

## Annual Report 2008 - 2009

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# **V**ision, Mission & Values



## ***Our Vision:***

Eastern Volunteers – leading the way in community services

## ***Our Mission:***

Eastern Volunteers delivers high quality and innovative services, working in productive partnerships, to meet the needs of the community and to enhance the lives of many.

## ***Our 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.

# **O**ur Strategic Goals



## **Goal 1:**

To establish our role as a recognised regional leader in volunteer services, community transport and community project management.

## **Goal 2:**

To initiate opportunities to broaden our funding base, increase our income and significantly improve financial independence.

## **Goal 3:**

To strengthen our relationship with stakeholders and develop productive partnerships and alliances with governments, businesses and community groups.

## **Goal 4:**

To increase volunteer participation in our programs and within the wider community.

## **Goal 5:**

To be an employer of choice, offering a caring and safe work environment that is honest and transparent and that operates under good corporate governance.

## **Goal 6:**



To develop a skilled volunteer-based marketing and promotional team to provide expertise, advice, planning facilitation and operational support.

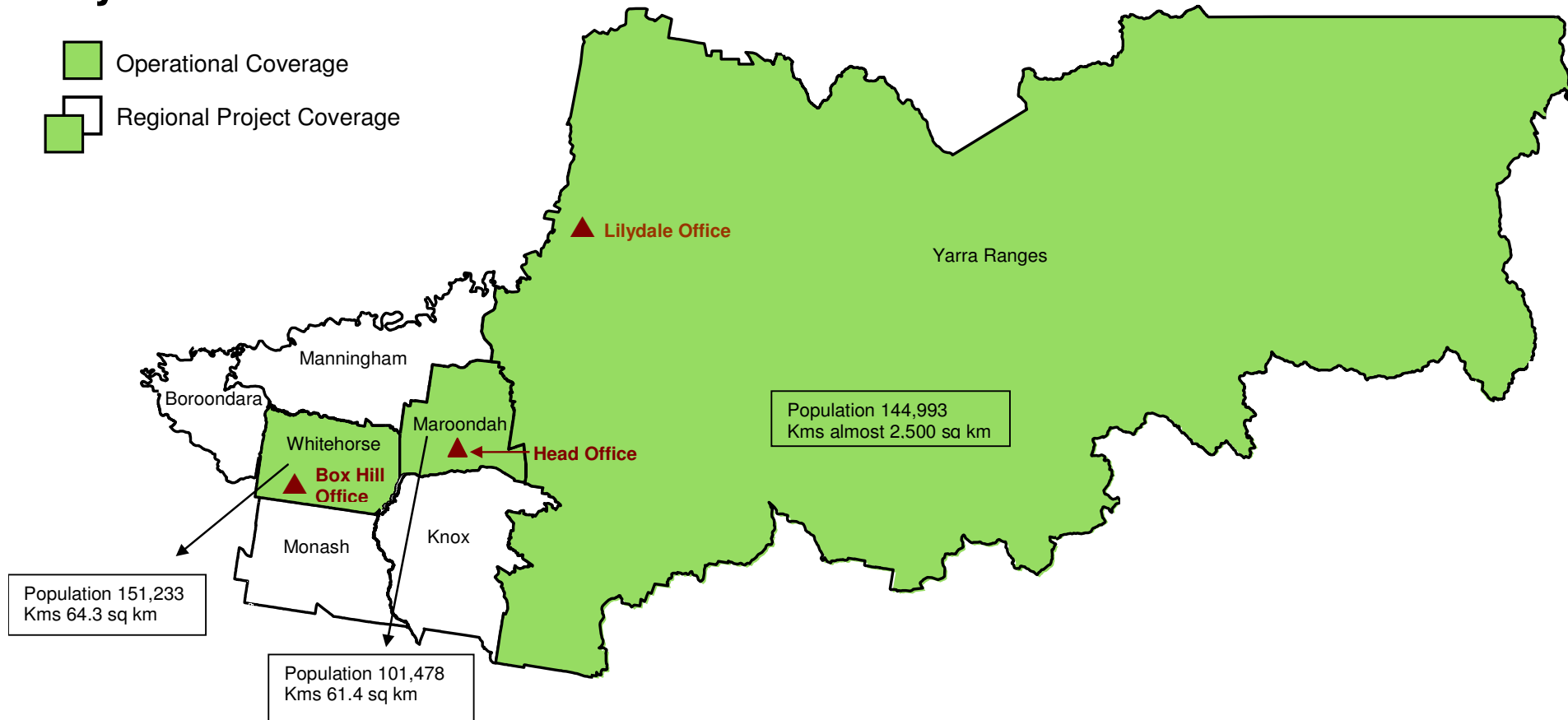
## **Goal 7:**

To excel in customer service and the delivery of client service.

# Eastern Volunteers Service Area

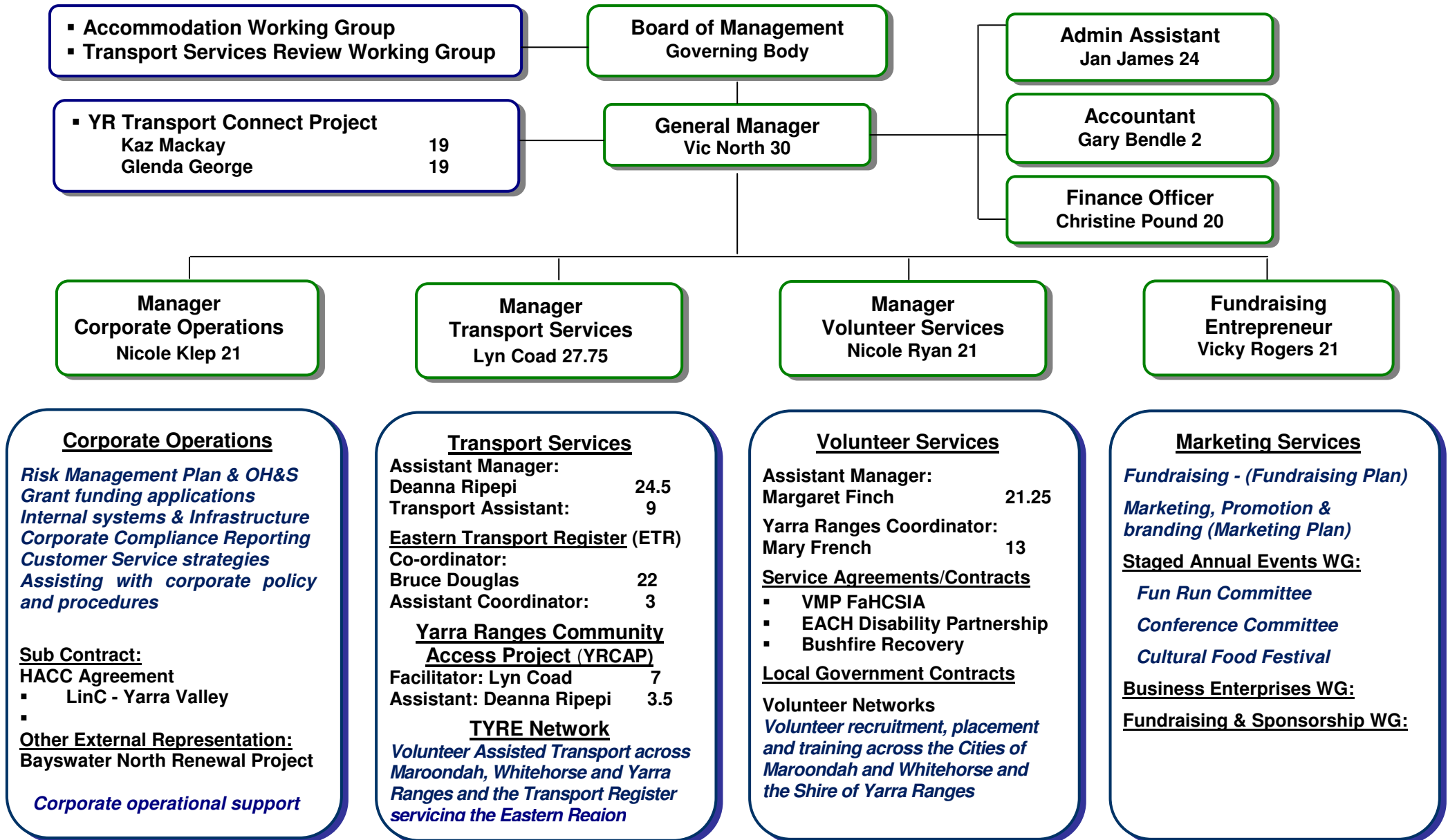
## Key:

-  Operational Coverage
-  Regional Project Coverage



**NOTE:** Figures are estimated as at June 2006  
Source: Australian Bureau of Statistics

# Eastern Volunteers Organisation Structure - June 2009



# M

## embers of the Board

**Chairman:** Terry Macdonald

**Deputy Chairman:** Vacant

**Secretary:** Yvonne Putz

**Treasurer:** Keith Green

**Members:** Sue Edmonds  
Kevin Pickthall  
Alex Makin  
Mehdi Taghian

**General Manager:** Vic North



**Front row (L to R):** Sue Edmonds, Yvonne Putz (Secretary), Dr Mehdi Taghian, Keith Green (Treasurer),

**Second Row (L to R):** Kevin Pickthall, Terry Macdonald (Chairman), Alex Makin, Vic North (General Manager)

# **C**hairman's Report



## **1. INTRODUCTION:**

Eastern Volunteers (EV) has had a very good year, both operationally and financially. Even with the financial difficulties being felt by the whole of Australia's community, EV has exceeded its performance expectations and as well, has finished the year with a surplus of funds.

## **2. OUR OPERATING ENVIRONMENT**

Whilst our very satisfactory year is detailed in other parts of the Annual Report, I wish here to describe the Board's planning for our future.

EV has now developed Marketing and Strategic Plans to cover the immediate future with Working Groups composed of Board Members and staff planning and monitoring the detailed programs in specific areas such as New Business Opportunities, Staged Annual Events, Funding and Sponsorships and Accommodation. A Marketing Services Group has also been established from the previous Marketing and Development Sub-committee of the Board. Our Fundraising Entrepreneur now chairs this Group.

The working arrangements which apply to all these groups ensure that there is ongoing connection between them and the operational elements of the Centre. This gives practical input to the groups and means that their output is relevant to future operations.

## **3. OUR DEALINGS WITH GOVERNMENT**

We continue to place value on our relationships with the three levels of Government with whom we work and on whom we depend for resourcing. We need the support of our governmental clients, but, because of our experience, our expertise and our credibility, we are also able to give advice to these various levels of Government that assists them in better setting policies and standards.

Our General Manager is a member of a multitude of committees, working parties and other bodies and is able to give the EV view to the benefit of our community.

However, this is a complex area and some initiatives are not quickly finalised, but rest assured, EV is here for the long term!

## **4. OUR FUTURE**

Our plan is for EV to be widely recognised as the body in these three Municipalities that most represents the wide interests of the Volunteering sector, in practical as well as policy aspects. It must be the "go-to" organisation for anybody or any organisation interested in any aspect of volunteering. We are using the term "Peak" to describe this role, and are moving to establish a network covering all three Municipalities that will be helpful at all levels to the member organisations.

## **Chairman's Report (Cont..)**

### **4. OUR FUTURE (Cont..)**

The planning for the acquisition of our own building is under way, with a Building Fund established with an initial transfer of \$50,000 from our reserves. A Board decision now ensures that 50% of all annual surpluses will also be directed to the Building Fund. Later in 2009 there will be a formal and public launch of the Fund, so that our friends, supporters and sponsors will be in no doubt as to where their money should be directed!

This year we upgraded our IT system to cater for the more demanding use of the various programs used for our day-to-day operations as well as the need for a larger array of data and new programs needed for our marketing and communications activities. Our intention is to be able to keep in regular contact with the whole of our Community, either by direct mail/email or through newsletters and media coverage. This is an essential part of our fundraising and support activities.

As a part of our looking to our future, a 2015 Report has been produced, with a description predicting our activities/performance/plans as they might be in 2015. This extension of our existence and operations as they are in 2009 will help us in evaluating effects on EV caused by both internal and external influences. We'd rather plan for difficulties in 2015 now than wait until we really have a problem!

### **5. THE EV TEAM**

Everyone who reads this is part of our team! You, our members and supporters, have an important part to play on our behalf. Your responsibility is to TALK about EV in all parts of the Community to raise our profile. Keep up with what we're doing and tell everyone else about us. Once potential sponsors hear about this great organisation which touches all parts of the Community, they'll be positive when we approach them.

This is my first Report as Chairman, as I assumed the Chair after our great friend and supporter Stan Pump decided upon a "tree change" to his life and, with Pam, took residence in Gippsland. Stan served his community in many roles, with the Chairmanship of EV the one which we most appreciate. Best and ongoing wishes to Pam and Stan.

I thank all my fellow Board Members for the effort and input they provide to the governance and operation of the Board. We have a very impressive range of expertise and experience available from our Board Members, and good, wide-ranging discussions take place in a cooperative and friendly climate.

I can also assure all clients, members and supporters that the operational EV is a happy and effective place. Under the leadership of our General Manager, Vic North, we have a well designed and staffed organisation, where good management is practiced. So thank you to all staff and volunteers for your effort.

### **6. CONCLUSION**

With heightened requirements for our services facing us, please continue your support for Eastern Volunteer Resource Centre.

***Terry Macdonald***  
***Chairman***  
***Board of Management***

# **M**anagement Report

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## **1. INTRODUCTION:**

2008/9 has been another busy and exciting year.

This report, compiled by Management Team members, identifies a selection of corporate and operational activities and achievements that recognises the significant contribution made throughout the year by our dedicated staff and volunteers.

To ensure that the services provided by Eastern Volunteers (EV) remained relevant and sustainable the Board, the Executive Committee and the Management Team met regularly throughout the year to address issues, discuss challenges and opportunities and to plan and develop strategies to help sustain and enhance services into the future.

In addition we continued to improve EVs asset base, internal systems and structures, including the installation of a new server, new software, some new green computers and enhancements to the data bases. Policies, procedures and position descriptions were also reviewed as required and two of our motor vehicles were upgraded during the year.

Operating Business Plans are being developed, an EV Marketing Plan has been finalised and a Fundraising Plan for 2009/10 has been approved by the Board. In addition, the development of a Risk Management Plan is proceeding.

EV continued to explore different opportunities to generate additional and independent income streams and to develop strategies to increase donations and sponsorships. The current economic downturn and an ageing population creates even more reason to accelerate these actions particularly given that the real value of the government dollar is diminishing and the demand for services is increasing. It became apparent that more sophisticated and specialist fundraising skills were required and as a consequence EV appointed a Fundraising Entrepreneur to help enhance and increase our fundraising endeavours.

## **2. PLANNING FOR THE FUTURE:**

### **2.1 Our Volunteers and New Staff:**

We were very grateful for the dedicated services of more than 100 Volunteers who directly assisted EV in the delivery of programs during the year.

A number of these Volunteers helped with a range of tasks and special skills in areas such as transport planning and logistics, accounting, marketing, setting-up promotional displays, writing fundraising submissions, conducting volunteer interviews, reception work, business analysis and so on.

In addition there was a team of approximately 60 Volunteers who performed driving duties, driving their own vehicles or EVs vehicles to transport our many disadvantaged clients from their homes to appointments, social outings and community activities.

During the year EV was delighted to welcome two new staff members - Vicky Rogers as our Fundraising Entrepreneur and Nicole Ryan as our Volunteer Services Manager.

## Management Report (Cont..)

### 2.2 Our involvement in Community Activities:

Board Members and staff continued active participation in a wide range of community development projects, Networks, Forums, Workshops and other activities including:

- The Victorian Volunteer Resource Centres Network
- Volunteer Management Project Forums conducted by FaHCSIA and Volunteering Australia
- Eastern Metropolitan Region Volunteer Resource Centre Group
- Culturally and Linguistically Diverse (CALD) Volunteer Working Group
- HACC Consultation Forums
- The Footmen Club quarterly luncheons
- The Ringwood Chamber of Commerce and Industry
- Department of Planning and Community Development (DPCD) Transport Connections Workshops
- Yarra Ranges Transport Connect Steering Committee
- International Volunteer Day
- National Volunteer Week
- Maroondah Partners in Health, Safety and Community Wellbeing Committee
- Maroondah Senior Citizen's Register
- Transport Your Resource in the East (TYRE)
- Outer East Volunteers Managers Network
- Outer Eastern Environmental Living Space Project
- Bayswater North Community Renewal Project
- Whitehorse Community Chest Doorknock Appeal 2009
- VCOSS Congress "Protecting Social Equity when the going gets tough"
- EV Community Conference "Social Inclusion and Community Wellbeing"
- EV Fun Run
- Whitehorse Volunteer Network

### 2.3 Funding and Business Development:

EV was very grateful for the funds, donations and in kind support that was received from a number of organisations and individuals throughout the year. Examples of support received during the year include:

#### 2.3.1 *Major Projects and Service Agreements:*

- DHS - HACC Volunteer Co-ordination
- DHS - Yarra Ranges Community Access Project (YRCAP)
- DHS - Eastern Transport Register (ETR)
- FaHCSIA - Volunteer Management Project (VMP)
- Lord Mayor's Charitable Foundation
- Whitehorse City Council - Community Grant
- Maroondah City Council – Community Grant
- Shire of Yarra Ranges - Recruitment Co-ordination Contract
- Helen Macpherson Smith Trust

## Management Report (Cont..)

### 2.3 Funding and Business Development: (Cont...)

#### 2.3.2 **Partnership Agreements:**

- DPCD - Yarra Ranges Transport Connect Project
- DPCD - Strengthening Volunteering in Disability Services Project

#### 2.3.3 **Provision of Office Accommodation for Eastern Volunteers:**

- Shire of Yarra Ranges
- City of Whitehorse

#### 2.3.4 **Purchase of New Vehicles for Eastern Volunteers:**

- The Footmen Club – purchase of a Holden Barina Hatchback

#### 2.3.5 **Gifts, Donations and Sponsorships:**

Many individuals and other organisations included EV in their annual giving and/or under special sponsorship arrangements, which was very much appreciated.

## 3. OPERATIONAL PROGRAMS:

### 3.1 Transport Services:

#### **Prepared by Lyn Coad, Manager Transport Services**

#### 3.1.1 **Our Services:**

This has been another busy year for transport staff and volunteers. Our volunteer drivers have given over 12,000 hours to assist an average of 200 clients each week. They have travelled 259,132 kilometres and provided a total of 18,300 services.

Office volunteers have also given many hours to assist Deanna and myself to organise transport requests. Our thanks to all volunteers, drivers and office staff for their support and assistance during the past year.

Staff and volunteers have met socially at dinner meetings and these occasions were an opportunity for Eastern Volunteers to recognise the assistance given by volunteers. We could not provide our transport service without you.

#### 3.1.2 **Our Vehicles:**

Two of our ageing vehicles were replaced by Holden Viva station wagons in February 2009. Other vehicles in our fleet include the Holden Barina, funded last year by the Footmen Club of Croydon, and the Kia Carnival funded by IOOF.

#### 3.1.2 **Conclusion:**

The transport service provided by Eastern Volunteers assists frail aged and younger people with disabilities to access the community. It is a valuable service that helps reduce their social isolation and enables many people to remain in their own homes.

### 3. OPERATIONAL PROGRAMS: (Cont..)

#### 3.2 Volunteer Services:

##### Prepared by Nicole Ryan, Manager Volunteer Services

#### 3.2.1 *Introduction:*

Throughout the past 12 months the Volunteer Services team, assisted by recruited volunteer interviewers, has continued interviewing and referring volunteers, promoting volunteering to the community and hosting our volunteer training program.

The EV Office in Box Hill is open for interviews and referrals on a Monday and Wednesday and our profile is gradually increasing in the Whitehorse area. EV has four volunteers assisting with interviews at the Box Hill Office.

The new look EV Website is a very useful tool for prospective volunteers and the on-line booking system is working well with volunteers using this method to book their interview day and time.

A huge thank you to all EV volunteers who work extremely hard to support all Eastern Volunteers' events and assist in so many related tasks in our office.

#### 3.2.2 *Training:*

The EV Monthly training program "Introduction to Volunteering" has continued and EV facilitates this training. A new presentation was produced with the assistance of Nicole Klep and the monthly sessions prove to be very valuable to the prospective volunteers. These sessions were mostly held in the Ringwood office with the exception of the May and August 2009 session. On those occasions, EV used the facilities at both Glen Park Community Centre and Clota Cottage Neighbourhood House.

The monthly workshop program for staff and volunteers has also continued to provide well targeted training and the sessions are well attended. Some of the sessions for the past year were:

- Your Health is Your Wealth
- Risk Management
- Get to Know Your Local Council
- Good Customer Service
- Working with Children with Disabilities
- How to Maximise Media Releases
- Occupational Health and Safety
- Exploring the Mystery of Alzheimers
- CALD – The Indigenous Culture

#### 3.2.3 *International Volunteer Day – 4 December 2008:*

The day was a huge success with over 100 people attending a celebration function at the Maroondah Federation Estate. Everyone enjoyed the friendly atmosphere as well as the light entertainment.

### 3. OPERATIONAL PROGRAMS: (Cont..)

#### 3.2 Volunteer Services (Cont..)

##### 3.2.4 **National Volunteer Week 11-15 May 2009:**

Eastern Volunteers celebrated the week with promotional displays at Forest Hill, Ringwood and Chirnside Park shopping centres.

For EV volunteers and staff a mini-golf event was held locally; those who attended enjoyed the interaction and the winner was presented with a suitable prize. The event was followed by a light luncheon at the EV Ringwood office.

##### 3.2.5 **Promotional Events:**

Eastern Volunteers has been involved with the following promotional activities:

- Displays at the Whitehorse festivals and the Boroondara forum;
- EV Annual fun run/walk was held in March at the Lillydale Lake with close to 500 participants
- National Volunteer Week
- International Volunteer Day
- EV promotions on the local radio both in Whitehorse and Maroondah
- The Victorian Police Band concert, which was once again a very successful event.

##### 3.2.6 **Conclusion**

The past twelve months has presented many challenges for staff within Volunteer Services and with the recent appointment of a new Manager the team is looking to the future.

I would like to take this opportunity to thank everyone for your tremendous dedication and valuable support throughout the past year.

#### 3.3 Eastern Transport Register:

**Prepared by Bruce Douglas, Co-ordinator**

##### 3.3.1 **Our Services:**

The Eastern Transport Register (ETR) developed out of a need for agencies to obtain affordable bus transport for their clients. The ETR is a centrally computerised register that lists a fleet of vehicles available for hire. These vehicles can be accessed to support Home and Community Care (HACC) eligible clients living in the municipalities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, and the Shire of Yarra Ranges.

The ETR's website enables borrower member agencies to search for available vehicles on-line across the Eastern Metropolitan area, make on-line vehicle bookings directly with the lender agency, update agency details on-line, update vehicle details and vehicle availability and allows lender agencies to confirm bookings directly with the borrower.

## Management Report (Cont..)

### 3. OPERATIONAL PROGRAMS: (Cont..)

#### 3.3 Eastern Transport Register (Cont..)

The vehicle sharing enables frail aged and younger people with disabilities to go on outings and attend various activities which would normally be difficult to provide due to the lack of suitable and affordable transport.

ETR regularly visits agencies meeting with the co-ordinators and to ascertain how the service can be improved for its member agencies.

The ETR continues to recruit and train drivers willing to assist agencies or individuals with minibus and hoist bus transport. The driver orientation, use of a hoist and wheelchair restraints continues to be provided through the generosity of Trevor Jackson from SCOPE (VIC).

#### 3.3.2 *Acknowledgments:*

ETR would like to thank the City of Whitehorse and the Shire of Yarra Ranges for allowing us to garage two of our vehicles on a permanent basis. We would also like to thank the Nunawading and Lilydale Police for their assistance with the distribution and collection of ETR vehicle keys.

We would like to acknowledge and thank our lender and borrower members and we would particularly like to thank our volunteer drivers who make it possible for our many HACC clients to attend a range of activities.

See Appendix A on Page 11 for vehicle and loan statistics.

### 4. PROJECTS:

#### 4.1 **Yarra Ranges Community Access Project:** **Prepared by Lyn Coad, Project Facilitator:**

This project is now managed by a Steering Committee made up of the representatives from the agencies involved in the TYRE Network (HICCI, LinC, Knox Community Volunteers, Eastern Volunteers and Yarra Ranges Transport Connect). The project workers are Lyn Coad and Deanna Ripepi from Eastern Volunteers, and they are working together with Glenda George of Yarra Ranges Transport Connections to identify gaps in service provision and possible ways to increase community access for those in need.

#### 4.2 **Yarra Ranges Transport Connect Project:** **Prepared by Glenda George and Kaz MacKay**



Yarra Ranges Transport Connect is about to enter its third and final year of its three year term – that is, unless the project is extended, which is quite possible, given the announcement by the Department of Transport that a further \$80million has been committed to the Transport Connections projects across Victoria.

Glenda George and Kaz Mackay, the co-facilitators of the project, have undertaken a number of key initiatives over the past year, including:

## Management Report (Cont..)

### 4. PROJECTS: (Cont..)

- Establishment of a pilot bus between Healesville and Yarra Junction;
- A further two pilot bus services (pending final approval by the Department of Transport): a weekly “shopper” service for the township of Healesville and a bus service connecting Toolangi and Castella with Yarra Glen and Lilydale;
- Provision of a seeding grant for a youth driver education scheme at Yarra Junction;
- Development of a Shuttle Bus initiative in the Dandenong Ranges which will provide a “hop off/hop on” service for local residents and tourists. A feasibility study for the scheme has already attracted a grant from the Shire of Yarra Ranges. Other grants for up to \$25,000 are pending;
- Facilitation of a meeting between local taxi companies, the Victorian Taxi Directorate and the Shire of Yarra Ranges to discuss the issues which are impacting on the future viability of taxi services in the shire;
- Input to the Victoria-wide bus review process that was conducted by the Department of Transport;
- Establishment of a transport website called “Transport –Getting Around the Shire”, part of the Shire of Yarra Ranges overall website;
- NightRider bus survey with secondary schools with a view to extending the service from Belgrave to the hills region.

In addition, the project has had a number of newspaper articles and radio interviews promoting the project and many of the above initiatives. Glenda and Kaz look forward to yet more successes in the coming year – all of which are aimed at improving the transport options for people living in the Shire of Yarra Ranges.

### 5. MANAGED PROGRAM/SUB CONTRACT:

#### 5.2 Love in the Name of Christ (LinC):

**Prepared by Marilyn Leermakers**

##### 5.2.1 *Services:*

LinC Yarra Valley operates the referral centre five days per week from 9am – 2pm weekdays. Social support/transport services are available seven days per week. Trained referral centre staff are responsible for client intakes and referrals. The referral centre manager and staff are responsible for volunteer assessments and co-ordinating training and orientation sessions.

Social support/transport services are available for HACC eligible clients – frail aged, people with disabilities and their carers and homeless people.

Our HACC transport program offers shopping trips, local and individual assisted shopping, transport to relatives in nursing homes, friendly visiting and transport to medical and allied health appointments.

A team of 12 Volunteer drivers provide transport in their own vehicles. Geographical location means that drivers contribute a significant portion of their time to deliver the transport service. Drivers have attended training sessions on the use of the hoist.

## Management Report (Cont..)

### 5.2 Love in the Name of Christ (LinC): (Cont..)

In the last 12 months 834 social support/transport services were provided. With no significant increase in HACC funding, the number of services provided has maintained the level of increase noted in the previous report.

Kilometres 2008/2009	Driver Hours	Services
69,219	2,148	834

#### 5.2.2 **Aims:**

The aims of the transport service were to provide a flexible and responsive service to HACC eligible clients so that their social support needs could be met. LinC has been able to meet those objectives in most cases. We have had several requests which have been beyond our capacity to resource. These have involved multiple trips per week to city hospitals for medical treatment.

#### 5.2.3 **Challenges for the service in the next financial year:**

- Increase number of drivers. Several drivers are ageing.
- Meet the demand for transport services with the resources available. Due to the geographic location, lack of infrastructure and services, it is very difficult to work collaboratively with other transport agencies. Without an increase in funds, LinC will need to limit services available to clients.

#### 5.2.4 **Deliverables/Outputs per Annum:**

- The LinC referral centre is managed by a co-ordinator and staff five days per week;
- 110 hours per month for volunteer co-ordination are funded by HACC; 20 hours per month are unpaid volunteer co-ordination hours;
- 2,534 hours contributed by volunteer drivers;
- 120 active clients;
- Kilometres travelled – 71,542;
- Driver petrol reimbursement - \$26,402.

## 6. CONCLUSION

On behalf of the Management Team I would like to thank everyone who contributed to EVs successes and achievements during 2008/9.

Our team of dedicated staff and volunteers deserve the highest accolades for their efforts during the year including the members of our Board of Management who deserve particular recognition and thanks for their unfailing support and effective positioning of the organisation into the future.

**Vic North**  
**General Manager**

## APPENDIX A

## Eastern Transport Register

### Vehicle and loan statistics 2008/2998

#### NUMBER OF VEHICLE LOANS AND PASSENGER TRANSPORT BY LGA

1 July 2008 to 30 June 2009	Boroondara	Knox	Manningham	Maroondah	Monash	Whitehorse	Yarra Ranges	TOTAL
No of Vehicle Loans	105	45	100	264	26	1	171	712
No of Passengers	867	319	718	2,231	244	11	1,309	5,699

#### EVRC MINI BUS LOANS

Mini Bus (RXT855) (Nunawading)		Mini Bus (RXT 854) (Lilydale)	
2007/2008	2008/2009	2007/2008	2008/2009
Loans: 244	Loans: 233	Loans: 107	Loans: 107
Total passengers: 2,089	Total passengers: 1,928	Total passengers: 574	Total passengers: 696

#### TRIPS BY AGE AND NUMBER

Client Age	Trips	Passengers
0 - 17	115	884
18 - 64	479	3,651
65 - 74	299	2,654
75+	185	1,479

#### VEHICLES ON REGISTER

Category	Number
Mini Bus	24
Station Wagon/Car	6
Total Vehicles	30

#### ETR CLIENT TYPES

Client Types	Trips		Passengers	
	07/08	08/09	07/08	08/09
Acquired Brain Injury (ABI)	35	48	233	368
CALD	70	61	618	489
Carer	7	24	70	245
Frail Aged, includes dementia and disability over 65 years	512	325	4,391	2,845
Koori	8	5	75	48
Other	49	51	472	451
SRS	62	61	610	613
Younger Disabled (under 65)	363	373	2,289	2,561

# Treasurer's Report



Our overall financial result for the 08/09 year revealed a positive outcome for Eastern Volunteers and was also one of building financial momentum for the future.

Total income was \$856,754 and our expenditure was \$788,527 thus providing Eastern Volunteers with a surplus for the year of \$68,227.

The "Financial Statements" that follow, explain the overall result in detail.

In addition to achieving this fine year-end operating result, we also contributed an initial \$50,000 from our reserves to kick off the Eastern Volunteers' Building Fund Account, and we purchased two new station wagon vehicles, to upgrade and aid the delivery of our Transport Services Program.

Since that initial \$50,000 contribution, a further \$34,113 (50% of the years surplus) has now been added to our Building Fund Account in accordance with a recent Board decision, to ensure that our Building Fund grows in readiness for use.

Along with delivering our ongoing operating commitments to our community, Eastern Volunteers has a focus on increasing its revenues with the aim of strengthening its position in the Region. Our Building Fund is one way to help achieve long term operating sustainability, with the ultimate purchase of our own office building.

Public donations to our Building Fund qualify as tax deductible contributions, as EVRC Inc holds "Deductible Gift Recipient Status" with the Australian Taxation Office in the "Public Benevolent Institution" Category.

In concluding this report, I would like to thank our supporters, volunteers, staff and Board for their excellent efforts to ensure a successful financial outcome for the year.

In particular, my indebted thanks go to our Finance Officer Christine Pound and Accountant Gary Bendle for their dedication to their key tasks during the 08/09 financial year. Once again, their knowledge and energy has made my role as Treasurer much easier than I imagined when I was initially talked into taking on this role!

Achievement of our Budget for the current 2009/2010 year now has our full attention as we strive to build on the results of year 2008/2009.

**Keith Green**  
**Treasurer**

**Eastern Volunteer Resource Centre Inc**  
ABN 18 339 532 185

**Financial Statements**  
**For the year ended 30 June 2009**

**VIN CROWE & ASSOCIATES**

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RINGWOOD 3134

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**Eastern Volunteer Resource Centre Inc**  
**ABN 18 339 532 185**

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**Eastern Volunteer Resource Centre Inc**  
**ABN 18 339 532 185**

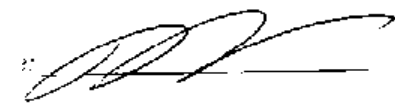
**Statement by Members of the Board**  
**For the year ended 30 June 2009**

In the opinion of the Board of Management the Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flows and Notes to the Financial Statements:

1. Presents fairly the financial position of Eastern Volunteer Resource Centre Inc as at 30 June 2008 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.

2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board of Management by:



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**Chairperson**



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**Treasurer**

**Eastern Volunteer Resource Centre Inc**  
**ABN 18 339 532 185**

## **Independent Audit Report to the Members**

### **Scope**

We have audited the financial report of Eastern Volunteer Resource Centre Inc, comprising the Detailed Balance Sheet, Detailed Income Statement, Statement of Changes in Equity, Statement of Cash Flows and Notes to Financial Statements for the financial year ended 30 June 2009. The Board of Management is responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the requirements of the Associations Incorporation Act 1981 (Vic) and its prescribed Accounting Standards and other mandatory professional reporting requirements in Australia applicable to "Prescribed Associations" so as to present a view which is consistent with our understanding of the association's financial position and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

### **Audit opinion**

In our opinion the financial report presents a true and fair view of the financial position of Eastern Volunteer Resource Centre Inc as at 30 June 2009 and results of its operations and its cash flows for the year then ended. The Report is in accordance with the requirements of the Associations Incorporation Act 1981 (Vic) and its prescribed Accounting Standards and other mandatory professional reporting requirements in Australia applicable to "Prescribed Associations".

Signed on 21 August, 2009



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VINCENT ROBERT CROWE, CERTIFIED PRACTICING ACCOUNTANT  
VIN CROWE & ASSOCIATES  
REAR 88 MAROONDAH HIGHWAY, RINGWOOD, VIC, 3134

**Eastern Volunteer Resource Centre Inc**

SUITE 1A, 36 NEW STREET

RINGWOOD VIC 3134

**Detailed Balance Sheet****June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>CURRENT ASSETS</b>		
<b><i>Cash and Cash Equivalents</i></b>		
Cheque Account	\$23,943	\$3,695
Cash Management Account	\$254,344	\$32,073
Building Fund	\$50,102	-
Term Deposit 3 - 50220097	-	\$120,000
Term Deposit 2 - 50147280	\$100,000	\$100,000
Term Deposit 136057809	\$151,997	
Term Deposit 136254752	\$130,000	
Term Deposit 2 - 50212740	-	\$130,000
Term Deposit 2 - 50222818	-	\$30,000
	<b>\$710,386</b>	<b>\$415,768</b>
<b><i>Trade and Other Receivables</i></b>		
Trade Debtors	\$3,843	\$6,738
<b><i>Other Current Assets</i></b>		
Prepayments	\$1,616	\$2,092
Security Deposit	\$4,500	\$4,500
<b>TOTAL CURRENT ASSETS</b>	<b>\$720,345</b>	<b>\$429,098</b>
<b>NON-CURRENT ASSETS</b>		
<b><i>Property, Plant &amp; Equipment</i></b>		
Plant and Equipment at Cost	\$354,884	\$359,989
Less: Accumulated Depreciation	(\$271,391)	(\$301,305)
<b>TOTAL NON-CURRENT ASSETS</b>	<b>\$83,493</b>	<b>\$58,684</b>
<b>TOTAL ASSETS</b>	<b>\$803,838</b>	<b>\$487,782</b>

**Eastern Volunteer Resource Centre Inc.**

SUITE 1A, 36 NEW STREET

RINGWOOD VIC 3134

**Detailed Balance Sheet (Cont.)  
June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>CURRENT LIABILITIES</b>		
<i><b>Trade and Other Payables</b></i>		
Trade Creditors	\$7,852	\$5,712
Accruals	\$5,403	\$3,039
Income Received in Advanced PAYG Tax Payable	\$323,045	\$97,672
Net GST Payable	\$6,693	\$6,066
	\$25,125	\$5,004
	<b>\$368,119</b>	<b>\$117,493</b>
<i><b>Short-Term Provisions</b></i>		
Prov for Holiday Pay	\$44,647	\$47,304
Prov for Long Service Leave	\$37,789	\$37,930
	<b>\$82,437</b>	<b>\$85,234</b>
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$450,556</b>	<b>\$202,727</b>
<b>NON-CURRENT LIABILITIES</b>		
<i><b>Long-Term Provisions</b></i>		
Prov for Long Service Leave	-	-
	-	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>-</b>	<b>-</b>
<b>TOTAL LIABILITIES</b>	<b>\$450,556</b>	<b>\$202,727</b>
<b>NET ASSETS</b>	<b>\$353,282</b>	<b>\$285,055</b>
<b>EQUITY</b>		
Retained Surplus	353,282	\$285,055
<b>TOTAL EQUITY</b>	<b>353,282</b>	<b>\$285,055</b>

**Eastern Volunteer Resource Centre Inc.**

SUITE 1A, 36 NEW STREET  
RINGWOOD VIC 3134

**Detailed Income Statement**  
**July 2008 through June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>REVENUE</b>		
<b><i>Operating Activities</i></b>		
Advertising	-	\$400
Community Conference	\$9,616	-
Community Transport Member Fees	\$5,306	\$373
Contract Management Project	\$10,648	\$1,404
Donations	\$883	\$922
DVC Funding	\$84,667	\$59,681
ETR	-	\$55,690
ETR & YRCAP Vehicle Borrowing	\$14,010	\$16,193
EVMP VWI	-	\$2,437
EVRP Projects	-	-
FASCIA	\$53,083	\$53,083
Fun Run Money	\$4,927	\$4,299
Fundraising	\$11,527	\$7,122
HACC No Minor Capital	\$5,935	\$5,279
HACC No 1 A/c	\$392,202	\$282,291
HACC Workcover Component	\$2,458	\$2,389
Hicci	-	\$41,388
LinC	\$47,699	\$46,355
Lord Mayors Fund	\$19,000	\$12,960
Maroondah Grant	\$12,000	\$12,000
McPherson Smith Trust	-	\$5,000
Ritchies	\$1,104	\$1,442
Footmen Club	\$4,000	\$4,000
IGA East Ringwood	\$503	
IOOF Grant	-	\$31,036
Shire of Yarra Ranges	\$15,400	\$27,698
Sundry Income	\$349	\$611
Transport Donations	\$105,143	\$98,234
Victorian Volunteer Small Grant	\$4,000	-
Whitehorse Grant	\$11,000	\$11,240
Whitehorse Community Chest	\$1,636	\$1,440
YRCAP	-	\$43,181
<b><i>Non-Operating Activities</i></b>		
Profit on Disposal of Assets	\$12,273	\$8,409
Interest	\$27,383	\$23,953
<b>TOTAL REVENUE</b>	<b>\$856,754</b>	<b>\$860,509</b>

**Eastern Volunteer Resource Centre Inc.**

SUITE 1A, 36 NEW STREET  
RINGWOOD VIC 3134

**Detailed Income Statement (Cont..)****July 2008 through June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>EXPENSES</b>		
<b><i>Classified by Nature:</i></b>		
Advertising & Promotion	\$7,446	\$2,561
Amenities	\$984	\$623
Audit	\$2,100	\$1,950
Bank Fees	\$560	\$454
Computer Services	\$7,177	\$8,614
Computer Supplies	\$2,052	\$3,192
Community Conference	\$4,503	-
Community Engagement & Research	\$2,705	\$136
Depreciation	\$19,876	\$32,754
Employment Entitlements	(\$2,797)	(\$1,033)
EVRC Utility Costs	\$6,542	\$5,714
Fees and Charges	\$3,048	\$2,277
Fun Run Expenses	\$699	\$1,339
Fundraising	\$4,009	\$1,737
HICCI	-	\$41,388
Insurance	\$2,849	\$689
LinC	\$47,699	\$46,355
Loss on Disposal of Assets	-	\$4,914
Maintenance & Repairs	\$1,554	\$1,015
Manuals	\$429	\$70
MV - Car Maintenance	\$6,509	\$6,745
MV - Petrol & Oil	\$13,419	\$12,464
MV - Registration & Insurance	\$7,136	\$7,190
MV - Sundry	\$350	\$2,958
Office Cleaning	\$3,588	\$3,217
Office Supplies	\$3,814	\$3,045
Police Check & Driver History	\$938	\$754
Postage	\$2,185	\$2,632
Purchase of Asset Under \$1000	\$2,469	\$1,563
Rent	\$21,771	\$21,350
Staff Advertising	\$320	\$1,340
Staff Training	\$1,268	\$965
Subscriptions & Annual Returns	\$2,868	\$1,298
Sundry	(\$120)	\$2,062
Superannuation	\$38,217	\$35,738
Telephone	\$9,877	\$11,013
Training Sessions & Hall Hire	\$3,229	\$1,814
Transport Drivers Insurance	\$2,089	\$2,124
Transport Reimbursement	\$94,392	\$98,250

**Eastern Volunteer Resource Centre Inc.**

*SUITE 1A, 36 NEW STREET  
RINGWOOD VIC 3134*

**Detailed Income Statement (Cont..)****July 2008 through June 2009**

	<b>This Year</b>	<b>Last Year</b>
Travel Other	\$551	\$1,884
Vic Vol Small Grant	\$2,894	-
Volunteer Luncheons & Rec	\$4,295	\$3,007
Wages & Salaries	\$444,694	\$411,201
Websites	\$979	(\$1,152)
WorkCover	\$9,360	\$9,609
<b>TOTAL EXPENSES</b>	<b>\$788,527</b>	<b>\$795,817</b>
<b>Net Profit (Loss) from ordinary activities attributable to the association</b>	<b>\$68,227</b>	<b>\$64,692</b>

**Eastern Volunteer Resource Centre Inc.**

*SUITE 1A, 36 NEW STREET  
RINGWOOD VIC 3134*

**Statement of Changes in Equity****July 2008 through June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>Retained Surplus</b>		
Balance at 1st July 2008	\$285,055	\$220,363
Net Profit (Loss) from ordinary activities attributable to the association	\$68,227	\$64,692
Balance at 30th June 2009	\$353,282	\$285,055

**Eastern Volunteer Resource Centre Inc.**

SUITE 1A, 36 NEW STREET  
RINGWOOD VIC 3134

**Statement of Cash Flow****July 2008 through June 2009**

	<b>This Year</b>	<b>Last Year</b>
<b>Cash Flows from Operating Activities</b>		
Receipts from Operating Activities	\$1,057,639	\$843,867
Payments to Suppliers & Employees	(\$757,992)	(\$774,982)
Interest Received	\$27,383	\$23,953
Net Cash Provided by Operating Activities	\$327,030	\$92,838
<b>Cash Flows (to) from Investing Activities</b>		
Proceeds from Sale of Assets	-	\$8,409
Payments for Plant & Equipment	(\$32,412)	(\$56,932)
Net cash Used in Investing Activities	(\$32,412)	(\$48,523)
Net Increase (Decrease) in Cash Held	\$294,618	\$44,315
Add: Cash at Beginning of Year	\$415,768	\$371,453
<b>Cash at End of Year</b>	<b>\$710,386</b>	<b>\$415,768</b>
<b><u>Reconciliation of Cash</u></b>		
For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.		
Cheque Account	\$23,943	\$3,695
Cash Management Account	\$254,344	\$32,073
Building Fund	\$50,102	-
Term Deposits	\$381,997	\$380,000
	710,386	\$415,768
<b><u>Reconciliation of Net Cash Provided by Operating Activities to Profit (Loss) from Ordinary Activities</u></b>		
Profit (Loss) from Ordinary Activities	\$68,227	\$64,692
<i>Add (Less) :</i>		
<i>Non-Cash Flows in Profit (Loss) from ordinary Activities</i>		
Depreciation Expense	\$19,876	\$32,754
Loss/ (Profit) from Sales of Assets- (Net)	(\$12,273)	(\$3,493)
<i>Add (Less) : Changes in Assets &amp; Liabilities</i>		
(Increase) Decrease in Trade and Other Receivables	\$2,895	\$12,700
(Increase) Decrease in Other Current Assets	\$476	\$1,835
Increase (Decrease) in Trade and Other Payables	\$250,627	(\$14,617)
Increase (Decrease) in Provisions	(\$2,798)	(\$1,033)
Net Cash Provided by Operating Activities	\$327,030	\$92,838

**Eastern Volunteer Resource Centre Inc**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2009**

**Note 1: Statement of Significant Accounting Policies**

The financial report is a general purpose financial report that has been prepared in accordance with the requirements of the Associations Incorporation Act 1981 (Vic) and its prescribed Accounting Standards, Urgent Issues Group Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board applicable to "Prescribed Associations".

The financial report covers Eastern Volunteer Resource Centre Inc as an individual entity. Eastern Volunteer Resource Centre Inc is an association incorporated in Victoria under the Associations Incorporation Act 1981.

The financial report of Eastern Volunteer Resource Centre Inc as an individual entity complies with only those Australian equivalents to International Financial Reporting Standards (IFRS) specifically prescribed by the Associations Incorporation Act 1981 (Vic) applicable to "Prescribed Associations".

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

**(A) Basis of Preparation**

*Reporting Basis and Conventions*

The financial report has been prepared on an accruals basis and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

**(B) Accounting Policies**

**Income tax**

The association is exempt from income tax.

**Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses.

The carrying amount of each class of property, plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

Subsequent costs are included in the asset's carrying amount recognised as a separate asset, as appropriate, only when it is probable that the future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

**Note 1: Statement of Significant Accounting Policies (Cont..)**

## b) Depreciation

The depreciable amount of all property, plant & equipment including buildings and capitalised leased assets, is depreciated on a straight-line basis over their useful lives to the association commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

<b>Class of Asset</b>	<b>Depreciation Rate %</b>
Motor Vehicles	20.00-25.00%
Plant and Equipment	5.00 to 40.0%
Furniture & Fittings	6.67-10%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance date.

An assets' carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

**Leases & Hire Purchases**

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not legal ownership, are transferred to the association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amount equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Hire purchases are treated in the same way.

Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset or ownership over the term of the lease.

Lease payments under operating leases, where substantially all the risks and benefits remain with the leaser, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight - line basis over the life of the lease term.

**Impairment of Assets**

At each reporting date, the Board of Management reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

**Note 1: Statement of Significant Accounting Policies (Cont..)****Employee Benefits**

Provision is made for the liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled, plus related on-costs. Employee entitlements payable later than one year have been measured at the present value of the estimated future cash out flows to be made for those benefits.

**Cash and Cash Equivalents**

Cash and Cash Equivalents include cash on hand, deposits held at call with banks or financial institutions, other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities on the balance sheet.

**Revenue**

All items of revenue, excluding funding revenue and interest revenue is recognised in full in the income year in which it is invoiced or received, which ever is the earlier.

Funding revenue is recognised when the right to receive the funding has been established.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

**Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

**Comparative Figures**

When required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year.

**(C) Critical Accounting Estimates and Judgements**

The Board of Management evaluates estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the association.

*Key estimates - Impairment:* The association assesses impairment at each reporting date by evaluating conditions specific to the group that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

*Key judgments - Doubtful debts provision:* No doubtful debt provision has been made at 30 June 2009, as the Board of Management believes that all debts disclosed as at 30<sup>th</sup> June 2009 is recoverable.

## Note 2: Property Plant and Equipment

### Movement in Carrying Amounts

Movements in the carrying amounts for each class of property plant and equipment between the beginning and the end of the current financial year:

<b>Plant and Equipment</b>	<b>2009</b>	<b>2008</b>
Balance at the beginning of the year	58,684	39,422
Additions	44,685	56,932
Disposals	-	(4,916)
Depreciation expense	(19,876)	(32,754)
<b>Closing Balance</b>	<b>\$83,493</b>	<b>\$58,684</b>

### Note 3: Capital and Leasing Commitments

Operating lease contracted for but not capitalised in the financial statements is payable as follows;

	<b>2009</b>	<b>2008</b>
Not later than one year	19,800	19,800
Later than one year but no later than five year	-	29,700
	<b>\$19,800</b>	<b>\$49,500</b>

The operating lease is for rental of premises with rent payable three months in advance.

# Acknowledgements

Eastern Volunteers wishes to thank the following organisations and individuals for their financial and in kind support throughout the year:

## 1. **Funding Agreements:**

### 1.1 **Family and Housing, Community Services and Indigenous Affairs (FaHCSIA):**

Volunteer Management Project (VMP)

### 1.2 **Department of Human Services – Home and Community Care - Eastern Metropolitan Region (DHS-HACC EMR):**

- Volunteer Co-ordination – Social Support
- Eastern Transport Register
- Yarra Ranges Community Access Project

### 1.3 **Department of Planning & Community Development (DPCD):**

Yarra Ranges Transport Connect Project

## 2. **Funding Grants:**

2.1 City of Maroondah – Community Grant

2.2 City of Whitehorse – Community Grant

2.3 Whitehorse Community Chest Inc

2.4 Lord Mayor's Charitable Foundation

2.5 Helen Macpherson Smith Trust

2.6 DPCD – Strengthening Volunteering in Disability Services Project

## 3. **Major Sponsorship:**

3.1 The Footmen Club Inc (funding for Holden Barina)

3.2 Tara Press (printing the Annual Report and raffle tickets free of charge)

3.3 Carter Real Estate (Newsletter Production and Annual Concert)

## 4. **In Kind Support:**

4.1 City of Whitehorse (Office Accommodation in Box Hill Hub)

4.2 Shire of Yarra Ranges (Office Accommodation in Lilydale)

4.3 Dixon Appointments

- Provision of meeting facilities to Victorian Volunteer Resource Centre Network through partnership agreement;
- Provision of interview skills training to Eastern Volunteers

## **Acknowledgements** (Cont..)

### **5. Sponsors of Fundraising and marketing Initiatives:**

#### **5.1 *Take on the Lake Fun Run:***

- Lilydale and Yarra Valley Leader
- Lilydale Squash and Fitness Centre
- Lilydale Lake Management
- Mooroolbark Community Bank
- Mt Evelyn Community Bank
- Puffing Billy Railway
- Direct Print Bayswater
- Medal & Trophy Industries Pty Ltd
- Local Businesses and Other Spot Prize Providers

#### **5.2 *Annual Concert:***

The Victoria Police Showband & Pipeband

#### **5.3 *Community Conference:***

- Vin Crowe & Associates
- Officeworks Ringwood
- Ross Engineering

#### **5.4 *Support from Local Businesses:***

- Ritchies IGA Supermarket, North Ringwood
- Pauls IGA Supermarket, East Ringwood
- Artful Solutions (assisting with artwork design)
- Bunnings Nunawading

### **7. Pro bono – Legal:**

7.1 Hall & Wilcox, Lawyers

7.2 Public Interest Law Clearing House (PILCH)

7.3 Aughtersons Solicitors

### **8. Special Thanks to:**

- Our Volunteers
- Community Volunteers
- Community Sector Organisations
- Volunteering Victoria
- Volunteering Australia
- Nunawading Police Station
- Lilydale Police Station
- Ringwood Police Station
- VCOSS
- VECCI