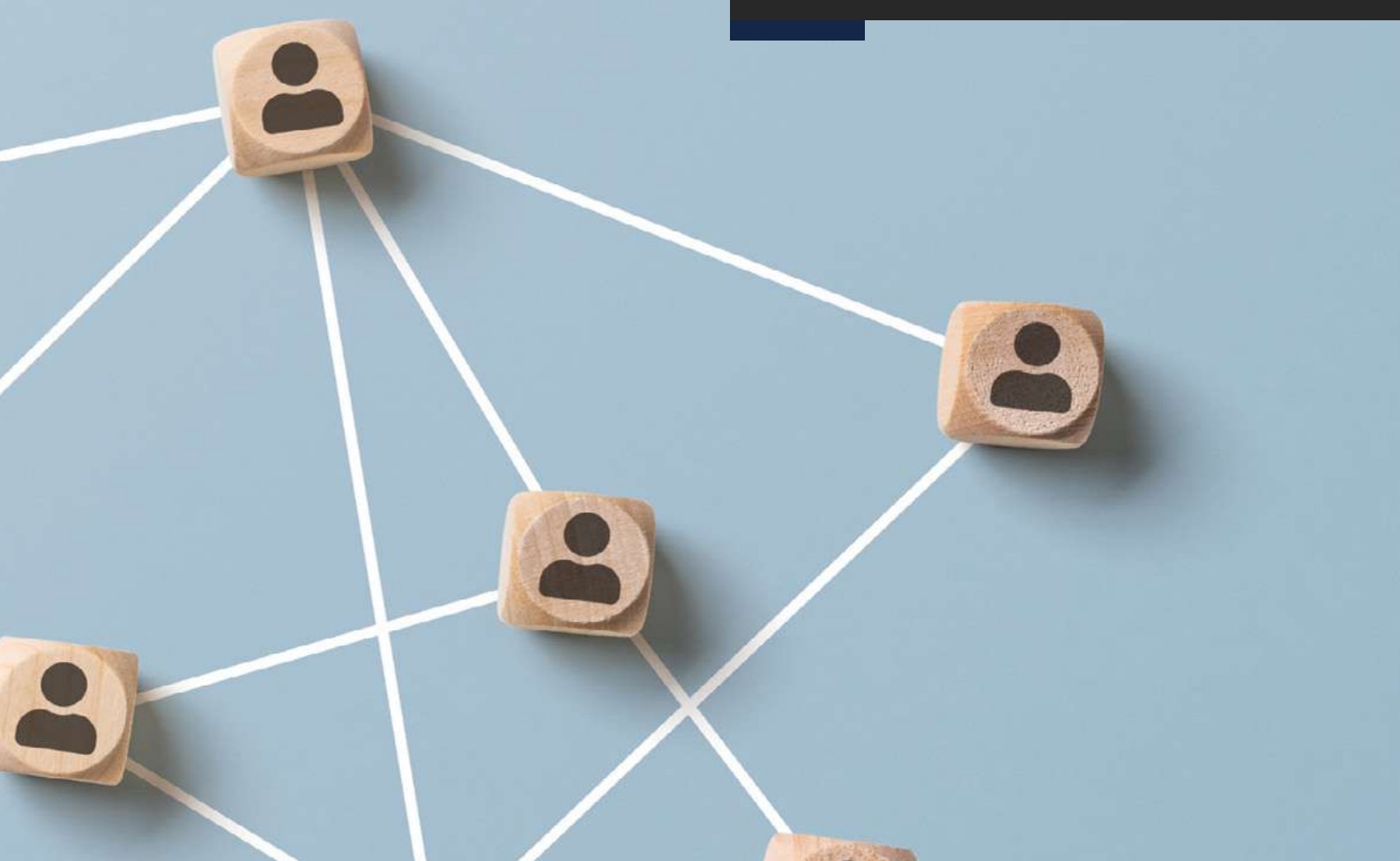




[www.easternvolunteers.org.au](http://www.easternvolunteers.org.au)



# ANNUAL REPORT

2021/2022



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Phone: 03 9870 7822  
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## THANK YOU FOR YOUR SUPPORT!

I want to thank our workforce of integrated paid and volunteer personnel who contributed to the outcomes for our community in 2021-2022. COVID continued to make our lives more complex and we have likewise continued to adapt to this newer world.

We would like to thank the 100's of partners we work with and support each day for their continued engagement with us and for the work they undertake for community. May 2023 bring some stability for us all.

**- 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.

## BOARD OF DIRECTORS

Mr Ranjit Gajendra Nadarajah  
Chairperson

Ms Sue Edmonds  
Treasurer

Mr Chris Liamos  
Secretary

Ms Sue Carlile  
Director  
Resigned 14 September 2022

Ms Natalie Thomas  
Director

Ms Tracey Blythe  
Director

## MISSION



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

## VISION



Empowering the community through active engagement.

## MESSAGE

# FROM OUR CHAIR

Ranjit Gajendra Nadarajah

### CHAIR

The world is beginning to comprehend the full impact of pandemic-induced lockdowns including unemployment, mental ill health, lack of economic activity, breakdown of social interactions, and the inevitable recession. For Eastern Volunteers 2022 has been a year of profound changes, challenges, and opportunities, to reflect, to reset, to enhance meaningful engagement, to nurture relationships and leverage the learning experiences. As national and state contexts of the sectors of society we serve change, advocacy has been essential and Eastern Volunteers has been particularly active within the VicTas Community Transport Association [VTCTA], the Ministerial Working Party for the development of the Victorian Volunteer Strategy, the Australian Community Transport Association, the National Network of Volunteer Resource Centres and the Victorian Volunteer Support Services Network. This was a difficult year for our core Volunteer Resource Service, following national de-funding by the Commonwealth. Recognising the strategic importance as well as the expectations of our stakeholders the Board resolved for Eastern Volunteers to fund these roles, to maintain the Central Volunteer Bank, and to continue to support over 650 community organisations.

With individuals, families and communities finding it challenging to adapt to the evolving new environments, 2022 continues to be a year to be extra kind to each other. Having received just over A\$1.585m in national funding and over A\$225k through project based local government funding, our volunteer-workforce shrunk by more than half and we maintained an equivalent full-time workforce of just over 16. On behalf of the Board, I wish to congratulate our volunteers, staff, clients, members, collaborators, partners and the



**+\$1.585m**  
National Funding

**\$224k**  
Project Based  
Local Government  
Funding

management team for their resilience, patience and continued commitment to innovation as we navigate this next phase.

Eastern Volunteers continues to provide community transport and volunteering support services for individuals and volunteer-involving organisations, and is a Local Jobs Program provider seeking local solutions to employment. We strive to empower community groups, organisations and communities to deliver the right service to their constituents and leave no one behind. This approach of meaningful engagement has led to capacity

building, on-demand provision of consultancy and expertise, collaboration for outcomes and impact culture, and purposeful governance within our diverse partners.

As this environment in which we operate begins to crystalize the Board embraces a new phase of strategic planning in line with opportunities in aged care reform, changes in the employment and volunteering sectors, and mergers, acquisitions and structural changes across our sectors offer. To re-position Eastern Volunteers so that it can optimise these and other opportunities, the Board approved the recommendations of a rebranding exercise.

**Moving forward Eastern Volunteers is re-branded as EV Inc. and includes sub brands of EV Consulting; EV Community Transport; EV Volunteering and EV Employment.**

The services EV offers now reaches an expanded geographical area within Victoria; the new brand and the revised constitution allows for EV to expand the provision of services and expertise on a national level and the Board is keen for the management team to showcase evidence of national reach and impact in the near future.

The Board acknowledges the contribution of EV's CEO and the management team during what has turned out to be a unique and challenging year.

A tradition we cherish is that the members of our Board are generous in volunteering their time and their expertise, are transparent in their purposeful governance, and fully engage in what are sometimes difficult conversations. The evolution of EV requires that we revisit and refresh EV's purpose, and the Board is excited as it looks forward to this exercise. I wish to acknowledge and thank Chris Lamos, Sue Edmonds, Natalie Thomas, Tracey Blythe and Sue Carlisle (resigned in September) for serving on the Board and their continued support; a special thank you to Chris Lamos for serving as the Secretary and to Sue Edmonds for

serving on our Finance Committee. The Board recognised Yvonne Putz as a life member for her years of dedicated service to Eastern Volunteers.

As EV Inc evolves and re-commits to equity and equality allow me to share two thoughts that are part of its core DNA; it really costs nothing to treat a person with respect; privacy is, indeed a human right, own it and protect it.



# MESSAGE FROM OUR CEO

**Viv Cunningham-Smith**  
CEO



2021-2022 has been a year of continued adjustment to the aged care reforms, the changing faces of our workforce both paid and volunteers as we emerge from COVID lockdowns and to changes in the funding landscape.

The team has continued to be agile in response to the unsettling and uncertain environments in which they operate and I am very proud of the commitment and dedication to our people and communities that they show on a daily basis. I have enjoyed hearing the wonderful achievements of each of our teams and I commend this report to you as it showcases what has been possible.

As CEO I have enjoyed leading a committed and skilled management team who continue to perform above expectation. We will be saying goodbye to Lee Barker our Manager of Volunteering Services who departs for adventures around Australia. Lee has brought significant volunteer sector and management expertise to her role and led her teams to thrive. Her role has not been easy managing many different funding streams and in an environment where we needed to close down our Volunteer Resource Centre functions. However new opportunities always emerge and Lee's report will demonstrate the superb results her teams have achieved.

Marnie, our Manager of Community Transport continues to innovate and stretch the talents of the team to deliver services to an increasingly jittery older population and in circumstances where aged care reform throw curve balls at us with new messaging each month. Like other aged care services we have workforce challenges both in our paid and volunteer workforces and Marnie has led the team to ensure we continue to deliver high quality

accredited services to our communities. I commend our Transport Report.

Wayne has led our Consulting Services which launched during COVID and thus to a slower start than we had envisaged. He has built an enviable team of Associate Consultants and we are starting to see the fruits of his development work as we become recognised as quality consultants in a range of sectors. I commend our consulting work to you.

Charles as always is the engine room of EV ensuring we have the systems, structure and competence to continue to deliver the services we offer to communities and individuals. His work not only allowed us to strengthen other organisations during COVID to keep their doors open but has continued this year to innovate our platforms ready for our future directions.

I am extremely proud of the operational outcomes framework we have developed for EV inc. Our management team has clearly defined who our consumers are and the outcomes we are seeking. We look forward in 2023 to developing our departmental level outcomes measurement and reporting via scorecards at our next AGM. Please see the framework on the next page.

I have enjoyed my roles as Secretary and now Chair of the VicTas Community Transport Association and as Treasurer of the Australian Community Transport Association. As a member of the Ministerial Working Group to develop the Victorian Volunteer Strategy I was pleased to see its launch this year.

# OUTCOMES FRAMEWORK

## EV has two distinct consumers:

- Individuals of all abilities that seek services, participation in community, education and employment.
- Community organisations, businesses and government bodies across Australia that seek support to achieve results for their consumers or communities.

## EV will measure achievements against its consumer & business outcomes as:

**CONSUMER WELLBEING OUTCOMES 1:**  
% of consumers meaningfully engaged in their community.

- Measured as:**
- People feel socially included
  - Volunteers can access the opportunities they require
  - People can access employment opportunities
  - People can access the services they need

**CONSUMER WELLBEING OUTCOMES 2:**  
% community organisations/groups that are sustainable.

- Measured as:**
- Improved understanding of and access to resources and opportunities they need to be sustainable eg. workforces, training, office space, funding, networking opportunities
  - Consumers report their governance understanding and/or practice is improved

**CONSUMER WELLBEING OUTCOMES 3:**  
% of business, local gov't, or community organisation/groups that are supported to achieve their consumer results.

- Measured as:**
- Organisations are inclusive
  - Have workforces they require
  - Are governed well

**BUSINESS OUTCOMES 4:**  
EV is a sustainable non profit social entrepreneur.

- Measured as:**
- # Funding streams
  - Reporting that systems support the business
  - Reporting that workforce capability supports the business.

## EV WILL MEASURE ITS ACTIVITY:

- # people accessing service
- # contract activity measures met
- # community organisations, business and government entities supported
- # volunteers in EV workforce
- # incidents / complaints

## EV WILL MEASURE THE QUALITY OF ITS ACTIVITY (%):

- Compliance with relevant service standards
- Compliance with contract deliverables
- Client satisfaction
- Managed risks / incidents
- Compliance with internal targets
- Positive feedback
- Workforce satisfaction

# TRANSPORT HIGHLIGHTS

Marnie O'Loughlin

MANAGER

Transport had hoped to find its new normal in 2021-2022 however the pandemic continued to have a different agenda which continued to impact how we delivered services to our clients and how our integrated workforce continued to operate both onsite and offsite.

The everchanging parameters and the increasing needs of our clients to engage in essential services like health, medical and shopping proved challenging, and we had to remain recreating our service delivery. We were able to continue to work together as a sector with the assistance of the VTCTA to come together and share ideas, discuss challenges, and share resources. This provided the opportunity for everyone to remain agile in response to COVID. I am proud that we did not close the service. The ability to remain open can be contributed to 2 main factors.

- Having complete support from Management and the Board.
- Having an exceptional pool of dedicated staff and volunteers who were relentless, flexible, and present under difficult conditions.



We focused on our emergence out of lockdowns and re-engaging clients to feel safe to return to activities and appointments at the same time communicating with them and offering the additional services developed during lock down of welfare calls, activity packs and contactless shopping. We observed the legacy of the impacts of people not accessing support groups, regular activity and community interaction seeing a significant decline in mobility and cognitive capacity for some.

We focused on ensuring that our volunteers also reengaged with the program in the same way. It was clear both internally and in the



community that COVID has changed the way that people want to volunteer and the way they want to continue their volunteering journey. We reshuffled volunteers, we reengaged volunteers and we experienced the completion of some volunteer journeys. Engagement of new volunteers continues to be a challenge. Community transport relies heavily on face-to-face client contact – these roles are no longer sought after. This was raised within the VTCTA forum, and it was clear that this was a sector wide experience. From this discussion we were able to work with VTCTA on a sector wide driver recruitment strategy.

## RECRUITMENT CAMPAIGN

VTCTA secured funding through Department of Transport to develop a State-wide volunteer recruitment campaign. An online portal was established for all VTCTA Members to list their volunteer roles. EV listed a significant number of roles for recruitment.



## TRANSPORT HIGHLIGHTS

### COMMUNITY TRANSPORT WEEK

Transport week was 25 – 31 March 2022. This was an opportunity to increase awareness to Manningham residents for community transport available in their area and wave the flag on the need of supported transport options for vulnerable people in community.

### ADVOCACY

Transport has been actively involved in advocacy in relation to the changes to the **Support-At-Home Program**. The changes are significant to the sector and our service. The Australian Community Transport Association (ACTA) has worked extremely hard to have the department rethink the design of the Support-At-Home Program and raise potential impacts of the initial framework. This work continues for the benefit of the service providers and consumers to achieve the required outcomes from the recommendations in the Royal Commission. Transport is keeping a close eye on the changes and has commenced making changes to align with new reporting and service delivery requirements. A lot remains unknown.

### AGED CARE STANDARDS AUDIT

We finished the year with a visit from the Aged Care Quality and Safety Commission and completed the Aged Care Standards Audit. This Audit is designed to ensure that service providers meet the required standards and achieve accreditation to continue to deliver services to the community. We successfully achieved accreditation. Highlights of the audit showcased feedback from clients who felt safe and supported through the COVID pandemic and are highly satisfied with the transport service, Well done team!

# VOLUNTEER SUPPORT SERVICES HIGHLIGHTS

Lee Barker  
MANAGER



One thing you can be sure of is that the face of volunteering support in Victoria is always changing, thankfully EV has the depth and width to adapt, grow and thrive under what at times can be the most challenging circumstances.

I am so proud of the integrated VSS team that has continued to work hard and with such agility and professionalism to deliver amazing outcomes that empower people through active engagement. COVID lead to great innovations in our support delivery and these have continued into daily practice.

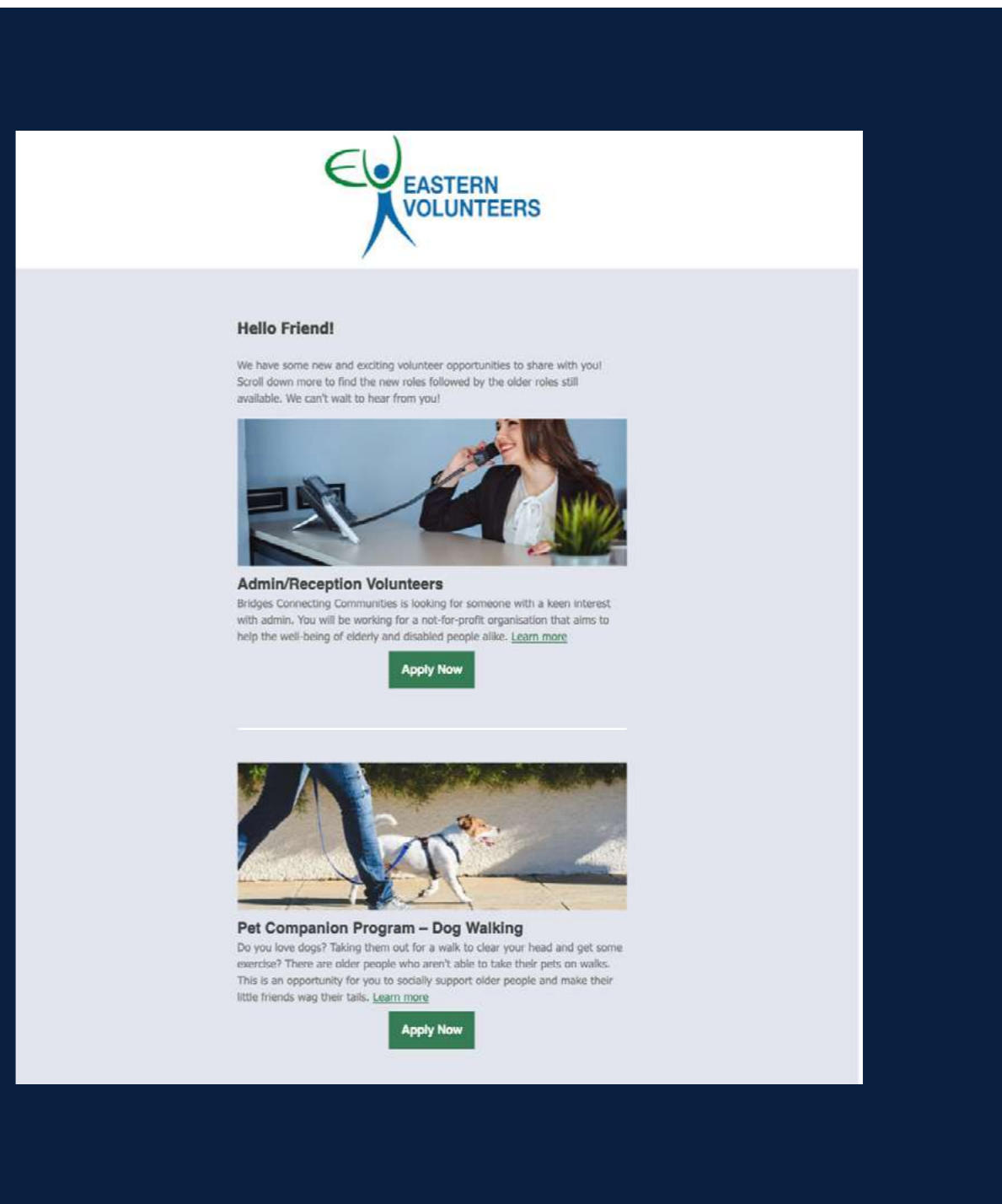
## CENTRAL VOLUNTEER BANK (CVB)

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

COVID lead to great innovations in our support delivery and these have continued into daily practice including our core referral tool the Central Volunteer Bank. This data base of volunteer seekers regularly sits at around 800 individuals who receive a weekly call out email of current volunteer roles. The interested applicants are matched directly online with the organisation of choice. Those needing more support are offered an inperson or phone interview with our volunteer assessor team and then referred into appropriate volunteer roles.



I am excited to share that the importance of the CVB to EV has been recognized and we have allocated funding for a dedicated paid position moving forward for 1 day a week. Rachel Salesse will be taking on this role moving forward. An example of of the CVB call out is pictured below.



## VOLUNTEER SUPPORT SERVICES

# HIGHLIGHTS

### VSS HIGHLIGHTS

### VOLUNTEER MANAGEMENT ACTIVITY (VMA)

Federally funded transitional funding to support VSS organisations to prepare for the changes coming to the volunteer support space. A great focus on 3 priority groups: newly arrived migrants, disability & First Nations People.

This became a busy time as we continued with business as usual but also made a slight change in direction to focus much of our work to tie in with this direction. All of EV was offered Cultural training that was very well received. This training was then offered through the EV Community of Practice network to the wider volunteer involving community. The EV VSS team coordinated the Communities of Practice a key networking opportunity across the region in specific LGA's and also the Eastern Region.

These were very well received with core themes including:

- Re-engaging volunteers
- Inclusive volunteering
- Handling difficult conversations
- Current state of volunteering
- Continued Covid Recovery
- Volunteer Coordinator wellbeing

Multiple training courses were made available to volunteer managers Including: Program Design, Inclusive Volunteer Recruitment, Kickstarting a Volunteer Program and Managing the Volunteer Journey.

We are excited to say that EV was successful in receiving funding to deliver the second stage of the VMA project that begins 1 July 2022, this key 4 year funding will focus on continuing the fabulous transition funding work of breaking down barriers to volunteering for priority groups through 7 LGA areas. We are excited to share that Anna Tait will be leading this program from July 2022.

### MANNINGHAM VOLUNTEER RESOURCE SERVICE (MVRS)

EV continues a strong relationship with Manningham Council and is pleased to continue to deliver the Manningham Volunteer Resource Service (MVRS).

This has been a season of recovery, and one where the need to be adaptable was forefront. Through the MVRS, organisations were offered multiple training including: cultural, recruitment and revitalising the volunteer workforce. The opportunity to reconnect through and after a COVID season was paramount and this was offered through the Community Practice and everyone was given their chance to have a say through the Manningham State of Volunteering Survey. Now an annual survey that provides real data on volunteering in Manningham. The highlight of the year was the first ever Manningham Volunteer Expo – a fantastic event that gathered 30 plus volunteer involving agencies and welcomed volunteer seekers from across Manningham. Sadly after 3 years of quality service, MVRS Melitta Pinney has moved in a new direction and we welcome Lily Kovacevic into the Coordinator role. We are encouraged in our strong relationship with Manningham Council and to share that this 3 year funded program has been extended by a further 2 years.

### MANNINGHAM YOUTH EMPLOYMENT PROGRAM (MYEPP)

In response to the impact of COVID to the young people of Manningham, EV in partnership with Manningham Youth Services and Outer Eastern Llen, was successful in receiving monies from Manningham Council to pilot a Manningham Youth Employment Pathway Project.

This innovative project is all about giving young people education about the role volunteering can play as a pathway to employment. Facilitating volunteer taster experience within the businesses and not-for-profits of

Manningham and referring to support as required. A youth employment expo was planned, however COVID restrictions meant we had to pivot and in it's place a wonderful online EXPO EXPRESS now exists full of industry interviews and resources to support a young person into employment. Huge thanks to Kate Deliyiannis for her dedicate and hard work for this project. We are also very excited to announce that EV has been successful in receiving a further 4 years of funding for this innovative program. Rachel Salesse has been appointed the Project Officer to lead this project moving forward. This innovative project is all about giving young people education about the role volunteering can play as a pathway to employment. Facilitating volunteer taster experience within the businesses and not-for-profits of Manningham and referring to support as required. A youth employment expo was planned, however COVID19 restrictions meant we had to pivot and in it's place a wonderful [Online EXPO EXPRESS](#) now exists full of industry interviews and resources to support a young person into employment. Huge thanks to Kate Deliyiannis for her dedication and hard work for this project. We are also very excited to announce that EV has been successful in receiving a further 4 years of funding for this innovative program. Rachel Salesse has been appointed the Project Officer to lead this project moving forward.



- **VMA CONFIRMED 4 YEARS FUNDING**
- **MVRS EXTENDED 2 YEARS FUNDING**
- **MYEPP CONFIRMED 4 YEARS FUNDING**



# VOLUNTEER SUPPORT SERVICES HIGHLIGHTS

Along with these core projects EV continues to support Maroondah, Yarra Ranges & Whitehorse Council in their endeavours to raise the profile of volunteering and their support of volunteer involving organisations. During this year we have completed multiple projects, supported Emergency Relief Networks, provided Community of Practice, Mentoring, recruitment support, training and so much more. One such project was Volunteering Yarra Ranges, a roving volunteer expo throughout 6 townships connecting volunteers and organisations. A very successful and important time of re-engagement.

## LOCAL JOBS PROGRAM (LJP)

This is a season of change and EV has had to be vigilant to funding changes and willing to innovate. One major step in the employment space with a successful tender for the North East Metro LJP an innovative program funded federally with the Department of Education, Skills and Employment DESE (now Department Employment and Workplace relations DEWR). Our team commenced November 2021, with Ida Lloyd as the Employment Facilitator and Brad Byrne & Jessica Herrington sharing the Support Officer role.

A core part of the LJP is to develop and review a Local Jobs Plan in conjunction with their Local Jobs and Skills Taskforce tailored to the region to identify key employment priorities which will drive significant improvement in labour market outcomes. The Local Jobs team work with local partners to address the skills shortage priorities identified in the Jobs Plan for the North Eastern region and develop activities designed to address employment and training priorities.

Particular projects are sought that aim to identify opportunities to better skill participants to meet local employer demand and be a place-based employment solution. These approved programs are funded out of an allocated Local Recovery Fund. The projects that were successful in the first year were:

## GLEN PARK COMMUNITY CENTRE

Glen Park will establish / scale up an employment pathway program to include partners such as Eastland shopping centre, Glad Group and Café on the park so we can provide opportunities to each participant and offer real-life hands-on employment skills across several local key employment areas including hospitality, cleaning, security, maintenance, and customer service. We will not only provide learning and employment pathway opportunities in a well-established registered social trader social enterprise café and catering business with partner Café on the park, we will also work with partners Glad Group and Eastland to provide "on the job" trade tasters and employment pathway opportunities in cleaning, security, maintenance and customer service. Project Partner Glad Group provide contracted services including cleaning, guest services, maintenance & security to several major shopping centres across Victorian and New South Wales including Eastland.

**THE VSS NOW  
REACHES ACROSS  
11 LGAS**

## VSS HIGHLIGHTS

### THE EMPOWERED PROGRAM - 360 ACADEMY

An immersive and highly interactive 5-day program encompassing wellbeing coaching, upskilling, job seeking support, placement, and post placement support in the areas of logistics and warehousing. Strong alignment with TOLL companies for employment placements. The Empowered Program is an online (and in-person where possible).

### EMPLOYMENT SERVICE PROVIDER CONNECTIONS

The team has developed strong relationships with key employment service providers and as a result have been able to facilitate the creation of both formal and informal programs with training organisations and employers. We hold monthly 'Labour Market Briefing' sessions where we evaluate the data provided to us by DESE, discuss on the ground implications of this data, and introduce them to programs, projects, and organisations we feel are doing work which targets the demographics on our Local Jobs Plan. These meetings are a key event that external stakeholders (training organisations, service providers and employer groups) are lining up to attend and present at.

### ENGAGEMENTS AND PARTNERSHIPS

The team has connected with a range of organisations, government departments, employers, educational organisations, and industry associations, as well as a huge range of non-DESE service providers. Extremely valuable connections made into the State Government Department of Jobs Precincts Regions and the Jobs Victoria Programs. The strong working partnership with Jobs Victoria has enabled the team to leverage from many State Government programs such as Job Advocates, Career Counsellors, and Mentors. These services have been vital to connect with job seekers particular to when we are

looking at filling opportunities for training, skill development and employment opportunities.

The team focuses on the importance of connecting with our stakeholders through social media such as Facebook & LinkedIn with many of our posts shared and liked at excellent rates. We also produce a fortnightly newsletter to over 100 subscribers and growing. All communication mediums allow us to be targeted in our events, program promotions and geographical reach.

### JOB FAIR

DESE led Job Fair took place on the 31st of March with a tight three week window to plan the event. It was a tremendous success with 400 jobseekers attending, 42 exhibitors with over 2000 jobs on offer and our wonderful Jobs Victoria Mentors reviewing 45 resume for jobs seekers attending. The engaging sessions covering careers in the care sector, Introduction into the support services of Jobs Victoria and career goal setting were well attended.

### CONTINUED CONNECTIONS

This first season of EVs delivery of the LJP has been one of establishing a presence with strong and ongoing partnerships. The next season will be busy with multiple events planned to speak into the emerging needs in employment with a focus on pathways and aged care. The North East Link factors largely with the project having the largest social procurement targets project in Australia, 996 roles, and it is right in the heart of the North Eastern Region.

For many seeing the link between volunteering and employment has been difficult, however for us, we believe that volunteering is a pathway to employment. The ability to run multiple VSS projects under one roof have led to fabulous outcomes for our wider community. The VSS now actively reaches across 11 LGAs, and has strong partnerships that continue to strengthen our wider community.

# CORPORATE SERVICES HIGHLIGHTS

**Charles Cox**  
**MANAGER**



The 12 months to 30th June 2022 have been largely a continuation of the works commenced in the previous year and more set up of the ongoing transformation and improvement agenda for the coming year. It can be a little disappointing to see progress go slowly, but it is nevertheless pleasing that the organisation stays the course of platform change and takes steps to improve. Some of the key outcomes for this year have been:

## FINANCE PROCESS REVIEW

In the course of the year EV engaged an external consultant to review our finance operation processes to identify areas where process and technology changes could be made that would drive efficiencies. As a result of this there have been a number of changes such as:

- Migration of MYOB to the Cloud - this was a platform change that then would allow for a number of further integration activities to take place.
- Implementation of a workflowed Accounts Payable system – removing the need for management of paper invoices, automating the approval process and integration with accounting software that allows for a straight through process and reduced data entry.
- Development of an extract and upload process to reduce the monthly effort in preparation of Transport invoices.

This transformation work is ongoing with more streamlined onboarding, staff records management and timesheeting activities in our sights for the coming year, all of which will work to improve not only finance processes, but a range of other related business processes.

## FIRST FLOOR CO-WORKING SPACE

As we now have the use of the first floor, works were completed to allow this to be used as a casual co-working space for other organisations who have need for office space, but not the need for permanent rental property. Although there is yet to be concerted marketing of this facility, the structure is there and with the coming implementation of online booking services, we will be in a position to strongly market this space. It's to be noted that, even without marketing of any sort, there have been repeat users of the space as well as our upgraded meeting room facilities on the ground floor.

## PROJECT INITIALISATION

The year saw the commencement of two other very large pieces of work that will be completed in 2022-23, specifically



- **WEBSITE UPGRADE UNDERWAY**
- **SALESFORCE CRM INTEGRATION**
- **NEW BRAND LAUNCH**

**Selection of Salesforce as a CRM tool** – using the Not-For-Profit Service Pack as the core, a consultant Salesforce developer has been engaged to do some additional development and customisation for EV. As is often the case with these things, knowing what is POSSIBLE has seen the scope of the activity expand a bit beyond the barest of CRM essentials, but the end result will be a better tool for managing a range of problematic process at EV, including contact management, grant management, and project management.

It should be noted that our AGM for 2022 was managed through the Salesforce tool. We're learning still!

**Upgrade of Website** - We have been engaging a marketing and web development company called About Today, to conduct a rebranding and relaunch of our website, the structure has been completed and the development of the functionality has commenced. We look forward to launching a new website in 2022 that provides a much more flexible online experience for our clients and stakeholders.

## LOOKING FORWARD

Our goals for 2022-23 are many but the highlights are:

- Completion of the development and embedding of Salesforce in the way we operate
- Launch of the new brand and website
- Implementation of an HR platform that is cost effective and works for both our volunteer and paid workforce.

There's always work to be done, and improvements to be made while keeping pace with the rapid changes in the sector. Someone once described platform transformation as being a bit like trying to rebuild an aeroplane mid-flight. It's not quite that tough, but there are challenges, and thanks to the team, we are up to them.

# CONSULTING HIGHLIGHTS

Wayne Aitken

MANAGER



The focus of EV Consulting Services for the FY 2022 has been on an initiative of both consolidation and growth where there was demand for our services.

Over the last 12 months EV Consulting has worked with and consulted to over 25 organisations within Victoria, while expanding the reach of our services into the regional areas of Victoria. This has been beyond the normal geographic reach of Eastern Volunteers Resources Inc and is testament to the organisation's growing presence in the community support sector. A significant part of this growth has been achieved through the referral of our services which has been assisted by the work and skills of our highly talented and experienced Associate Consultants; Kathy Walker (OAM), Dr Shona Bass, Katherine Cape, Vik Naidu, Kasturi Rangan and Jason Doherty. This has enabled EV Consulting to deliver tailored and effective programs across the areas of:

- EARLY YEARS LEARNING
- COMMUNITY SPORTS PROGRAMS
- FINANCIAL & GOVERNANCE HEALTH CHECKS - COMMUNITY ORGANISATIONS
- STRATEGIC & RISK PLANNING SERVICES - COMMUNITY ORGANISATIONS
- OUTCOME MEASUREMENT - COMMUNITY ORGANISATIONS

Into 2023 EV Consulting will look to expand the organisations services along the Australian Eastern Seaboard where there has been a demand which has not been able to be supported up to this point.



# THANK YOU

## FROM EASTERN VOLUNTEERS

THANK YOU

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

- 360 Academy
- 3WBC Radio
- 4TK Australia Limited
- AAA Maintenance
- Acacia Gardens
- Access Health & Community
- Adare Aged Care
- Adventcare Whitehorse
- Aged Care Assessment Services (ACAS)
- Agrekko Finance
- Ainslie Park Cricket Club in Croydon
- Alawarra Lodge
- Allbright Manor
- Allwood Neighbourhood House
- Alphington Community Centre
- Amaroo Neighbourhood Centre
- AMES Australia
- Angels Care
- Anglicare VIC
- Annecto
- APM
- Apprenticeships Victoria
- Aquinas College
- Arcare Templestowe
- Árpád Hungarian Aged Care Facility
- Arrabri Community House
- AtWork Australia
- Aurrum Aged Care
- Australia Chin Community (Eastern Melbourne)
- Australian Community Transport Association [ACTA]
- Australian Electoral Commission
- Avenue Neighbourhood House @ Eley
- Aveo Mingarra
- Balmoral Village
- Banyule City Council
- Bapcare
- Barcats
- Barrabill House
- Bayswater Secondary College
- Bella Ohara Maroondah youth Wellbeing
- Bennettswood Neighbourhood House
- Bethel Aged Care
- Billanook College
- Blackburn Highschool
- BLCW
- Blue Bells Crofton House
- Blue Willows
- BlueCross
- Bolton Clarke (formerly Royal District Nursing Service)
- Boosting the Local Care Workforce (BLCW)
- Boronia Residential Aged Care
- Boroondara Council and Volunteer Resource Centre
- Bourke & Beyond
- Box Hill Baptist Church
- Box Hill Institute
- Box Hill South Neighbourhood House
- Brad Battin State Member for Gembrook
- Bridge Darebin
- Bridges Community Connections
- Bridges Connecting Communities
- Bridget Valance State Member for Evelyn
- Brooklea Lodge
- Brotherhood of St Laurence
- Bruce Atkinson MLC Eastern Metropolitan
- Bunnings
- BUPA
- Burwood Lodge
- Burwood Neighbourhood House
- Caledonia Dementia Care
- Calvary - Millward
- Campbell Page
- Care Connect
- Care Support Network
- Careseekers
- Central Ranges Local Learning & Employment Network
- Central Ringwood Community Centre
- Chandler Macleod
- Charlesbrook McKenzie Aged Care
- Chin Community Victoria (Falam)
- Cindy McLeish State Member for Eildon
- Cire Chirnside Park Community Hub
- Cire Services
- Cire Yarra Junction Community Hub
- City of Darebin
- City of Whittlesea
- Clarendon Grange
- Clota Cottage Neighbourhood House
- Clovelly Cottage (Autumn Aged Care)
- Club Secretary Ringwood Bowls
- Co As It – Italian Assistance Association Melbourne
- Commonwealth Department of Health: Community Home Support Program
- Community Learning Centre
- Covenant House
- Credo
- Croydon Community School
- Croydon Hills Community Care
- CVGT
- Darlingford Upper Goulburn Nursing Home
- David Hodgett State Member for Croydon
- David Vaughan Automotive Croydon
- Deakin University Social Work Department
- Della Dale
- Deloraine Aged Care
- Department of Education and Training
- Department of Jobs, Precincts and Regions
- Dianella Hostel
- Different Journeys
- DJPR
- Doncaster Manor
- Doncaster Secondary School
- Donwood Community
- Dorset Lodge
- Dream Stitches
- Dunelm SRS
- EACH
- EACH Home Care Packages
- East Doncaster Secondary College
- Eastern Community Broadcasters (Radio Eastern FM)
- Eastern Community Legal Centre
- Eastern Group Of Councils
- Eastern Health
- Eastern Palliative Care
- Eastern Region Group of Councils
- ECHO Australia
- Edinburgh College
- EDVOS
- Edward Street Nursing Home
- Elgar Home
- Emerald Terrace - Delta Aged Care
- Emmaus College
- Emmavale Gardens
- EMR Alliance
- Equatorial Space Systems
- Estia Health
- Explorers Early Learning
- Family Access Network
- Family Drug Support
- Ferndale Gardens
- Ferndale Gardens Supported Residential Service
- Ferntree Manor
- Fleet Partners
- Foothills Community Care
- Foresite Training
- Fronditha Care
- Gateway LLEN
- Gladys Lui Federal Member for Chisholm
- Glen Park Community Centre
- Glengollan Village
- Gracevale Grange
- Greenview - Allity
- Greenway Gardens
- Habitat for Humanity Australia
- HammondCare At Home
- Harriet Shing MLC Eastern Victoria
- Harvest Trail Services
- Hazelwood Boronia Supported Residential Services
- Healesville CG
- Healesville Living and Learning Centre
- Healesville Nurture One (Childrens Centre)
- Health Ability (Prev.Carrington Health)
- Heathmont College
- Heathmont Parker Reserve Tennis Club
- Heritage Gardens
- Highvale Secondary College
- Highwood Court
- Himilo Community Connect
- Holmwood Aged Care
- Home Instead
- Homestyle
- Hope City Mission
- Housing for the Aged Action Group (HAAG)

# THANK YOU

## FROM EASTERN VOLUNTEERS

THANK YOU

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

- Housing Support Service
- iCare Support Services
- iDareU
- IKON Services
- Inala Lodge
- Independent OpShop in Bredford Square
- Indie School
- Inner East Primary Care Partnership
- Inspiro
- Interchange Inner East
- Interchange Outer East
- Isomer Retirement Home (Residential Aged Care Facility)
- Japara Neighbourhood House
- Jasmine Lodge
- Jika Jika Community Centre
- Jim Fuller House Group
- JobCo Employment Services
- Kallista Community House
- Karen Community Association
- Kellock Lodge
- Kerala Manor
- Kerrie Neighbourhood House
- Kerrimuir Neighbourhood House
- Kirkbrae
- Knox City Council
- Knox Village
- KNx Info Link
- Koonung Cottage Community House
- Labri SRS
- Latvian Retirement Village Hostel
- Lilydale Lounge Working Group
- Lilydale Lounge Working Party
- Lionsbrae
- Living and Learning @ Ajani
- Living and Learning Nilumbik - Eltham / Dcreek
- Livingstone Gardens
- Lotus Health care
- Louise Multicultural Centre
- Louise Multicultural Community Centre
- Mable (formerly Better Caring)
- Mannacare
- Manningham Council
- Manningham Youth Services - EACH
- Maroondah Council
- Maroondah Community Recovery Team
- Maroondah Health and Wellbeing Committee
- Maroondah House
- Martin Luther Homes
- Matchworks
- Matt Fregon State Member for Mount Waverley
- Max Solutions
- Mayflower
- McDonalds
- Melaleuca Lodge
- Melba College
- Melbourne Market Authority
- Melbourne Polytechnic
- Melbourne Rudolf Steiner School
- Mercy Health
- Mercy Place
- MiCare
- MiCare Margriet Manor
- Michael Sukkar Federal Member for Deakin
- Migrant Information Centre East
- Millennium Aged Care Consultants
- Milpara Lodge
- Mission Australia
- Mitcham Community House
- Mitcham Signarama
- Mitchell Shire Council
- Moog Australia
- Mooroolbark College
- Morcare Services
- Moreland City Council
- Mount Evelyn Community House
- Mount Street Neighbourhood House
- Mountain District Learning Centre
- MS Society
- Mullauna College
- Mullum Mullum Indigenous Gathering Place
- Murrindindi Shire Council
- NARI - Befriendas
- National Careers Institute (NCI)
- National Network for Volunteer Resource Centres NNVRC
- Neil Angus State Member for Forest Hill
- New Community Ringwood
- New Touch Industries Pty Ltd
- Newmans on the Park
- Nextt
- Nilumbik City Council
- North Ringwood Community House
- Northern Community Careworks
- Norwood Secondary College
- Nunawading Christian School
- Nunawading Toy Library
- Oassist
- Olinda Community House
- Olivet
- On Luck Chinese
- Opal Gracedale
- Orana Neighbourhood House
- Overbeek Lodge
- Park Lane
- Park Orchards Learning Centre
- Paul Hamer State Member for Box Hill
- Peter James Centre
- Pines Learning
- Pinjarra Kindergarten Associated Inc.
- Polish Retirement Home
- Prace
- Pres Psylaw
- Preston Reservoir Adult Community Education
- Proactive Technology Partners
- Project Displaced Ltd
- Project Hope Horse Welfare Victoria
- Puffing Billy Railway
- Regis Blackburn
- Regis Ringwood
- Reservoir Neighbourhood House
- Ringwood Ballet Group
- Ringwood Secondary College
- Rosebank Hostel
- Rotary of Mitcham
- RouteMatch
- Royal Freemasons
- RSPCA Burwood
- Ryan Smith State Member for Warrandyte
- Safe Futures Foundation
- Salford Park Community Village
- Salvation Army Employment Plus
- San Carlo Homes for the Aged
- Sarah Yates and team – Caladenia Dementia Care
- Sarina Russo Job Access
- Selby Community House
- Sensible Care
- Serco
- Seville Community House
- Seymour District Nursing Home
- Shaun Leane MLC Eastern Melbourne
- Sheens Panels (Ringwood)
- Shelia Hunt
- Silverwood
- Snap Printing
- South East Volunteers
- Span Community House
- Spark Consortium
- St. Vincent De Paul
- Strathdon - Uniting Age Well
- Surrey Park Swim Club
- Swim Jobs Victoria
- SYC
- Tabulam and Templar
- Target – Croydon
- Tarralla
- Team Kids
- Templestowe Manor
- The Basin Community House
- The Good Box
- The Heights
- The Robinson Group
- Tintern Grammar
- Tony Smith Federal Member for Casey
- Trinity Manor Burwood
- Uniting
- Uniting AgeWell Box Hill
- Uniting Harrison – Retirement Living
- Uniting Mt Waverley – In-home Aged Care Services
- Uniting Wesley
- Valid - Choice Mentor Program
- Vermont Aged Care
- Vermont Chinese Neighbours
- Vermont Gardens
- Vermont Secondary College
- Vermont South Learning Centre
- VicTas Community Transport Association
- Victoria Grange
- Victorian Automotive Chamber of Commerce
- Victorian Volunteer Support Services Network
- Viewmont Terrace
- Vision Australia
- VMCH Assistance with Care and Housing for the Aged (ACHA)

# THANK YOU

## FROM EASTERN VOLUNTEERS

THANK YOU

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

- VMCH Bundoora
- VMCH Wantirna Residential Aged Care
- Volunteering Victoria
- Wallan Neighbourhood House
- Wantirna College
- Wantirna Village
- Warrandyte Neighbourhood House
- Warranvale Gardens
- Waverley Community Learning Centre
- WCIG
- Wellways - Life in Community (LinC)
- Westley Garden Supported Residential Service
- Whitefriars Catholic College for Boys
- Whitehorse Churches Care
- Whitehorse Council
- Whitehorse Manningham Libraries
- Whittlesea City Council
- Whittlesea Lodge
- Will Fowles State Member for Burwood
- Willowbrooke Aged Care Facility
- Wonga Park Community Cottage
- Woori Community House
- Workskil
- Workways
- Yanada House
- Yarra Glen and District Living and Learning Centre
- Yarra Hills Secondary College
- Yarra Ranges Council
- Ready2Go Program
- Yarra Ranges Council Upper Yarra Partnership
- Yarra Ranges Emergency Relief Network [ YRERN]
- Yarra Valley Council
- Yarra Valley Grammar
- Yarra Valley Health
- Yarra valley Railway
- Yarrunga Community Centre
- Yooralla
- Zancott

We could not deliver our services without our wonderful integrated paid and volunteer workforce. Thank you for your contribution in 2021-2022

### Our Corporate Services Team over the year:

Carol Chou	Brad Byrne	Kasturi Rangan	Viv Cunningham-Smith
Charles Cox	Gerry Gowan	Shannon Davies	

### Our Transport Driver Team over the year:

Alan Williams	Don Tu	Jenni Carberry	Min Wu
Alan Marshall	Elfi Haley	Jennifer Sherry	Nic Wilcox
Allan Cole	Frank Black	Jim Stait	Patrick Danaher
Andrew Hughes	Garjung Kui	Joanne Rowe	Philip Campbell
Andrew Midson	Graham Carter	Judy Lockyer	Rachel Falls
Bruce Whitherington	Graham Chandler	Kira Vella	Robyn Wood
Chris Hanly	Harry (Harold) Marsh	Malcolm Willard-Thurton	Sharon Bonner
Christine Weller	Helen Blythe	Mariyam Millwala	Shauna Pilz
Col Gray	Jan Keys	Mary Ryan	Stuart Maile
David West	Janne Rees		Stuart Wilson-Wilde
			Suzanne Saker

### Our Transport Administrative Team over the year:

Amy Pitt	Liz En	Peter Blackmore	Sheryl Byron
Andrew Bell	Kiran Misra	Rachel Gruner	Tracey Powell
Barbara Burbidge	Maryam Millwala	Raelene Daniel	
Emma Bolvary	Marnie O'Loughlin	Ray Luckman	

### Our Volunteer Support Services Team over the year:

Allison Byrnes	Johannes Van Delft	Lyn Gilson	Rashida Khanbhai
Amy Pitt	Kate Deliyiannis	Melitta Pinney	Samantha Buis
Andrew Maung	Kate Harvey	Mia Wallace	Simone Tacey
Angela Gall	Kit Wong	Olivia Gandolfo	Stuart Wilson-Wilde
Anna Tait	Lee Barker	Peta Butterfield	Suzanne Coleman
Brad Byrne	Lily Kovacevic	Poonam Bhiworkar	Tim Marriott
Ida Lloyd	Lin Mak	Rachel Salesse	Woody & Carol Marriott
Jess Herrington	Ludha Manchanayake	Rashida Khanbhai	

### Our Consulting Services Team over the year:

Kathy Walker	Katherine Cape	Shona Bass	Wayne Aitken
Kasturi Rangan	Lisa Rich	Vik Naidu	



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