The Changing Face of Volunteering
Directors of Eastern Volunteers Board
The Board 2016-2017
Dr Mehdi Taghian: Chair and Treasurer
Mr Ranjit Gajendra Nadarajah: Deputy Chair [Leave of absence: June-August 2017]
Ms Yvonne Putz: Secretary
Ms Sue Edmonds: Director
Ms Natalie Thomas: Director
Ms Patricia Jonescu: Director October 2016-19th March 2017
Ms Patricia Morris: Director October 2016-31st May 2017
Ms Lesley Davis: Director October 2016-24th January 2017
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.
The Changing Face of Volunteering

“Gone are the days when a volunteer would do the boring work”

Gone are the days when a volunteer would do the boring work no-one else wanted to do in an organisation eg, make those cups of tea or shred the paper. Also gone are the days when a volunteer would give you their time for whatever you as an organisation needed. Volunteers today value their limited time, they want to utilise their skills and expertise for a cause and they want to see the outcomes of their work. Volunteers today use volunteering for many different reasons - to stay connected or to connect to their communities, for employment pathways, to give back to their community and to stay healthy and active. Volunteers give their time in many different ways:

- **Virtual Volunteering**: online volunteering where someone might manage your social media or review legal documents for you. This can be one off or ongoing volunteering.

- **Corporate Volunteering**: businesses increasingly want to share their expertise with community organisations and are less interested in painting or gardening projects than using their professional skills to assist with strategic or marketing projects, sharing logistical or legal expertise, and assisting organisations to open doors for funding opportunities.

- **Cause Related Volunteering**: time limited or ongoing volunteering which supports causes close to people’s hearts and for which they seek to achieve measurable outcomes.

- **Volunteering as an employment pathway**: many young people or people returning to work successfully use volunteering for employment outcomes. These opportunities need to provide a person with work skills which match their employment aspirations.

- **Volunteering as a policy requirement**: Mutual obligation requirements for Centrelink often lead people into volunteering eg. pre retirees are required to undertake 15 hours volunteering to qualify for their Centrelink entitlements. These volunteers often seek interesting opportunities which utilise their skills and experience, as well as meet their interests.

- **Volunteering to be connected to your community**: people newly arrived in their communities will often seek out volunteer opportunities to connect to their community. This volunteering is about building relationships with people and requires opportunities where networking can occur.

- **Volunteering to deliver services**: this type of volunteering is more work focused. Many organisations utilise volunteers to deliver direct services to people in a mixed team with paid staff. These services are usually contracted by government or other funders and have targets to be met. These opportunities suit people who wish to remain healthy and active by utilising their existing skills or who wish to learn skills for employment outcomes.

- **Family volunteering**: where parents, grandparents, aunts and uncles volunteer their time in community playgroups, school, sporting clubs so their children can participate and learn.
Organisations and community groups need to be able to provide the opportunities that volunteers want. This can be a challenge as they have to redesign their volunteer programs and supports to meet the changing face of volunteering whilst also achieving the organisation’s goals.

Eastern Volunteers provides a range of services to assist people to volunteer the way they want to as well as assist and support organisations to design their volunteer services and programs to attract and retain volunteers in today’s environment. We help organisations map the outcomes of their volunteer programs and see the possibilities for a diverse volunteer base.

Volunteering today is dynamic. Volunteers are at the heart of social inclusion in our communities and we look forward to growing volunteering into the future.
Message from our Patron

I am pleased to see another year of strong performance by Eastern Volunteers in the context of a changing and challenging environment. The challenges faced are not, of course, specific to Eastern Volunteers with the sector as a whole facing increasing demand for services and a decrease of funding in real terms. As Patron of Eastern Volunteers, I am proud to see the way the organisation has risen to these challenges and, far from reducing its services, looks to grow and extend its support of the community.

The impact of the community transport services to keep frail aged and disadvantaged individuals independent and connected in the community cannot be overstated. In a complex environment, the employees and volunteers at Eastern Volunteers deliver a truly valuable service that makes a difference to the lives of their clients in the most meaningful way. The challenges that lie ahead for the service are not insignificant: increased demand through an aging population, changes to the government structures that support the aged, the ongoing rollout of NDIS, and rising costs of transport all place challenges before Eastern Volunteers. I am certain that, with its impressive track record of delivery over so many years, that the team are capable of meeting these challenges and growing into the future.

The support of volunteering and organisations that use volunteers to deliver their services is central to maintaining a strong community. Eastern Volunteers continues to be a respected and prominent force for the sustaining and development of volunteering. I am passionate about service to the community and am especially proud to be associated with such a proactive organisation that encourages and supports community activity and social inclusion.

Congratulations to all at Eastern Volunteers for another wonderful year of contribution to the community and the ongoing work that I am sure will see them remain a positive force for many years to come.
The year that passed can only be characterised as eventful. The year started with the expectation of continued success, growth and extended ability to grow the organisation in spite of our operating environmental uncertainties.

However, the fiscal year 2016-17 proved to be a challenging year and required a substantial mobilisation of creative efforts to find a balance between internal organisational transformation and external conditions. Organisationally, Eastern Volunteers went through a year of senior management change when Ms Vivienne Cunningham-Smith joined Eastern Volunteers in October after our General Manager retired. Our new senior management leadership was faced with a substantial task of maintaining the momentum in securing our future growth, while combating numerous structural change imperatives.

The year-end results for 2016/17 fell slightly short of expectations, consequent to the severity of working conditions, an unusual outcome for Eastern Volunteers. While our income remained strong, our service levels dropped to some extent. The internal organisational restructure undertaken aimed to create a more effective flow of work processes, rationalisation of functions and improving effectiveness and efficiency. This effort is now completed, however, the full outcomes and benefits are yet to be realised.

The strategic direction of Eastern Volunteers was taken to focus on two main key areas of the business namely (1) Transport Operations and (2) Volunteer Management to be strengthened and expanded. This would be a two phase strategy. The short term strategy would see Eastern Volunteers endeavour to return to achieve its best previous performance levels. This phase is expected to take the organisation through to the end of the calendar year 2018. The achievement of the objectives of the phase one strategy will be focused on the work process redesign, job and function analyses, paid and volunteer staff training and motivation in a way that will best suit our future growth and will be used as a platform for future strategic directions.

The second phase, our longer term strategy, will be actioned following the successful achievement of the short term and will include the creative expansion of those two key business functions substantially, avoiding diversification beyond our organisational skill set. This expansion will be funded through extra income to be generated from a series of fee-for-service initiatives in collaboration with our internal departmental management skills and contribution of external expertise, as required.

The demand for our services remains strong and the uncertainties in our operating environment, while remaining serious, have not inflicted any shortages or obstacles in the funding for our services, resulting from our senior management initiatives. The dedicated management of Eastern Volunteers provide continued effort to deliver the best possible outcome under substantially trying circumstances.

The year ahead promises to be the year of re-structuring the organisation and building a consistent and growing trend in establishing our internal dynamic capabilities and its fast and effective responsiveness to our external challenging environment. Every effort has been made and will continue to be the focus of management to deliver the outstanding success that highlights our past 40 years of service to the community.

Eastern Volunteers commences its 41st year of operation with dedication to our service quality and highlighting our progressive achievements through self-examination, flexibility and resilience. We are proud of our highly skilled and dedicated management, staff and volunteers that provide a strong readiness for our continued future success and the opportunity to serve our community.
Eastern Volunteers at its core is about volunteering, whether that be in the provision of services through volunteers in our aged care services or through directly connecting people to volunteer opportunities throughout the Outer Eastern suburbs. Volunteering is changing in nature as is the policy and funding environments within which we work. This has presented Eastern Volunteers with some key challenges in the past year.

I was pleased to accept these challenges in October last year taking over from Vic North who was General Manager for ten years. Vic and the Board steered Eastern Volunteers to be a respected member of the community sector in this region. I wish Vic a fruitful and enjoyable retirement.

Our volunteer management services place thousands of volunteers per year in aged care, health, tourism, environmental, animal welfare, homelessness, local government, neighbourhood, youth and community services. This Government funding was due to cease in December 2017. This would have seen the service close for many people who were in fact required to volunteer through Commonwealth mutual obligation programs. It would have also had enormous impact on those services in our communities that rely on volunteers. I worked with colleagues throughout Victoria and Volunteering Australia to demonstrate the worth of this program and the Commonwealth agreed to continue the funding for this program to 2021. This was a significant achievement for a volunteer sector that contributes $290 billion to the economy each year – almost 50% more than the mining industry [O’Dwyer L., 2016]. Our challenge moving forward is to grow our work in supplying and supporting volunteers to work in the not for profit sector as well as supporting agencies to offer the right opportunities in what is an increasingly changing volunteer landscape.

Hon. Michael Sukkar Member for Deakin, Hon. Alan Tudge Member for Aston and Senator Jacinta Collins were particularly supportive in conveying the message about the worth of this program in Canberra. We also valued the support of Cindy McLeish State Member for Eildon and Shaun Leane Member for Eastern Metropolitan region for their support. Victorian Minister Jenny Mikakos and Ms Gabrielle Williams Parliamentary Secretary for Carers and Volunteers were also very vocal in their support of our program. We thank Yarra Ranges Council and Mayor Noel Cliff for their executive motion to the Municipal Association of Victoria on our behalf and thank Maroondah Council and Mayor Tony Dib as well as Whitehorse Council and Mayor Denise Massoud for the untiring support in this campaign.

In July 2016 our Community Transport services saw a change in funding from being wholly state funded to having 87% now funded through the Commonwealth under the Community Home Support Program [CHSP]. Eastern Volunteers runs two transport services, a volunteer driver based community transport service for people over 65 yrs of age and for people with a disability under 65 yrs. We also provide a bus loan...
scheme, Eastern Transport Register, for CHSP and HACC funded agencies in the region which allows them to provide flexible support services for their clients. We have spent time this year reviewing and refining these services to meet both community need and the changing policy and funding base for the services. We need to look forward to prepare these services for the National Disability Insurance Scheme [NDIS] where our disability funding for these services will be withdrawn. As the NDIS does not fund transport services to the level which we currently provide we will need to reframe our services to full fee for service in the coming years. We have been looking to this challenge this year.

I would like to take this opportunity to thank my Management Team for their support - Charles Cox Manager Corporate Services, Suzanne Phoenix Manager Transport Operations, Kim Boswell Manager Community Engagement and Ruth Morgan who is taking over from Kim whilst she is on parental leave. I would also like to thank the Board for their support of me throughout the year in what has been a challenging period of transition for Eastern Volunteers. We have a wonderful team at Eastern and I would like to commend our staff for how they have managed the transitions and challenges this year.

To end on the strengths of our organisation, my top five this year have been in no specific order:

- LEK Consulting and the GCG Group completing a consulting piece on the viability of fee for service volunteer support services. Thank you to all involved in this fabulous pro bono work.
- Our partnership with South East Volunteers, Volunteering Geelong, Cire Services Inc and Yarra Ranges Council in tendering for the Strong and Resilient Communities Funding for some innovative and exciting services. We look forward to pursuing these ideas in 2018.
- Completion of the service design of a volunteer program for Anchor Inc. a homelessness and foster care agency.
- Restructuring Eastern Volunteers to strengthen it for the changes in our sector with increasing person centred funding programs, reductions in grant and community funding opportunities and increasing competition.
- Our development of new and innovative self funding programs for 2018

“Eastern Volunteers at its core is about volunteering”
Des and Pat’s Story

Des and his wife Pat have been married for 45 years. Pat has dementia. Des was committed to caring for Pat at home but her condition deteriorated so much that Des could no longer care for her the way he wanted to. Pat now lives in a care facility quite a distance from their home. Des is 85 and cannot get around as much as he would like to. He can no longer drive a car. Des visits Pat every day. Our community transport team transport him three times as week. His children drive him on the other days. Our service allows Des and Pat’s children to work and do the things they need to do with their families during the week. A volunteer driver picks Des up and drops him at the care facility where he spends valuable time looking after Pat. Time is a valuable and precious resource for them. Des is fully devoted to Pat. A driver then picks Des up at the end of the day and returns him home. Without this service Des and Pat would not see each other and their strong and loving marriage would have undue and unnecessary obstacles to endure.
Community Transport Services

950 clients

402 new client referrals

13,000 trips

70 volunteer drivers

24 new volunteer drivers

10 transport office volunteers

45% trips for health appointments

35% trips for social or recreational purpose

15% trips for shopping

Successfully met all Home Care Standards in a Commonwealth audit
Successful completion of Victorian Bus Safety Audi

- 27 agency members
- 424 bookings for buses
- 3,400 clients transported
- 52,000 kms travelled
The Eastern Transport Register provides local community organisations and groups with buses so they can take their clients on excursions/days out and assist them to access much needed services. The service is targeted at people over 65 years of age and those under 65 with a disability.

One of the most regular users of the service is the Chinese Community Social Services Inc. The service is based in Box Hill in the eastern suburbs of Melbourne. It is the largest government-funded, not-for-profit aged care and welfare service provider for the Chinese-Victorian community. The service caters for Chinese-speaking people from various countries of birth, including China, Vietnam, Hong Kong SAR, Malaysia, Indonesia, Cambodia, Taiwan, Singapore, East Timor, Burma, Macau, Laos, Thailand and India.

The Community Services staff have been taking a group from their On Luck Nursing Home for a much appreciated outing each week for several years. It is critically important for the health and wellbeing of people in aged care that they are able to get out and about in their community and enjoy different activities safely. One of the group members at present is wheelchair bound so the bus’s hoist is an essential part of the service for them to be able to continue going out with their friends. Eastern Volunteers is proud of our partnership with the Chinese community.
27% volunteers were aged 18-24 yrs

28% volunteers were aged 25-34 yrs

20% of volunteers were over 50 yrs of age

3,673 people supported to volunteer

425 agency clients looking for volunteers

27 corporate clients provided 3588 volunteer hours to community services

29 Volunteer Training sessions deliver
Noor’s Story

Noor, originally from Melbourne, had been working overseas for the last 10 years with her family and returned to Melbourne so her children could attend primary and secondary school in Melbourne’s East. Noor had two key motivations in volunteering; firstly she wanted to gain work experience in an office environment with a view to gaining part-time or full-time employment to support her family, and secondly Noor wished to contribute positively to her community. Noor volunteered with Eastern Volunteers Community Engagement team for about 18 months using her skills and experience to manage our social media, undertake administration tasks and assess people for volunteer positions. Eastern Volunteers gained a remarkable person who has provided long lasting changes for our volunteer program.

Noor was instrumental in transforming the GoVolunteer model in which we respond to email expressions of interest. Thanks to Noor we now have an efficient system ensuring all expressions of interest are responded to in a timely manner. She was also able to gain casual work in our transport team. Noor’s commitment, great personality and valuable skills caught the attention of a local employer, and Noor now works nearly full-time in the Eastern Suburbs.

This is just one story from the many awesome volunteers working in the Community Engagement team.
Geoff’s Story

We were lucky to have Geoff choose to volunteer with us as part of his rehabilitation program. Geoff had suffered an injury in a work accident and was not able to return to work until he had fully completed his rehab. Geoff proved invaluable to us. He rearranged our office space to feel cosy and comfortable, he got those jobs done that none of us had time to do such as make sure all the keys matched the filing cabinets!! Geoff painted and problem solved our maintenance and office issues. He put up television screens for us and was a valuable contributor to our team discussions and decisions. We were sad to see Geoff leave us but pleased that he was able to return to work following his three month volunteering placement with EV.

The Corporate services side of things often gets ignored. While Corporate Services may not deliver outcomes directly to our transport clients, volunteers or agencies, the great work of the team helps the day to day business run and keeps our services going. We worked hard to maximize the opportunity presented to us through the Maroondah foundation as beneficiaries of the Maroondah Mayoral Charity Raffle and raised over $15,000 for EV. We have done a lot of work this year on reviewing and renewing our policies and procedures, and there is still more to do. We have promoted the excellent facilities we have for meetings and increased the rental of spaces in our building, developing a strong client base. The team is especially proud of the celebration it pulled together in recognition of our 40 years activity in the community [at the Karralyka Centre]. This was a truly memorable event made special by all those who attended. So even if it’s sometimes overlooked, Corporate Services team is an important part of what makes EV such a great place.
Corporate Services

Facebook post reach: 45,549
Website visits: 14,474
Website page views: 49,079

Occupancy of rented training rooms: 29%
We could not achieve our outcomes without support and funding. We would like to extend our thanks to our supporters and partners in 2016-2017:

- Bendigo Bank, Mt Evelyn, Mooroolbark, East Ringwood & Heathmont branches
- Budget Car and Truck Rental and Simon Wheelton
- Cire Services Inc.
- Commonwealth Dept of Social Services
- Commonwealth Department of Health: Ageing and Aged Care
- Deakin University Freelancing Hub
- Eastland
- Gandel Philanthropy
- Global Consulting Group
- Hayes-Return to Work Program
- Sheila Hunt
- Jack Brockhoff Foundation
- L.E.K Consulting Melbourne
- Maroondah Foundation
- Maroondah City Council
- Pauls IGA Supermarket East Ringwood
- Rotary Club of Box Hill
- Rotary Club of Ringwood
- Rotary Club of Croydon
- Ritchies IGA North Ringwood
- South East Volunteers
- Tara Press
- Volunteering Geelong
- Victorian Department of Health and Human Services
- Whitehorse Community Chest
- Whitehorse City Council
- Whitehorse Tertiary Business Skills Program
- Yarra Ranges Council
- Yarra Valley Water
We could not deliver our services without our wonderful staff and volunteer teams. Thank you for your contribution in 2016-2017

Our Transport Team over the year:

<table>
<thead>
<tr>
<th>Manisha Agarwal</th>
<th>Linda Freer</th>
<th>Kiran Misra</th>
<th>Helena Svennson</th>
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<tr>
<td>Marni Bakunawa</td>
<td>Chris Hanly</td>
<td>Marnie O’Loughlin</td>
<td>Khyati Vadher</td>
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<td>Patsy Braakhuis</td>
<td>Margaret Lucas</td>
<td>Suzanne Phoenix</td>
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<td>Wendy Collis</td>
<td>Julie Lugton</td>
<td>Tracey Powell</td>
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<td>Shevi Disanayake</td>
<td>Jill Livingstone</td>
<td>Bronwyn Rossi</td>
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<td>Maureen Edwards</td>
<td>Nancy-Lee Merzel</td>
<td>Aris Seremetis</td>
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<tr>
<td>Kristi Falconer</td>
<td>Simon Mercer</td>
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Our Volunteer Drivers Team over the year:

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<tr>
<th>Lloyd Andres</th>
<th>Mike Elkner</th>
<th>Justin King</th>
<th>Frank Preyer</th>
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<tr>
<td>David Berry</td>
<td>Kristi Falconer</td>
<td>Andrew Kingma</td>
<td>Janne Rees</td>
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<td>Frank Beltrame</td>
<td>Roger Fiddian</td>
<td>Tony Lowry</td>
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<td>Peter Blaney</td>
<td>Phyllis Gosbell</td>
<td>Victoria Lucas</td>
<td>Harold Rowles</td>
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<td>Philip Bradshaw</td>
<td>John Gooden</td>
<td>John Mackenzie</td>
<td>Linda Schwal</td>
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<td>Alexsis Brown</td>
<td>Paul Guy</td>
<td>Gillian Madden</td>
<td>Peter Scott</td>
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<tr>
<td>Mick Brown</td>
<td>Chris Hanly</td>
<td>Harry (Harold) Marsh</td>
<td>Ivan Strudwick</td>
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<td>Jenni Carberry</td>
<td>Jeffrey Heath</td>
<td>Gillian McComb</td>
<td>Peter Swensen</td>
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<td>Graham Carter</td>
<td>Peter Hartnell</td>
<td>Trish Morris</td>
<td>Don Tu</td>
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<td>Josephine Clarke</td>
<td>Louise Henry</td>
<td>Tyrone Munidasa</td>
<td>Hans Van Diggelen</td>
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<td>Allan Cole</td>
<td>Cedric Hordern</td>
<td>Rob Murphy</td>
<td>Richard Vernay</td>
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<td>Bob Cope</td>
<td>Tim Hurst</td>
<td>John Newton</td>
<td>Tanya Voigt</td>
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<td>Jane Izzard</td>
<td>Shirley Pearlman</td>
<td>David West</td>
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<td>Keith Jessup</td>
<td>Chris Perry</td>
<td>Alan Williams</td>
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<td>Margaret DeLaRue</td>
<td>Sandy Jesudhason</td>
<td>Shauna Pilz</td>
<td>Stuart Wilson-Wilde</td>
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<td>Cheryl Dessent</td>
<td>Peter Kelsey</td>
<td>Dianne Pope</td>
<td>Peter Wirth</td>
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Our Community Engagement Team over the year:

| Manisha Agarwal       | Tim Ives            | Rhys Pietsch       | Mario Trotta    |
| Kim Boswell           | Wendy Knoll         | Michael Poon       | Lynette Webby   |
| Peta Butterfield      | Edy Kurniawan Kok   | Adele Rooke        | Lorraine Wibby  |
| Tara Cantwell         | Judy Lauder         | Valerie Sayce      | Stuart Wilson-Wilde|
| Ariel Chan            | Ruth Morgan         | Aida Shekarkhar    |                 |
| Chester Fricke        | Eileen Nixon        | Gio Stevenson      |                 |
| Lyn Gilson            | Steph Nolan         | Julie Tang         |                 |

Our Corporate Services Team over the year:

| Gary Bendle           | Viv Cunningham-Smith| Tim Ives            | Goral Shah      |
| Carol Chou            | Sean Emami          | Kiran Misra         | Steven Walker   |
| Charles Cox           | Clare Grundy        | Joe O’Neill         |                 |