

Volunteer Newsletter

October/November 2019



THANK YOU
Volunteers!
We couldn't do it without you

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Congratulations to our Meals on Wheel Volunteers, who received Long Service Awards from the City of Boroondara.



Pictured Above: Gael, Anne, Bill, Robyn, Trish and Josephine with the Mayor of Boroondara Jane Addis, Councilor Cynthia Watson, BASScare CEO Craig Bardrick and Volunteer Coordinator Deb Hall.

Note from Debbie

BASScare is always a busy place with lots happening, the last few months have been no exception - (although I did get away in a short holiday at the start of July). Some of the highlights in the last 3 months have included:

- Visit from Councillor Cynthia Watson, attending our Canterbury Centre to accompany Volunteers on a meals on wheels round,
- Dining Room & Meals on Wheels Volunteers celebrated National Meals on Wheels Day,
- Faversham House hosted a small fair including animal farm for residents and family, and
- Renovations works ramped up, which are now nearing completion at Faversham House.

Extra thanks to our Faverhsam House Volunteers for your concern and understanding whilst volunteering activities temporarily stopped, during the recent flu outbreak. On a final note I look forward to seeing those that can make our:

Save the Date!

Volunteer End of Year Celebration
On Thursday 21st November 2019
4 to 6pm at The Canterbury Centre



Debbie,

Volunteer Co-ordinator

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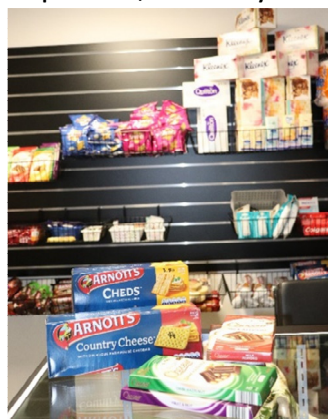
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Faversham Kiosk

You cannot miss the new look kiosk, situated on the ground floor at Faversham around the corner from reception. The kiosk is **run entirely by Volunteers** and open 3 days a week on: Tuesdays, Thursdays and Saturdays between 12.30 and 1.30 pm. If residents are unable to attend the kiosk in person, a trolley service is also provided weekly on Thursdays.



The kiosk carries a comprehensive level of stock to suit most resident's needs with items priced in line with supermarkets. The kiosk sells: Tissues, shaving cream, soap, shampoo, batteries, lollies, biscuits, chocolates & stationery items.

If an item isn't stocked by the kiosk, residents can place a special order and our kiosk Volunteers will source items, reselling at cost price, (on the provision items: aren't too bulky, readily available from Coles, Woolworths or Chemist Warehouse and don't contain potential or harmful chemicals).

Upcoming Events

Day	Date	Time	Event	Location
Wednesday	9 th October 2019	10.45am to 12pm	Free - How to stay SCAM Safe Presentation	Canterbury Centre
Friday	11 th October 2019	Evening	Nominations Close for Boroondara Volunteer of the Year Award	Refer Boroondara Webite
Wednesday	23rd October 2019	2pm	Annual memorial Service	Faversham House
Wednesday	6 th November 2019	10.45am to 12pm	What to do in an Emergency Presentation (Gold coin donation)	Canterbury Centre
Thursday	21st November 2019	4pm to 6pm	Volunteer End of Year Celebration	Canterbury Centre

Boroondara Volunteer of the Year Award

Do you know an outstanding volunteer who deserves to be recognised for their efforts? Who generously gives their time and expertise to help others?

Nominate them for the 2019 Boroondara Volunteer of the Year Award!



BASScare are happy to be listed as a referee, for any of our Volunteers.

Nominations close 11th October 2019 and can be made online at:

<https://forms.boroondara.vic.gov.au/boroondara-volunteer-of-the-year/>

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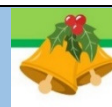
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Christmas / New Year Office Hours



Canterbury Centre Social Support	Monday 23 rd December 2019 to Friday 3 rd January 2020	CLOSED
Maranoa House	Wednesday 25 th December to Sunday 5 th January	CLOSED
Canterbury Centre* & Marwal Centre Meals on Wheels	Public Holidays – 25/26/27 th Dec & 1 Jan 2020	NO Meal Deliveries
Faversham House	No changes, Lifestyle Programs still running	Open

* For security the Canterbury Centre door will be closed whilst reception unattended, please ring the door bell.

Faversham House, Renovations – Now in the final stages.

The balance of works remaining include: resident room upgrades and finishing touches to communal and staff areas. We are happy to advise the:

- Wisteria Lounge has been completed and ready for use,
- Activities room is anticipated to be finished early October,
- The new look kiosk is open,
- Sue Bowditch, (Residential Manager) is now in her new office, located next to the Kiosk,
- New Volunteer space/office in progress at the moment,
- Resident Laundry on ground floor ready for use by residents,
- Private Dining Room is finished just awaiting furniture, and
- Finishing touches are being added to the ground & first floors.

CHECKLIST

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NEED SUPPORT?

BASScare extends our Employee Assistance Program to our Volunteers

THE CARANICHE EMPLOYEE ASSISTANCE PROGRAM IS HERE FOR YOU

- Free and confidential
- Short-term, solution-focused counselling
- Provided by professional counsellors and psychologists
- Address workplace and personal issues

EAP CAN ASSIST WITH:

- Stress management
- Feelings of being overwhelmed
- Bullying and harassment
- Grief and loss
- Relationships and family issues
- Anxiety and depression
- And many other workplace and personal challenges

Please ask Debbie for further information on how to access this service.

Debbie,

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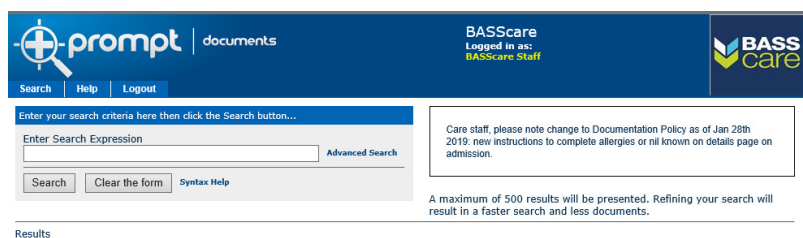
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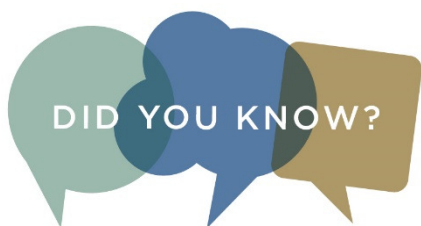
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Computer Access will soon be made available to Volunteers if you wish to read and access any of BASScare policies or feedback forms via Prompt (which is an online document management system used by BASScare). Some of the regular policies you may wish to look at include:

- 6.1 Feedback and Complaints Guide;
- 6.2 Consumer Complaints;
- 6.3 Consumer Feedback; and
- 6.4 Advocates and the related document "Authority to Act as an Advocate Form."

In the interim if you would like to read any of our policies, please ask Debbie to send you either a printed or copy via email.



The *Voluntary Assisted Dying Act 2017 (Vic)* (**Act**) commenced in Victoria on 19 June 2019. The Act allows Victorians at the end of life, who are suffering, and who meet strict eligibility criteria to request access to Voluntary Assisted Dying (**VAD**).

As an aged and community care service provider, BASScare may have consumers requesting information about and/or asking to access VAD. In your role as a Volunteer we ask that you do not provide any advice on this topic. If asked please direct our clients to discuss this with their GP and refer the request to the Manager of the area in which you Volunteer.

A short 5-minute video providing more about the assisted dying model of care is available at: <https://www.youtube.com/watch?v=9Ssdc9XkzRk&feature=youtu.be>

New Police Assistance Line available on 131 444

If you need Police in a non-urgent manner, a new Police Assistance Line is available on 131 444. This service enables you to access police services and report non-urgent crimes and events that don't require immediate police attendance. Online reporting is also available via <https://www.police.vic.gov.au/>



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BASScare are happy to share with you some of the feedback received with respect to our Volunteers, following a recent Commonwealth survey about our services, including:

Internal feedback – Thanks to our Canterbury Centre Dining Room Volunteers the numbers of clients attending has more than doubled.

We are very grateful for the Meals on Wheels and the very kind Volunteers who deliver them.

The staff and Volunteers at Maranoa are all very capable committed & friendly. They are always positive, cheerful and supportive to both of us.

Victorian Volunteer Strategy - Consultation Open



The Victorian Government had a 2018 Election commitment to develop and implement a Volunteer Strategy to support and enhance volunteerism in Victoria.

The strategy will be informed by extensive consultation across the Victorian public and volunteering community, seeking deep insights into the challenges and opportunities for volunteers, community members, and managers of volunteers and agencies.

Online consultation is open until 24 November 2019, please refer to the website if you wish to participate: <https://engage.vic.gov.au/victorian-volunteer-strategy>

BASScare Volunteers Group on Facebook

Work is in progress to launch a new facebook group for Volunteers with the aim to strengthen our Volunteer Community by providing a forum for communication, mutual support, feedback and discussion between Volunteers and staff. Additional information to be provided in our next newsletter.



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AREA UPDATES

Faversham House

- New look kiosk with open plan layout now open. *Many thanks to our kiosk Volunteer team who continued to run the service while their kiosk was refurbished and put in extra hours getting the new kiosk space up and running.*
- A new Volunteer space coming, stay tuned for further details.
- Thanks again for your support during the recent flu outbreak.

Maranoa House

- Italian group –Tuesday and Fridays
If you know of anyone in the Italian community in need of support associated with Dementia or memory loss, please refer them to Maranoa House, Phone 8809 4979.

Maranoa's day activity programs on Tuesdays and Fridays are tailored for the Italian Community with staff and Volunteers that speak Italian and serve Italian food in a homely, welcoming and secure environment.

Canterbury - Social Support

- Due to a decline in numbers of participants the Intergenerational 'Play Music Group' has been cancelled.
- New seating, carpet and cabinets to arrive shortly in the Community Lounge.
- Volunteers are welcome to attend social support talks/presentations, for a full listing of event refer to our website:

<https://www.basscare.org.au/community-news-month-month-2019/>

<https://www.basscare.org.au/whats-on/>

Marwal - Social Support

- Planned to trial a Computer Kiosk in November, commencing 7th November.
- Spring Dance coming up on Thursday 24th October between 11.30am and 2.30pm, for bookings and further information call 9880 4709.

Canterbury - Meals on Wheels

- New look Community Lounge and seating, soon to arrive.

Marwal - Meals on Wheels

- Please check in with staff at the start and completion of rounds. So we can advise of any last minute changes & ensure client information on round sheets is retained confidentially.

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