing on the theme of community leadership in and through volunteering. Volunteers every day provide leadership in their communities on issues such as homelessness, disability inclusion, in sport, health services and schools and in community development. They sit on Volunteer Boards and Committees of Management to provide the governance necessary to the good delivery of services in their communities. They directly deliver services of equal value to those delivered by professional and paid staff.

The Victorian Ministerial Advisory Committee on Volunteers in its 2017 report found:

Volunteers are a vital part of Victoria's social, economic, cultural and environmental fabric, and volunteering delivers immense value to Victoria, for communities, places and individuals.

This includes an economic contribution worth around \$23 billion to Victoria in 2011, and which is set to hit \$42 billion by 2021 (DPCD 2012).

Eastern Volunteers as the regional Volunteer Resource Service seeks to provide leadership in strengthening volunteer management and supporting organisations and community groups who deliver much needed services through volunteers. We seek to influence policy and funding of volunteer services and to promote the value of volunteering to all people.

ABC Life reported in 2019 that volunteering is in fact declining in our communities with time and money being barriers to participation. The article highlighted that:

The decline in volunteering (if in fact the 2014 drop indicates the beginning of a trend) is worrying. Volunteers contribute billions to the economy, and volunteering is one of the forces keeping our civil society alive.

Even large charities like Food Bank, St Vincent de Paul and the Red Cross rely on volunteer staff. Smaller community organisations couldn't exist without them. Political parties run on volunteer labour, making volunteering essential to the functioning of our democracy.

If there weren't volunteers, not-for-profit organisations would either collapse or have to spend more donated funds hiring staff.

We also know there are many barriers for people with disabilities who are seeking meaningful opportunities to volunteer. 1 in 5 people have a disability and people with a disability volunteer at the same rate as those without a disability however they face barriers such as negative attitudes, fears and misconceptions, lack of suitable physical work environments and financial and communication impediments. Only 53% of people with a disability are in the workforce compared to 83% of people with no reported disability. [Victoria Alive 2019]. We know volunteering benefits people with disabilities as well as the community and the organisations they volunteer for. We are not taking the opportunity we should be to offer meaningful volunteering opportunities for this talent pool of people. We are also not utilising volunteering as a great pathway to employment for people with disabilities.

Eastern Volunteers has been committed to driving these issues forward in our communities in the past year. We have a strong partnership with Campbell Page's Disability Employment Service to foster effective pathways from volunteering to employment. We have great partnerships with many disability services including Interchange, Your DNA, Vision Australia and Burke and Beyond and are forging new partnerships with disability services. In 2020 Eastern Volunteers hopes to significantly influence inclusive volunteering as it works with and alongside its partners. We are part of the Inner East Primary Care Partnerships Inclusive volunteering governance group which will drive innovations in the coming months and year. We look forward to supporting 50 organisations to provide meaningful volunteering opportunities in the coming year. Carrington Health was the first cab off the rank to provide such opportunity and we look forward to our work with them. Eastern Volunteers will be recruiting more volunteers with a disability into the future as part of its own commitment to inclusive volunteering.

Volunteering does not just happen. It requires support, strategy and agility and a very different kind of management to what we are used to with a paid workforce. Imagine your teams turning over every 3-6 months or your workloads needing to be framed into short term projects so volunteers can complete them, when you find the right volunteers for the job? Imagine how you would manage the consistency of your service delivery when volunteers move north in the winter months or find a job as a result of their volunteering, an outcome we always want for them. Governments could not afford to fund fully paid workforces to deliver all of the services a community needs and we work to educate them that volunteering needs funded support. Volunteer management is indeed a highly skilled professional role which requires far more recognition than it gets. Eastern Volunteers supports the push for recognition of volunteer managers as a professional qualification.

Volunteer Resource and Support Services, as the only externally facing place-based volunteering services in Victoria, need adequate funding to promote and provide successful volunteering in all communities. We are the only services that have an external mandate to place people into other organisations and community groups from health and aged care to tourism to animal welfare to environmental groups. We are the only services with a mandate to strengthen the volunteer management of the sector and support the small to medium community groups and organisations who could not exist without their volunteers. Eastern Volunteers has a very strong advocacy agenda to ensure these messages are heard at all levels of government and policy development. We also developed our Governance Program to ensure these smaller groups and organisations are well supported and governed into the future.

Volunteering is changing and we have been working with our colleagues at SEEK Volunteering to look at the mismatch between what organisations are offering for volunteers and what volunteers want. This mismatch will become greater in the future as volunteers want shorter term project-based volunteering opportunities whilst

“Volunteers are a vital part of Victoria's social, economic, cultural and environmental fabric, and volunteering delivers immense value to Victoria, for communities, places and individuals.”

organisations are still offering the more traditional volunteer roles ie full day regular 12 month or more commitment. We are working with our partner organisations through the Volunteering Communities of Practice to get them to think differently about how they are offering volunteer opportunities and how they integrate this workforce with their paid workforce.

This last year has provided us with many opportunities to promote community leadership through volunteering and throughout this annual report you will see evidence of our projects and work in this regard.

We could not achieve our outcomes without the dedicated work of our staff and volunteers. We too rely on our volunteers to deliver the many services we offer. Eastern Volunteers had a total of 14 paid staff during the year working an average of 22 hours per week. 74% of these paid staff worked in our community transport services, 8% in our Volunteer Resource Services and 17.5% in corporate services / administration. We could not have survived without the contribution and work of our 57 project and office-based volunteers and our 52 volunteer drivers and assisted transport volunteers. I wish to thank everyone for their continued dedication to our work and to the outcomes we are achieving for communities across the Eastern suburbs. We are a strong team and it is a privilege to come to work every day with such a happy bunch of people. I do believe a lot of chocolate from happy customers also contributes to the happiness quotient we have.

It would be remiss of me not to recognise and celebrate our major service to the community , our Community Transport program. This team put over 100 trips a day on the road for people over 65 years and people under 65 with a disability. They co-ordinate a complex array of logistics and go above and beyond in their care and support of the people we transport. The team has doubled its output this year, diversified what it offers into assisted transport, NDIS and child protection transport. It has managed the significant upgrade of its logistics software system, retrained and revised its business processes and is looking to introduce an online booking system for people which has been funded by the RACV. It has managed the policy shift at Commonwealth level to alter the eligibility of people on Home Care Packages Level 1 and 2 for subsidised transport . Our team has risen to the occasion and forged partnerships with Home Care Providers so that our existing clients had the least disruption to their transport as possible. These partnerships are ensuring more people can access the flexible services we provide. The team have strengthened the understanding of Assessment teams about our services and the flexibility they offer for people because we transport for social, recreational as well as health needs. Our transport program aims to keep people healthy, connected and well whilst they remain living in their own homes as they age.

We were pleased to have our transport services for people under 65 years refunded by the Victorian Government after a period of advocacy by Eastern Volunteers. These Home and Community Care Services can

provide people who have a wide range of access barriers to services with subsidised and supported transport.

Our community transport is not just another form of public transport. It's not an Uber or other ride share service, its not taxi's and its not buses and trams. Community transport is supported transport for those people who otherwise cannot access these other forms of transport. It's for people with dementia who need someone to notice that they haven't turned up at the spot to be picked up after their shopping trip. It's for people who are traumatised who cannot get on a tram or bus or don't trust a taxi or ride share vehicle. It's for people with mobility issues. It's for people who cannot afford regular public transport.

We face challenges to retain community transport into the future. EV is a part of the Victorian Community Transport Association's advocacy campaign on the inequitable funding for community transport in this state. Eastern Volunteers will be working hard with the Victorian and Australian Community Transport Associations to ensure we retain this important service post 2022 and that our political representatives understand the issues involved.

I want to thank the many organisations and community groups we worked with this year especially those who trusted us with a Governance Health Check of their Boards. Collaboration is key to our success and we look forward to working with you in 2020 and beyond and to developing new partnerships with all groups and organisations who have a volunteer workforce or utilise volunteers in their service delivery.

Our work was recognised during the year through the Deakin Community Award in the organisational/group category, which we won overall. At the time Michael Sukkar, Member for Deakin, acknowledged the reach that Eastern Volunteers has in its influence and outcomes on community.

I wish to thank our Board, who as volunteers provide guidance and good governance to our organisation. The stability of a Board and the relationship with its CEO is of critical importance to the health of community organisations and we are very lucky that we have this stability.

“If there weren't volunteers, not-for-profit organisations would either collapse or have to spend more donated funds hiring staff.”

Mariyam's Story

Mariyam came to Eastern Volunteers to gain experience to be able find employment in an office environment. Mariyam had successfully run her own hospitality business however the employment world was not recognising her skills. Mariyam's journey commenced through our Volunteer assessment team and identified the opportunity at EV to assist Mariyam with her goals. Mariyam commenced on Reception, moved across to the Transport Team and was then employed as a casual. A permanent position arose and Mariyam successfully applied for the role as the Client Service Scheduler. This role has provided the opportunity for Mariyam to showcase existing skills and acquire new skills. The role of scheduler is complex and holds a high level of responsibility as we transport clients that are vulnerable. The coordination of volunteers, routes, vehicles and the ever-changing demands to deliver a cost effective and efficient service keeps Mariyam on her toes. This new skill set has created opportunities for her outside of a standard office role. Mariyam's successful pathway from volunteering to employment has increased her confidence, communication style & language skills.



642

people transported and provided 2810 hours of support to people under age of 65 years who experience a disability

16,578 trips taken for people over age of 65 years

24 trips averaged with us per annum

22 volunteer transport administrators



Innovation In Supported Transport

Eastern Volunteers Community Transport recognises the changing landscape of transport as we move toward a consumer driven market. EV identified the need to reposition our operational tools and become more responsive to client expectations and requirements. EV has introduced electronic tablets to allow our volunteer drivers to become more agile on the road, communicate far more quickly between our drivers on the road and our call centre team and empower volunteers to be able to easily respond to consumer questions whilst in transit. EV implemented this initiative through our volunteers who tested, trained in and implemented the tablets into the vehicles.

Bus Hire

Eastern Volunteers provides buses for hire at subsidised rates for agencies funded under the Community Home Support Program and state HACC-PYP program. We also hire to local agencies who do not have their own client transport. During the year our 4 buses were hired 255 times thus strengthening the capacity of smaller community groups and organisations in our communities to make their services accessible.



44%

of people transported lived in Maroondah

36%

of people transported lived in Whitehorse

20%

of people transported lived in Yarra Ranges

8 part time staff

52 volunteer drivers



1064 people supported to volunteer

496 agency clients supported

22 volunteers working in the VRC

27%
volunteers aged 18-24

46%
volunteers aged 25-34

26%
volunteers aged over 50



Community Leadership through Volunteering

Nunawading Toy Library a community-based, volunteer run, not-for profit organisation, which recognises play as a major factor in child development. As well as the member families the additional volunteers are new migrants, school students, university students and volunteers with disabilities. The volunteer roles are adapted to the individual skill set of the volunteers and to their individual goals that they wish to achieve. It is a totally inclusive organisation that has no paid staff and provides an exceptional service to its local community. It allows families with young children to not only borrow age appropriate toys but to join a community of parents and carers who can support each other. It enables children to socialise and play in the sandpit, the playground and with the toys. A large part of their membership is new migrant's so this allows the families to settle into the community, work on their English skills, build up their networks and prevent social isolation. They participate in the Whitehorse Volunteering Communities of Practice as a key member of this group keen to learn and make partnerships with other agencies within the area. They truly are living the theme of community leadership through volunteering.

Andrew's Story

Andrew walked in to the offices of Eastern Volunteers looking for a volunteer opportunity where he could use his IT skills to support a local organisation. Like all volunteers, his motivations were his own, but it became clear quickly that he was enthusiastic, knowledgeable and incredibly efficient. Eastern Volunteers was going through a major change in its systems and Andrew quickly proved to be pivotal in helping EV make the most of the changes and look to a future of greater efficiency and reduced paper waste. Andrew has been consistently proactive and insightful, using his experience and knowledge to lead a transformation of the way we work at EV. Leaders are not always decision makers, but do drive the way decisions are made. Andrew has shown thought leadership and taken practical ownership of great developments at EV that will benefit all our clients, volunteers and employees.



72,168 reach of Facebook posts

45,227 website visits

3,891 total hours that training rooms were occupied

66%

leased space average occupancy

Volunteering Communities of Practice

The Volunteer Resource Service started the Communities of Practice [CoP] in Whitehorse, Maroondah and Yarra Ranges this year as a way for any organisation that utilises volunteers to share best practice, training, build relationships and partnerships within their LGA.

Eastern Volunteers adopted this approach following a 6 month pilot of a regional training and mentoring program for volunteer managers thanks to Victorian Government funding. The project was ably led by Melitta Pinney. The pilot found that the best way to strengthen volunteer involving organisations and those responsible for co-ordinating or managing volunteers was from within community. Rather than imposing a pre designed training program on the sector we developed the Volunteering Communities of Practice to link organisations so they could



learn from others, share innovation, plan co-ordinated approaches to volunteering in their communities and identify common needs for formal training.

The range of organisations now participating varies from small local community groups to larger healthcare and youth support agencies to local councils. Meeting every quarter, they are steered by the needs and wants of each group so all run in a different manner and are a reflection of the organisations within the CoP and the needs within the particular local government area.

Eastern Volunteers will continue to facilitate and build these Volunteering Communities of Practice as the hub in each local government area for all things volunteering.

Lilydale Lounge

Eastern Volunteers became involved with the Lilydale Lounge Working Group when they asked us to assist them to develop their strategic and business plan. CEO Viv Cunningham-Smith facilitated a workshop to develop their strategic outcomes framework and action plan. Following this Viv became Chair of the working group and with colleagues from Jim Fuller House, Holy Fools, Anchor, local churches, Lilydale Assist and the Salvos the group has been working steadily toward building the business case for a drop in day centre / hub for people experiencing homelessness and/or social isolation in the outer regions of Yarra Ranges local government area.

The group launched the concept in Homelessness Week and has thus far developed the service and practice models to drive the operations and with the assistance of Monash University students is looking at international and national best practice models.

This is an exciting project which demonstrates collaborative leadership through volunteering. The service will eventually be run utilising both paid and volunteer workforces.



disability & volunteering

 did you know: Just a few hours of volunteer work can make you happier, healthier and sleep better than those who don't volunteer - doctors should recommend it.

inclusive volunteering practice	
barriers	enablers
lack of resources, time and funding X	visit victoriaalive.org.au to find useful resources ✓
lack of knowledge and awareness of working with people with disability X	you don't need to be a disability expert to treat people with respect and ask about their accessibility needs ✓
concerns that people living with disability will not be reliable or meet productivity standards X	research shows that people with disability in general are more reliable volunteers ✓
concerns that people living with disability will require additional support beyond the scope of available time and resources X	try a buddy or mentor system if your volunteer requires additional support ✓



*For references, visit: victoriaalive.org.au Published: May 2019

Disability Inclusive Volunteering

In mid 2018 Eastern Volunteers identified issues with placement of people with disabilities into meaningful volunteering opportunities in our community. There was no shortage of people with disabilities seeking to volunteer but we could not find them meaningful placements. We had also commenced looking at this issue regionally through a working group of Volunteer Resource Centres and Support Services under the auspice of Inner East Primary Care Partnership (IEPCP). At the same time Volunteering Victoria was funded through the NDIS for Victoria Alive to improve the volunteering opportunities across the state.

We all came together to partner in the design and implementation of the first Victoria Alive Forum to look into action on this issue. EV wanted to open up opportunities in 50 organisations in the eastern region and had the support of many of our partner disability agencies to work on this. We held the first Eastern Forum in May 2018 ably facilitated by Pam Kennedy of Avise La Fin. 75 organisations and people with lived experience attended to identify the barriers and enablers to inclusive volunteering. A governance steering group under IEPCP was formed to take action from the Forum and we have been working diligently to identify a pathway to implement the Inclusive Volunteering in the East and South East project. Annette Pritchard a Masters Social Work student



with EV has led the work with the Governance Group to develop the approach and resources to make inclusive volunteering a reality.

Victoria Alive has gone on to great things also and we recommend you visit their website www.victoriaalive.org.au. The funding for this project ceases in October 2019 and part of their legacy will be the work we continue to do in the east and south east to make inclusive volunteering a reality and increase the number of people with disabilities volunteering in their community. We very much look forward to 2020 to turn the curve on this.





Volunteering Your Way to Employment

This project is ably led by Wayne Aitken a volunteer project manager with Eastern Volunteers. Wayne was given the brief to improve relationships between Eastern Volunteers and tertiary institutions to maximise the use of group assessments to place students in meaningful volunteering with improving their employment prospects.

Eastern Volunteers had introduced group assessment the year before to meet demand from a range of institutions looking to assist students into volunteering but it was ad hoc. This project was to look at making pathways for students into volunteering more systematic.

Wayne developed relationships with Deakin University, Monash University and Box Hill Institute to progress the work and identified very soon into the project that volunteering, as opposed to student placements was a fabulous pathway to employment and /or real life learning for students. The project has evolved from its initial brief as we develop innovative ideas with our tertiary institution partners.

The relationships have led to placement of many Deakin students into skilled volunteering opportunities and to our involvement with the Monash University Ancora Imparo leadership program which focuses upon student involvement in community programs. Monash University students are assisting us with the Lilydale Lounge project, projections for transport need in the Upper Yarra area and with our own social media program.



COMMITTEE

Governance Support Program for Volunteer Boards and Committees of Management

Eastern Volunteers has developed a suite of programs to support volunteer Boards and Committees of Management with their governance responsibilities. This year Maroondah Council provided funding for 5 small to medium sized community organisations to undergo one of our Governance Health Checks. We were pleased to work with two disability organisations, a kindergarten, a seniors social group and a local neighbourhood association. The Board's and management participated in the Health Check which results in a Board Improvement Plan.

We introduced our free **Introduction to Being a Board Member** in each local government area. This 2 hour workshop is designed to introduce Board members to good governance systems and their legal and regulatory responsibilities. We offer two workshops a year for each LGA. These workshops have been fully booked and attendees have ranged from small not for profits through to Board members of large aged care and health sectors.

We have run workshops for **Secretaries on Writing Effective Minutes** and the role of Secretary and intend to introduce a Workshop for Board / CoM Chairs in 2020.

We provide consulting services on governance and worked extensively with 2 large kindergarten organisations during the year to assist them with their governance.

“Eastern Volunteers was integral in reframing the governance structure and recruiting a new Board for Yarra Ranges Kindergartens in 2018..”



Your Volunteering Community

The Victorian Government funded Eastern Volunteers to revamp our web platform for collaboration between volunteer organisations across Victoria. Brad Adriaanse led the redevelopment of the web platform Your Volunteering Community and with the Victorian Volunteer Support Services Network (VVSN) rebuilt the platform as an online Community of Practice. This platform requires just a little more work to roll it out in the sector and EV looks forward to seeing it come to fruition in 2020 as a key mechanism for collaboration and communication of Volunteer Resource and Support Services, local Volunteering Communities of Practice and volunteer involving organisations.

"I am no longer feeling confined to home relying on relatives. I have my independence back."

"I don't have a car and the only other way that I can get to appointments is to catch two buses and a taxi and I don't have a taxi card."

"My husband goes to an Art program on a Thursday morning which allows me to go to my volunteer job at the MCG – it is such a help."

Upper Yarra Partnership: Linking Communities Working Group

Eastern Volunteers has chaired the Linking Communities working group for a couple of years now. The Upper Yarra partnership is an initiative of Yarra Ranges Council looking at the needs and situation of children and families living in the Upper Yarra catchment of the LGA. The Linking Communities working group has been focusing on transport needs and in the past year Council funded research to establish the parameters of the transport issue. The working group will reconvene in late 2019 to progress the evidence based work from these surveys.



We could not achieve our outcomes without support and funding.

We would like to extend our thanks to our supporters and partners in 2018-2019:

- 3WBC Radio
- Agrekko Finance
- AMES
- Box Hill Institute
- Burke and Beyond
- Campbell Page
- Colin Saddington
- Commonwealth Department of Health: Community Homs Support Program
- Commonwealth Department of Social Services for the Volunteer Management Grant
- Costco – Ringwood
- Deakin University
- Doncare (Volunteering in Manningham) for assisting the transition of services
- Eastern Community Broadcasters (Radio Eastern FM)
- Eastern Disability Action Group
- EDVOS
- EMR Alliance
- Fleet Partners
- Friends Getting Together
- Holocentric
- IDareU
- Inner East Primary Care Partnership
- Interchange Outer East
- Katherine Zammit
- Kmart – Eastland
- Leo Klik
- Lilydale Lounge Working Party
- Lilydale Township Group
- Manningham Council
- Maroondah City Council
- Maroondah Health and Wellbeing Committee
- Michael Sukkar
- Mitcham Signarama
- Monash University
- Mooroolbark Traders Group
- Mooroolbark User Group
- Neil Harris
- North Ringwood Community House
- Officeworks – Ringwood
- Outer East Primary Care Partnership
- Parham Media
- Proactive IT
- RACV Community Foundation
- Radio Eastern FM 98.1
- Sarah Yates –Caladenia Dementia Care
- Sheens Panels (Ringwood)
- Shelia Hunt
- Snap Printing
- Swinburne Childrens Services
- Target – Croydon
- The “Mudlarks” Golf Group
- Victorian Department of Health and Human Services for its HACC funding
- Victorian Volunteer Support Network
- Volunteer Section of DHHS
- Whitehorse Business Group
- Whitehorse City Council
- Whitehorse Neighbourhood Houses
- Yarra Ranges Council
- Yarra Ranges Council Upper
- Yarra Ranges Kindergarten Inc.
- Yarra Partnership
- Yarra Valley FM
- YourDNA

Thank You

We could not deliver our services without our wonderful staff and volunteer teams.
Thank you for your contribution in 2018-2019

Our Corporate Services Team over the year:

Rosa Ashjaezadah	Viv Cunningham-Smith	Julie Hart	Michelle Owen
Sweta Agarwal	Tanima Deb	Narayani Kahn	Annette Pritchard
Tracey Cleaves	James Franklin	Jeremy Lim	Deborah Schrader
Carol Chou	Sandra Garlepp	Barbara Kuhn	Dean Whitney
Charles Cox	Chris Gellis	Yu Ma	Wei Yi

Our Transport Driver Team over the year:

Alan Williams	Don Parham	Jim Stait	Robyn Wood
Allan Cole	Don Tu	Judy Lockyer	Rod Barclay
Bernie Cullen	Elfi Haley	Keith Jessup	Ron Spencer
Bob Cope	Frank Beltrame	Malcolm Willard-Turton	Sharon Bonner
Bruce Whitherington	Frank Preyer	Margaret DeLaRue	Shauna Pilz
Cedric Horden	Gillian Tonson	Mike Elkner	Shirley Pearlman
Cheryl Dessent	Graham Carter	Min Wu	Steven Davis
Chris Hanly	Graham Chandler	Patrick Danaher	Stuart Wilson-Wilde
Chris Perry	Harry (Harold) Marsh	Peter Blaney	Susan Goldsmith
Christine Garside	Ian McCulloch	Philip Campbell	Tanya Voigt
Christine Weller	Janne Rees	Phyllis Gosbell	Tim Hurst
David Berry	Jenni Carberry	Robert McMurrich	Tony Lowry
David West	Jennifer Sherry	Robert Murphy	Victoria Lucas

Our Transport Administrative Team over the year:

Kate Billings	Sandra Garlepp	Vaishali Manhas	Jacinta Sleeman
Peter Blackmore	Simon King	Kiran Misra	Gillian Tonson
Emma Bolvary	Gillian Madden	Marnie O'Loughlin	Hans Van Digger
Wendy Collis	Ray Luckman	Tracey Powell	Joanne Wilton
Cherilyn Doe	Sean Mills	Goral Shah	

Our Volunteer Resource Services Team over the year:

Brad Adriaanse	Chester Fricke	Rhys Pietsch	Stuart Wilson-Wilde
Wayne Aitkin	Lyn Gilson	Melitta Pinney	Ann Wilson-Wilde
Lisa Bremner	Lynette Grant	Michael Poon	Dilani Wijeweera
Kim Boswell	Shalani Janardhanan	Christine Rankin	Amanda Woodhouse
Peta Butterfield	Barry Launder	Adele Rooke	Dean Whitney
Shaelyn Crombie	Melinda Lock	Melinda Reaby	Brittany Yiannis
Keith Crothers	Callum Lydiard	Janice Ryan	
Melanie Deefholts	Lin Mak	Celeste Sky	
Ying Dong	Vik Naidu	Anna Tait	

VICTORIA's most vulnerable are MISSING OUT ON FEDERAL FUNDING

Transport is a vital lifeline to aged and disability services, medical appointments and social outings. Ageing-in-place and social isolation strategies will FAIL without available transport. Our most vulnerable are suffering.

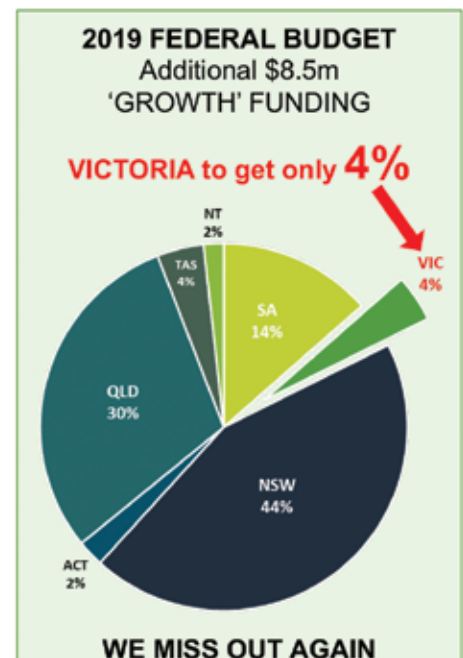
Federal CHSP Transport Program VICTORIANS ARE MISSING OUT



Approximate ongoing per Capita Funding

NT	\$12
TAS	\$12
SA	\$10
ACT	\$9
QLD	\$9
NSW	\$8
VIC	\$1

Based on figures provided by Commonwealth Government





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