



EERN provides donated furniture, white goods, bedding, kitchen items and electrical appliances to people in need through member welfare agencies. Our goal is to make a difference to those in need with Community, Compassion and Respect

Guidelines for Using EERN Warehouse Services

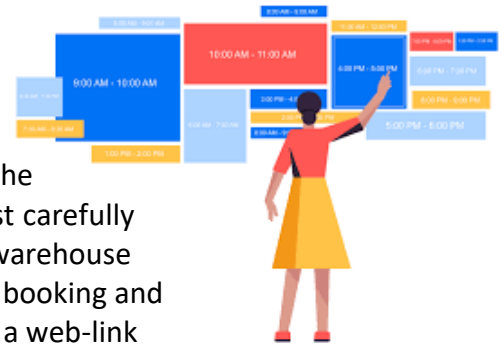
EERN prides itself on supporting the thousands of people who come into our warehouse each year to help them through whatever challenges they are facing. We also recognise the amazing work that our member agencies do to support these people.

To ensure we provide the best possible support for those who come into our warehouse and our volunteers, we have established processes and procedures. Like any organisation, including our member agencies, we need to ensure that our operations are efficient so that we can maximise the numbers of people coming into the warehouse.

We also need to ensure that clients coming in to the warehouse are properly supported by the appropriately trained member agency staff. Our volunteers are amazing, but are not trained in welfare support.

Managing Numbers

EERN is operated entirely by volunteers, currently around 65 volunteers. Most of these amazing people commit to working in the warehouse or doing pickups once per week. This means that we must carefully manage the numbers of clients and pickup drivers coming in to the warehouse each day. To do this those coming in to the warehouse must make a booking and then keep to that time. To make a booking, agencies must complete a web-link Visit Request form www.koalendar.com/e/visit and the confirmation email must be presented on arrival.



Support

EERN volunteers are great at picking up household items and then checking, sorting and displaying those items. They also understand that some clients may have experienced events and traumas. But our volunteers are not social workers. They understand that some clients may be anxious or even embarrassed, but they are not trained to know what may cause a client to react badly or how to provide emotional support. It is therefore important that clients are accompanied by workers from agencies.

Let's write a list before we go to the EERN warehouse then you can choose the style and colour you like.



Also if a client speaks little to no English, they should be accompanied by supporters who can translate for them.

Importantly clients must also have a list developed with the member agency of items they actually need. This prevents issues arising when a client sees an item they like but which is not on their list. Without an agency member, this puts our volunteer into the difficult situation of deciding if it is a genuine need or whether it should be left for someone else.

Pickups

All tagged goods must be picked up within 7 days unless an extension is requested. If they are not picked up they will be offered to others in need. This recognises that we only have limited items and space in our warehouse.



Pick-up times must be booked on the web-link <https://koalendar.com/e/pickups> and the request form must include the courier name and the items tag numbers assigned during the client's visit. Pickups by a carrier or client must start on time. Without an appointment EERN may not be able to load or even allow a pickup as to do so could interfere with other booked activities.

It is essential that when picking up goods from the warehouse that clients have assistance to help lift heavy item(s) into their vehicle. They should also have suitable restraining and protective ropes/covers.

Operating for everyone's benefit

The above are just a few of the rules to ensure that we operate efficiently and support as many people as possible. A full list of rules has been sent to each member agency's principal contact with a note asking that it be circulated to staff. If you haven't seen the document yet please ask at your office or contact EERN and we will forward a copy to you. Then, if you have any questions please contact our office. Also, if you have a new staff member or speak to a new pick up driver please pass a copy to them. By understanding and following our rules we will be able to support more people and families.

Grants

EERN is run by volunteers so we don't have any salaries to pay. But we still have lots of ongoing costs to meet. We also need funding to purchase essential items that we do not receive enough donations, for example bedding, food and electrical items (eg microwaves). We are therefore very grateful for the many individuals and organisations that support us. Some individuals donate don't want any recognition, just knowing they are helping other is enough. But we do like to recognise those organisations who support us. For example:



- City of Whitehorse to purchase manchester and bedding
- City of Whitehorse, tipping vouchers to dispose of items deemed unfit for clients
- Rotary Club of Nunawading a grant to purchase electrical items and manchester
- Lions Club of Nunawading; a grant to purchase electrical items
- RC of Box Hill Burwood Community: a grant to purchase electrical items
- City of Maroondah: Emergency relief grant to purchase food
- Bendigo Bank South Blackburn for food in Whitehorse

As well as financial donations EERN also receives donations of non perishable food and we would particularly like to thank Curves Blackburn for their donations. Several other grants are currently pending.

2025 Whitehorse Civic Awards

EERN is proud of its work over 30 years supporting our community in Whitehorse and surrounding suburbs. And we are proud to be part of the many other individuals and organisations who support our community.



Councillor Prue Cutts, Deputy Mayor with this year's award recipients

We are therefore pleased to congratulate this year's Whitehorse Citizens of the Year announced at a Community Dinner on 22 July.

- Citizen of the Year – Rufina Chan JP
- Young Citizen of the Year – Tom Walsh



The Whitehorse Council also presented Community Achievement Awards to Bihong Wang, Brian Kemp, Forest Hill Chase Community Space, Geoff White, Jennifer Brosnan, Michael Wang, Nourishing Our Neighbours and Phra Maha Boonsom Uttan.

Congratulations to those who received awards and thanks to them and the many others, including our EERN volunteers, who work to support our community.

Visit by Matt Gregg, Member for Deakin



On Tuesday 15 July we were pleased to welcome the new Federal member for Deakin, Matt Gregg MP. This was Matt's first visit to EERN and was a great opportunity to show him how we work to support families.

As a former school teacher he could see the importance of our work to help families create a home.

After his visit he noted in his Facebook page that the volunteers at EERN have supported over 45,000 families for 30 years with compassion and care. And he added *"If you have household items or donations to spare, give them a call on (03) 9874 8433 — your support can make a real difference!"* This is a reminder to us all to make sure that friends, family, etc know where they can donate items.

Thanks Matt for visiting, drop in anytime.

Homeward Bound Walk



According to the Victorian Homeless Network (VHN) the last Census showed that, on any given night, at least 30,000 Victorians are without a home (including 6,800 children). They are living in cars, staying somewhere temporary like a tent or a friend's couch, in a shelter or refuge, or have nowhere to go at all.

So, the VHN is asking us all to put on our walking shoes and join others at Ringwood Lake for the Homeward Bound walk. This event is to help raise awareness of homelessness in our community and the need for more social housing. It is a walk aimed at ending homelessness.

Tuesday Aug 5th

The walk is also an opportunity to support the Houses at Parliament Campaign, so bring along a folded origami house (or two!) to add to the display. This is a campaign to have 60,000 origami houses, (representing the number of additional social homes needed to meet current need in Victoria), and display them to highlight the urgent need for Governments to fix the housing crisis and end homelessness.

#HousesAtParliament



Put on your walking shoes and join us on 5th August for Homelessness Week 2025



The walk is from 10:00 to 12:00 starting near the soundshell. Bring along your Origami House, water bottle, mobile phone (for QR codes), Umbrella (just in case) and if you would like also a donation of non-perishable food for those experiencing homelessness. Coffee will be available for purchase.

This walk is not designed to be a competition or race. Those walking can do it at a pace that is easy and comfortable. And it is your decision as to how many laps of the Lake you wish to do.

This event is in support of National Homelessness Week 2025 (4th - 10th August) and is held to raise awareness of the causes of homelessness and the solutions.

To register use the QR code or go to www.events.humanitix.com/homeward-bound-whlt54a6 . Note registration/tickets are free and registering will help the organisers.

Contacts

Donate Household Goods

If you have items to donate please contact the warehouse to make an appointment, preferably by emailing warehouse@easternemergency.org.au with a list of items (with photos) and your suburb. Or phone 9874 8433 between 9:00am to 12:30pm weekdays. Remember, sometimes we have to say "Thanks, but no thanks" especially if the item is large, damaged or not suitable (most of our clients only have small places).

Support

If you would like to support EERN as a volunteer, financially or in any other way please email our Secretary secretary@easternemergency.org.au and she, or another Committee member, will contact you back.



Alternatively call the warehouse (ph 9874 8433) between 9:00am to 12:30pm weekdays (or leave a message) and someone from our Committee will call you back.

Find Out More

For more detail, such as how your organisation can join EERN, please contact our secretary. A speaker from EERN could also visit your organisation to give a presentation.

Newsletter

If you know someone who would like to receive this Newsletter (or if you no longer want to receive it), please contact our Secretary secretary@easternemergency.org.au.

