



www.easternvolunteers.org.au



ANNUAL REPORT

2020/2021



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Creating the opportunities to
participate.



THANK YOU FOR YOUR SUPPORT!

I want to thank our workforce of integrated paid and volunteer personnel who have hung in there and risen to the challenges of COVID change during the year. It has been a roller-coaster for everyone and I look forward to us getting back to the office in 2022 in some shape or form. To my management team who have

continued to evolve their services and manage them throughout this change, thank you. I thank you for your support, your dedication to EV and for your good humor and teamwork. We said during the year on way too many occasions- WELL WE JUST HAVE TO PIVOT and pivot we did. For pivoting until we didn't think we could pivot anymore thank you to our team. I look forward to the opportunities 2022 will bring us.

- Viv Cunningham-Smith, CEO

ANNUAL REPORT

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THANK YOU TO
SUPPORTERS



EASTERN VOLUNTEERS OVERVIEW

VALUES



We are guided by our 7 core 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.
- **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.
- **Excellence:** We are committed to high professional standards. We utilise best practice methods and strive for excellence in customer service.



VISION



Empowering the community through active engagement.



WE ENGAGE WITH
VALUE BASED
SERVICES THAT
STRENGTHEN
COMMUNITY
PARTICIPATION

MISSION



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

BOARD OF DIRECTORS

Dr Mehdi Taghian
Chair and Treasurer
1st July 2020 - 23rd March 2021

Mr Ranjit Gajendra Nadarajah
Deputy Chair
1st July 2020 - 23rd March 2021
Chair
24th March 2021 - 30th June 2021

Ms Yvonne Putz
Secretary and Member of Finance Committee
1st July 2020 - 30th June 2021

Treasurer
Vacant
24th March 2020 - 30th June 2021

Ms Sue Edmonds
Director
1st July 2020 - 30th June 2021

Mr Chris Liamos
Director
1st July 2020 - 30th June 2021

Ms Lynsay Coad
Director
1st July 2020 - 24th March 2021 (leave of absence)

Ms Tracey Blythe
Director
24th March 2021 - 30th June 2021

MESSAGE

FROM OUR PATRON

Simon McKeon, AO

PATRON

I was so very proud to emphasise last year the wonderful efforts of Eastern Volunteers to maintain services and support the community as the COVID pandemic changed the way we all lived our day to day lives.

I was then in awe of the incredible work done by a dedicated team that saw a relatively small community organisation manage to continue and re-invent services in such a challenging time. These challenges have not abated in the last 12 months and, as a result, the strength and quality of Eastern Volunteers is all the more evident and indeed impressive.

The much touted line, that strength comes through adversity is pertinent; as is the adage that in crisis, there is opportunity.

To bring these two thoughts together very aptly describes the successes of Eastern Volunteers in the last 12 months.

The reputation of Eastern Volunteers has blossomed through the work done to find new and innovative ways of delivering our necessary services which will see it well placed to grow in the coming 12 months. Exciting times indeed!

Where other Volunteer Support Services were closing, Eastern Volunteers developed new ways of providing service and building great partnerships with Local Government. The work here created trust in our competence and flexibility that has, in turn, led to new opportunities in Manningham and Yarra Ranges to provide services that were not previously thought of by the councils as core to our



operation. These opportunities have been seized with ambition and enthusiasm and have grown into ground breaking programs for youth employment and volunteering, emergency relief and many other programs that have the opportunity to develop and deepen into the future.

The challenging times have placed a number of smaller community organisations, including community based Early Learning programs, under immense pressure. Eastern Volunteers has developed a consulting service that will help support these organisations through good governance and program management to get back on their feet and thrive into the future. This development of a consulting arm is only possible because of the strength of reputation and capability that Eastern Volunteers brings. The opportunity is of our making and will no doubt be of ongoing mutual benefit to the community and EV.

The challenges facing community transport and the aged care sector are many, but I am proud to say Eastern Volunteers looks forward with justified optimism. Through the work the team has done to remain strong and relevant through the pandemic, as we emerge from the COVID winter in to a brighter future, the opportunity to grow transport services is immense. Such a strong performance in the last 12 months with proven delivery in challenging times, has created the opportunity to expand services, forge new partnerships and embed a viable and caring community transport service in our existing geographies and beyond.

MESSAGE

FROM OUR CHAIR

Ranjit Gajendra Nadarajah

CHAIR

2020-2021 has been a year of opportunities for Eastern Volunteers. Opportunities to continue to support over 650 community organisations through COVID with our COVID Volunteer Bank, Volunteering Communities of Practice and programs on revitalizing volunteer workforces into the future.

Our Transport Services continued to provide much needed community transport to health and medical services for our elderly and those experiencing disability. The team created new service opportunities through our shopping and medication delivery programs. Our partnership with Mullum Mullum Indigenous Gathering Place saw us packing and delivering food to Indigenous elders when MMIGP had to close its doors during lockdowns.

Our consulting services came into their own seeding the new EV Early Learning Consulting Services and we look forward to the expansion and development of our consulting arm in the coming year. Our Governance consulting was in demand with workshops tailored to new Board members, Chairs, Secretaries and Directors of community service organisations.

Many new opportunities arose for us with the Manningham Youth Employment Pathways Project and COVID Recovery Governance projects with Maroondah Council. Our role in local government emergency management was embedded in both the Yarra Ranges and Manningham Council areas.

EV continues to be a backbone organisation creating and promoting opportunities for people to participate in their community whether that be through being able to get out and about through our transport services or through volunteering.

The year was not without challenges as we



fought hard to maintain our key services in changing funding environments. Our CEO will talk more to this.

Our CEO remained active in the Volunteer Support Services Network in Victoria and the Ministerial Taskforce on the development of the Victorian Volunteer Strategy. In the community transport space she continued her work with the VicTas Community Transport Association Board and the Australian Community Transport Association Board. We supported VTCTA in its advocacy to have community transport recognised as a funded service of the Victorian Government. At national level we supported the work being undertaken by ACTA to ensure community transport remains a viable service in the aged care reform.

EV remains proud of its purpose to strengthen community organisations and their service delivery and to provide transport to vulnerable people with mobility so they can actively participate in their communities.

I would like to thank my fellow Board members who volunteer their time to ensure the good governance of our organisation and thank them for their ongoing support and trust in the work of Eastern Volunteers. I would like to thank our long term Chair Dr Mehdi Taghian for his work with EV as he retired this year from the role and welcome Ms Tracey Blythe to the Board.

650 +

Supported Organisations

MESSAGE

FROM OUR CEO

Viv Cunningham-Smith

CEO

Welcome to the review of our achievements in 2020-2021. This year we are focusing on the theme of Opportunity as we have both created new opportunities and taken them throughout the last year.

We have been navigating significant changes in our funding environment throughout the year. The Commonwealth Government defunded Volunteer Resource Centres / Support Services such as ours nationally and we thank our local MP's for their national and state based advocacy and support during this difficult period. The Commonwealth however, at the last moment, provided one more years funding to transition our service, but not for the core work of VSS's. This left the work of assisting vulnerable people into volunteering and supporting all place-based community organisations in our community unfunded. Thank you to the EV Board for being so committed to this work that we self-funded it for one more year until the release of the Victorian Volunteer Strategy.

The Victorian government under Minister Donnellan chose not to take up the opportunity to retain this vital volunteering infrastructure which supports volunteering in local communities. This now sees us strongly advocating at the Ministerial Taskforce level on this issue. I had the privilege of sitting on the Ministerial Taskforce for the development of the Victorian Volunteer Strategy throughout the year.

There are no other organisations like Volunteer Support Services with our outward looking role to support other community organisations with their volunteer workforces and service delivery. This work includes assisting the most disadvantaged of our community into volunteering for development of employment skills, to combat social isolation and promote social connection. To lose this opportunity to retain and strengthen these place-based



backbone services would be devastating. We have been working closely with Volunteering Victoria on this issue and also to formulate the VMA1 and 5 funding streams which the Commonwealth has funded to the peak. This funding is to provide services to volunteer involving organisations to improve their capacity to offer volunteering opportunities to Indigenous communities, newly arrived migrants and people with a disability.

In the transport arm of our service we have been very vocal in highlighting the role of community transport in the continuum of transport at state level. Successive Victorian governments have failed to acknowledge their funding of community transport for those who can no longer use their own car, family, public transport or ride share/taxi's. This has resulted in Victoria being grossly underfunded by the Commonwealth for these services compared to other states.

We have seen a growing interest by state government in our role in 2021 and we have been able to support VicTas Community Transport Association in speaking to policy issues in Victoria. We look forward to celebrating Community Transport Week in 2022 which has been funded by the state government. At Commonwealth level we have supported the national peak body for community transport to advocate in the aged care reform process for continuation of grant-based funding for community transport, so that post 2023 these services remain viable.

It has been heartening that the Commonwealth Government has listened and understands the unique role of community transport in its aged care reform agenda.

MESSAGE FROM OUR CEO

My wonderful management team will showcase the opportunities they have created and taken in the past year but I just wanted to highlight a few which have taken or will take us into new and exciting directions in 2022:

- The launch of our consulting services occurred in September 2020 with Manager Wayne Aitken coming on board. This has allowed us to formalise much of the previous 3 years work in supporting and strengthening early years and broader community organisations and is an exciting development for us moving forward.
- The completion of the Campaspe Business Case for a Volunteer Support Service for the region was one of my highlights. The wonderful Alma Limbrick works with a dedicated network of services on volunteering in the region and I had the privilege of working with them to formulate a regional model which would work for their communities.
- Training of all our Managers to be certified Results Based Accountability practitioners will allow us to assist organisations to develop and measure the outcomes of services and organisations into the future. EV is very much about strengthening the community sector as they deliver much needed services and support to our communities.
- Our work in creating employment pathways through volunteering for young people in Manningham, whilst heavily disrupted by COVID lockdowns, has opened up new possibilities for how we take opportunities within community and business to assist young people to gain the necessary confidence and connections to realise their employment goals.
- Turning on its head how we do Volunteer Support with our Volunteer Bank who we now support and communicate with on an ongoing basis was a wonderful feat. No longer do people just come in to find an opportunity and leave us, they remain supported by us in their volunteering journey. This poses many opportunities for them and for us in the coming years. It also responds to the changing way people want to volunteer which is more short term project based in nature.
- Responding to the changing face of aged care. Our community transport has seized opportunities in the year to innovate, to partner and deliver services to Home Care Package provider clients and to look at new ways of responding to the needs of our older community and those with a disability. We took back direct service delivery in the Upper Yarra during the year and are servicing an increased need in the townships for our supported transport. This work will only expand in 2022 as we seek new business models to meet the agenda of aged care reform post 2023.
- Our online presence is evolving and was placed on steroids during the year with all our training and support services being offered online. The new MYEPP online platform has given us a window on what is possible and we will be consolidating our online service offerings in 2022.

I want to thank our workforce of integrated paid and volunteer personnel who have hung in there and risen to the challenges of COVID change during the year. It has been a roller-coaster for everyone and I look forward to us getting back to the office in 2022 in some shape or form. To my management team who have continued to evolve their services and manage them throughout this change, thank you. I thank you for your support, your dedication to EV and for your good humor and teamwork. We said during the year on way too many occasions - WELL WE JUST HAVE TO PIVOT and pivot we did. For pivoting until we didn't think we could pivot anymore thank you to our team. I look forward to the opportunities 2022 will bring us.

TRANSPORT HIGHLIGHTS

Marnie O’Loughlin

MANAGER

So many solutions are built to the ideal average in a community. Who is being left behind? Where are the barriers? Who is quiet? Who needs help in exceptional times to pivot and deliver their services in a new way?

OPPORTUNITY - OPENED NEW PARTNERSHIPS

As the world continued to change the landscape of our community was also changing. Our transport program continued through the pandemic in varying capacity, reducing transport to essential medical only and scaling up and down in line with public health orders. Our team adapted to the abrupt virtual environment, and we needed to make sure our clients were supported. Could they access essential food and medication? Who had become isolated due to the stay-at-home orders?

This presented as a time & skills-based challenge to ensure the welfare of our clients – an opportunity had emerged. How do we respond?

A little courage, a phone call and a partnership was born with Caladenia Dementia Care. Caladenia is an important service in the sector



that supports people living with Dementia. Like us they had transitioned to online service provision however had skilled staff that had capacity to undertake the significant task of ensuring the welfare of our clients. We pooled our resources to support the community and our teams.

It didn’t stop there. We continued partnering together through the lockdowns, calling clients on a weekly and fortnightly basis to touch base as they remained in their homes, bringing an outside voice of support, helping clients find things to keep busy and assisting them to be able to access additional health and medical services as they required during this time.

We were presented a time & skills-based challenge to ensure the welfare of our clients - an **opportunity** had emerged.



CARE PLANS

1,425

NEW COVID CARE PLANS
CREATED



WELFARE CALLS

25,768

CALLS MADE



NUMBER OF
VOLUNTEERS

62

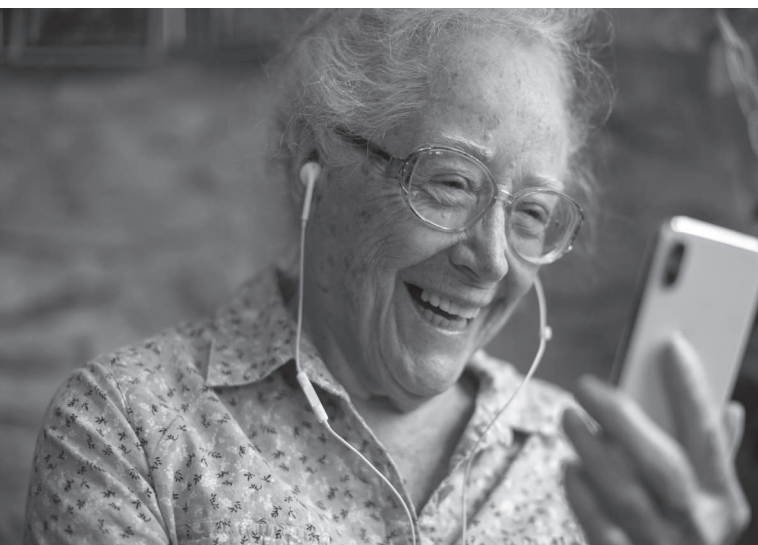
TOTAL TRANSPORT
VOLUNTEERS



VOLUNTEER
HOURS

4,294

TOTAL HOURS



\$220,969

VALUED REPLACEMENT
COST FOR VOLUNTEER HRS

TRANSPORT HIGHLIGHTS

OPPORTUNITY - WIDENED SECTOR

The collaboration between the two organisations demonstrated the commitment to creating stronger outcomes for community and to taking opportunities when they arise. The VICTAS Community Transport Association (VTCTA) is the peak body for community transport in Victoria & Tasmania. Our CEO Vivienne Cunningham-Smith is the Secretary.



Eastern Volunteers was a key presenter in sector forums throughout the year as we came together to resolve common issues, discuss emerging trends, share documents and support each other to respond to the changing operational environment.

Eastern Volunteers both contributed regularly to stronger outcomes and benefited by this collaborative approach. The VTCTA Forums were able to bring together policy makers, funding bodies, subject matter experts and providers to open up new opportunities for partnership and strengthening of our community transport services.

BARRIERS & OPPORTUNITY

Eastern Volunteers had a social responsibility to look for the opportunities to make a community impact in uncertain times. Where could we make a difference using our resources?

Eastern Volunteers partnered with Mullum Mullum Indigenous Gathering Place (MMIGP) to deliver their food relief program to the local Indigenous community during the lockdowns. This allowed MMIGP to focus their resources to support the MMIGP community in other ways and use our volunteer pool and infrastructure to ensure that elders were able to access food during the lockdown.

In the early lockdowns our transport services partnered with Inspiro Lilydale to expand our welfare calls program to clients of their social support services. This work combated loneliness and isolation in vulnerable populations in our community.



ONLINE ORDERING & SHOPPING DELIVERY PROGRAM

259

SHOPPING
ORDERS FOR
29 CLIENTS

3,626

KMS
TRAVELLED

We partnered with Stable One in the Yarra Ranges to provide affordable transport so they could continue to deliver their services to those at risk of homelessness.

Within our own client base some of our clients did not have the ability, resources or support to be able to access their food, shopping or medication online. We created a service for clients to call us and we would place their food order online, pick up the food and any medication from the chemist and deliver to their home - contactless. This gave everyone an ability to access basic needs without barriers.

We continued our partnerships with Home Care Package providers and Aged Care Facilities as the lead provider of community transport in the eastern suburbs and we look forward to expanding this role in 2022 as we all get used to the vaccinated economy.

MMIGP FOOD PARCELS PROJECT



DISTANCE TRAVELLED

15,922

KMS



FOOD BOXES DELIVERED

3,398

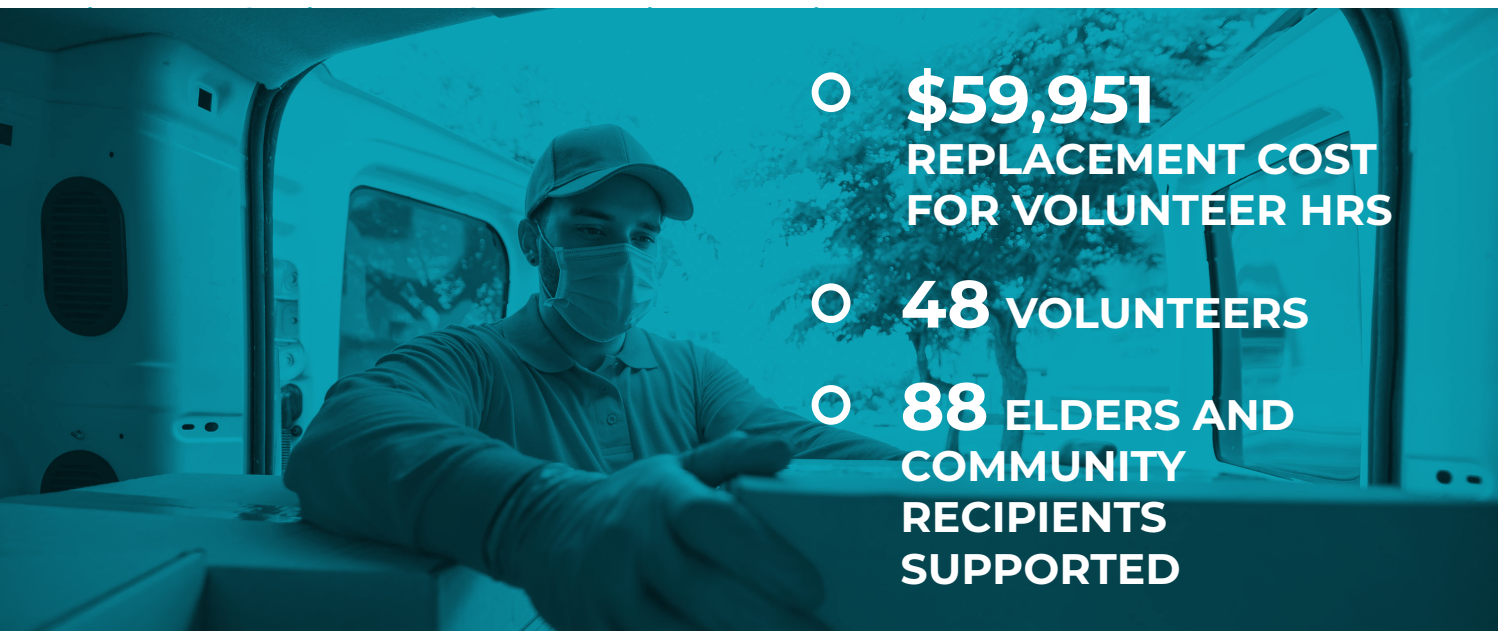
TOTAL HOURS



VOLUNTEER HOURS

1,165

TOTAL HOURS



○ **\$59,951**
REPLACEMENT COST FOR VOLUNTEER HRS

○ **48** **VOLUNTEERS**

○ **88** **ELDERS AND COMMUNITY RECIPIENTS SUPPORTED**

VOLUNTEER SUPPORT SERVICES HIGHLIGHTS

Lee Barker

MANAGER

This has been a season that has encouraged creativity, team work, the willingness to learn and innovation as we have responded as a department to the opportunities that 2020/2021 has delivered.



PIVOTING WITH THE OPPORTUNITIES

Like so many, the community we support was hit hard by the pandemic, storm associated issues and some were still recovering from a major bush fire season. In amongst this climate, the Volunteer Support Services of Eastern Volunteers has stood tall; listening, educating, connecting and supporting the community through Manningham, Maroondah, Whitehorse and The Yarra Ranges.

The ongoing core work of facilitating active volunteer involvement through working with both volunteer involving organisations and individual job seekers has been enhanced, taking the best of what we did and partnering this with new and more responsive methods. We have strengthened our partnerships with councils, community organisations and businesses throughout our 4 LGA's to further profile the value of volunteering.





IN AMONGST THIS CLIMATE, THE VOLUNTEER SUPPORT SERVICES HAS STOOD TALL; LISTENING, EDUCATING, CONNECTING AND SUPPORTING THE COMMUNITY THROUGH MANNINGHAM, MAROONDAH, WHITEHORSE AND THE YARRA RANGES.

VOLUNTEER SUPPORT SERVICES

PROUD PROJECTS

CENTRAL VOLUNTEER BANK (CVB)

A bank of volunteers registered ready to be referred as required into volunteering roles.

The CVB is backed by processes that allow for direct referral to occur resulting in a quick turn around for the organisations seeking support. There are currently over 1000 volunteers registered who receive a weekly call out of current roles. Over this period in excess of 200 volunteers were referred to essential roles through the CVB. What made us very proud was that these volunteers were deployed in 2020 to keep community services open including neighbourhood centres and providing much needed material aid and support to their communities.

+1000
CVB
REGISTERED
VOLUNTEERS

200
REFERRED TO
ROLES

COMMUNITIES OF PRACTICE (COP)

A safe networking space that encourages collaboration and best practice.

Throughout the pandemic our CoP's were very much the central place for information flow for all organisations that had paid and volunteer workforces. Information on COVID safe practices as delivered by DSS, council updates, wellbeing, volunteer engagement and more were all discussed as we hosted professionals from across the spectrum. In this space we also acted as a pivotal player to connect organisations together to share their knowledge and expertise.

TRAINING

In a season where remote learning was at its highest...

- EV in partnership with the BVRC developed an online Learning Hub that is designed to deliver bite sized learning modules to both the volunteer seeker and organisations seeking volunteers.
- A suite of volunteer management and governance awareness training is now delivered in a webinar or hybrid model of face to face and online as allowed.
- Diversity is the key message in all our training, an openness for a fully inclusive volunteer workforce will better reflect the community in which we live and will drive active engagement.



COUNCIL PARTNERSHIPS

This has been a season of building deeper than ever partnerships with our 4 councils, each in ways that best suited the needs of that particular community.

For some it was developing and rolling out training to support the volunteer involving groups to better manage their governance or volunteers in challenging times. For others it was the design and roll out of phone support lines staffed by skilled volunteers or the close support of emergency relief networks or a bespoke response to Youth Unemployment and multiple projects including:

- Manninham Youth Employment Pathway Program including the development of an online platform - the MYEPP ExPRESS
- Hosting the Yarra Ranges Storm Relief Volunteer Register
- Seniors without Walls Loneliness Support Line
- CASI Covid Response Phone Support
- Yarra Ranges Emergency Relief Network Support
- Ready to Go Program Partner
- Yarra Ranges Covid Impact Surveys

VOLUNTEER SUPPORT SERVICES HUB

Our Ringwood Office is the central hub in our busy community work. When permitted this year, we saw our team gather here to host volunteer seekers, training sessions, Communities of Practice and so much more.

Roving Volunteer Ambassadors visited across our 4 LGA's to promote volunteering. Thankfully National Volunteer Week fell in a time where we were able to be out in community and our Volunteer Ambassadors had a great opportunity to be seen throughout Manningham

Much of this year was spent working remotely and thanks to a wonderful corporate services team we were able to work at full capacity. The team adapted processes beautifully to allow for a professional and engaging experience for all.

ADVOCACY

EV continues to work with State and Federal bodies to advocate for volunteering and the funding of Volunteer Support Services.

The EV Eastern Disability Advocacy Group has a calendar of forums to continue the conversation regarding opportunities for those with disability.

This was a year of challenges however we are very proud of the work of the VSS team to deliver so many amazing outcomes and be a loud voice of support to the wider community. We encourage you to come and visit us at any time if you would like to learn more about what we do and how we support our wider community.



CORPORATE SERVICES HIGHLIGHTS

Charles Cox

MANAGER

Corporate Services has had an unusual year. No different from other parts of Eastern Volunteers, to be sure, but nevertheless unusual.

We continued our normal process and system support as well as flexing and pivoting to new ways of operating that supported the broader operations with remote service delivery, new operating models and a range of other changes, but even within this it has been... different.

We have kept the lights on and the wheels turning in finance and property works, for certain. However, in the relative quiet of these parts of the business, we have taken the opportunity to lay some groundwork for a new way of operating in the future.

The year saw a long standing tenancy partnership come to an end, and in the environment of workplaces transforming to flexible arrangements and working from home, the market need for office rental was at an historic low. We took this opportunity to



reassess our facilities at New Street and consider how they might be used into the future. With some significant investment in facilities, we transformed the learning and meeting spaces on level one with state-of-the-art video-conference and audio visual infrastructure to make these spaces in to places that will fulfill a range of functions for casual training and meeting. We have built infrastructure on the first floor with the intention that this area is a space that will be an office facility for community organisations that either do not want to invest in long term rental or who need to flex their office spaces to accommodate a variable workforce. There is much work and planning to be done on the business model for these facilities, however we look to a future where the physical destination of Eastern Volunteers complements its position as a trusted partner and knowledge champion



An interesting year to be sure, but one that has seen Corporate Services seize opportunity to build for the future.

for the sector. In addition to this, we have commenced a wide-ranging review of our finance operations. As Eastern volunteers grows in complexity and scope, we have identified the need to embrace more efficient ways of managing finance functions. That is not to say that things have been done poorly to date: quite the opposite is true. It is more accurate to say that our processes, while sound, do not readily lend themselves to scaling to a more complex and larger operation. This review will examine opportunities for automation of process, realigned accountability, improved digitisation and a range of other process improvements. These works will set the finance functions of Corporate Services well for the growth and change being driven by the other departments.



OPPORTUNITY FOR AUTOMATION OF PROCESS.



OPPORTUNITY FOR REALIGNED ACCOUNTABILITY.



OPPORTUNITY FOR IMPROVED DIGITIZATION.

CONSULTING HIGHLIGHTS

Wayne Aitken

MANAGER

This is the first formal year of EV Consulting Services. EV has a wealth of expertise in supporting community organisations and their Boards and it was decided to formalise and extend this work in 2020. EV's vision of empowering the community through active engagement and our values of community, innovation and integrity underpin the consulting services. EV has a strong commitment to the diversity of our community sector and provides particular support for small to medium community organisations. In keeping with our commitment, all surplus funds raised by our consulting services got to support the work of our existing volunteer and community transport services.

The year started off busily completing several major kindergarten consulting projects on behalf of their Committees of Management. This work was as broad as assisting them to transition to Early Years Management organisations, to de- incorporating them, managing IR issues for them and assessing their financial sustainability.

We delivered a range of Governance workshops for Board / CoM members to ensure community Boards understand their governance roles and provide good governance for their organisations. Activities in the second half of the year have been curtailed due to the COVID restrictions, therefore EV took the opportunity to put in place the required processes and systems to support the growth of the department over the coming month and years.



Highlights of the Year:

We built toward the launch of Early Learning Consulting, bringing on associate consultants, developing and refining the training programs, governance and financial health checks. The focus of Early Learning Consulting is on prevention and early intervention in support of independent kindergartens and small Early Years Management organisations to train and advise on how to strengthen their pedagogy, management and operations. Traditionally we have been involved with kindergartens at the tertiary end, where the kindergarten is already in crisis and needs intensive support, often resulting in the kindergarten association going into administration. Through the development of our 25 online training courses and range of other services we have the capacity to train and advise kindergartens to hopefully avoid getting to a critical point.



25

**ONLINE TRAINING
COURSES DEVELOPED
SPECIFICALLY FOR
KINDERGARTEN
COMMITTEES AND STAFF**

Highlights of the Year:



In 2021 the building blocks were put into place to market our capabilities out to the 79 LGA's and over 1500 independent kindergartens.



Support for community organisations with their governance- we recommenced our governance suite of workshops free of charge during July-Dec 2020 to support the recovery of community organisations. These were taken up quickly by Community Boards looking to improve their governance. We offered the Introduction to Being a Board/CoM Member which is a vital induction workshop for new Board members and a refresher for others. We have a flexible and easily understood model of governance that assists people to understand their role relevant to the size, type, complexity, and risk profiles of their organisation. We also offered workshops for Chairs and Secretaries and for Directors on how to read their finances in a non-accountant sort of way! These workshops are geared to supporting the smaller to medium sized community services who do not get adequate access to other specific governance support.



Our strategic planning services were utilised by several organisations with our CEO assisting a diverse range of community organisations to develop outcome-based strategies moving forward. We will be launching this arm more formally to work with community organisations on outcome development and measurement as well as strategy in 2022.

It has been an interesting year with the initial establishment of EV Consulting Services. The department is well placed to grow and thrive in 2022 taking and making the opportunities that abound to support community service delivery across the state and up the eastern seaboard.

THANK YOU

FROM EASTERN VOLUNTEERS

Thank you to our supporters, funders and partners during the year who came on the journey with us:

- 3WBC Radio
- Agrekko Finance
- Australian Community Transport Association [ACTA]
- Boroondara Council and Volunteer Resource Centre
- Box Hill Institute
- Brad Battin State Member for Gembrook
- Bridges Community Connections
- Bridget Valance State Member for Evelyn
- Bruce Atkinson MLC Eastern Metropolitan
- Bunnings Ringwood
- Campaspe Vibrant Volunteers Network
- Campbell Page
- Cindy McLeish State Member for Eildon
- Commonwealth Department of Health: Community Home Support Program
- David Hodgett State Member for Croydon
- David Vaughan Automotive Croydon
- Deakin University Social Work Department
- Department of Education and Training
- Eastern Community Broadcasters (Radio Eastern FM)
- EDVOS
- EMR Alliance
- Fleet Partners
- Gateway LLEN
- Gladys Lui Federal Member for Chisholm
- Harriet Shing MLC Eastern Victoria
- Inner East Primary Care Partnership
- Inspiro
- Interchange Outer East
- Jim Fuller House Group
- Lilydale Lounge Working Group
- LiNC Transport program
- Manningham Council
- Manningham Youth Services - EACH
- Maroondah City Council
- Maroondah Council Community Recovery Team
- Maroondah Health and Wellbeing Committee
- Matt Fregon State Member for Mount Waverley
- Michael Sukkar Federal Member for Deakin
- Mitcham Signarama
- Mullum Mullum Indigenous Gathering Place
- National Network for Volunteer Resource Centres NNVRC
- Neil Angus State Member for Forest Hill
- Oassist
- Paul Hamer State Member for Box Hill
- Proactive Technology Partners
- Project Hope Horse Welfare Victoria
- RouteMatch
- Ryan Smith State Member for Warrandyte
- Sarah Yates and Team – Caladenia Dementia Care
- Shaun Leane MLC Eastern Melbourne
- Sheens Panels (Ringwood)
- Shelia Hunt
- Snap Printing
- South East Volunteers
- Stable One
- Surrey Park Swim Club
- Target – Croydon
- Tim Pryor - The Access Guru
- Tony Smith Federal Member for Casey
- Vermont Chinese Neighbours
- VicTas Community Transport Association
- Victorian Department of Health and Human Services for its HACC funding
- Victorian Volunteer Support Services Network
- Volunteer Section of DFFH
- Volunteering Victoria
- Whitehorse City Council
- Will Fowles State Member for Burwood
- Yarra Ranges Council
- Yarra Ranges Council Ready2Go Program
- Yarra Ranges Council Upper Yarra Partnership
- Yarra Ranges Emergency Relief Network [YRERN]

We could not deliver our services without our wonderful integrated paid and volunteer workforce. Thank you for your contribution in 2020-2021

Our Corporate Services Team over the year:

Carol Chou	Gerry Gowan	Viv Cunningham-Smith
Charles Cox	Shannon Davies	

Our Transport Driver Team over the year:

Alan Williams	Gillian Tonson	Patrick Danaher	Sharon Bonner
Alan Marshall	Graham Carter	Peter Blaney	Sheryl Byron
Allan Cole	Graham Chandler	Peter Blaney	Shirley Pearlman
Andrew Hughes	Harry (Harold) Marsh	Philip Campbell	Stephanie Kennedy
Barbara Burr ridge	Jan Keys	Phyllis Gosbell	Steven Davis
Bruce Whither ington	Janne Rees	Rachel Falls	Stuart Wilson-Wilde
Chris Hanly	Jenni Carberry	Richard Verny	Susan Goldsmith
Christine Weller	Jennifer Sherry	Robyn Wood	Suzanne Saker
David West	Jim Stait	Rod Barclay	Tanya Voigt
Don Tu	Judy Lockyer	Ron Emery	Tim Hurst
Elfi Haley	Kira Vella	Ron Spencer	Tony Lowry
Emad Sinan	Malcolm Willard-Turton	Saxon Miller	Victoria Lucas
Frank Black	Min Wu		

Our Transport Administrative Team over the year:

Andrew Bell	Liz En	Maryam Millwala	Tracey Powell
Barbara Burbidge	Rachel Gruner	Marnie O'Loughlin	Goral Shah
Peter Blackmore	Ray Luckman	Shauna Pilz	
Emma Bolvary	Kiran Misra	Amy Pitt	

Our Volunteer Support Services Team over the year:

Adele Rooke	Gill Ryan	Lin Mak	Shane Gellie
Allison Byrnes	Jess Herrington	Ludha Manchanayake	Simone Tacey
Amy Pitt	Johannes Van Delft	Lyn Gilson	Sreekala Srinivasan
Andrew Maung	John Cardwell	Melitta Pinney	Stuart Wilson-Wilde
Angela Gall	Karin Parson	Mia Wallace	Suzanne Coleman
Ann Wilson-Wilde	Kate Deliyiannis	Olivia Gandolfo	Tim Marriott
Anna Tait	Kate Harvey	Peta Butterfield	Woody & Carol Marriott
Brad Byrne	Kit Wong	Rachel Salesse	Ying Dong
Claire Merry	Lee Bar	Samantha Buis	

Our Consulting Services Team over the year:

Kasturi Rangan	Peter Hains	Wayne Aitken
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THANK YOU!



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