

September/October 2021

Volunteer NEWSLETTER

Staying Connected

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Note from Deb...

I hope everyone is keeping well given the challenges and hurdles associated with the COVID pandemic. Little did we know after hitting send on our last newsletter, Melbourne would go into its fifth and sixth extended lockdowns, which presents many a challenge.

Please know that we are here for our volunteers, as each lockdown brings about different feelings and frustrations. I am only a call away if anyone wants to chat; alternatively, our Employee Assistance Program run by Caraniche is available to Volunteers. Caraniche can provide you with up to 3 free independent counselling sessions, (any information provided remains confidential). To access Caraniche services call 1800 099 444.

Thank you to the volunteers who took up the opportunity to connect via Zoom on the 2 sessions held in late July. It is always great to connect and share other people's experiences. I aim to host additional Zoom sessions, if stay at home restrictions continue.

The good, the bad and the ugly of COVID-19 lockdowns – reflecting on lockdown although there are many negatives, there are also positives. A positive for my family in lockdown was spending more time at home, in particular pin pointing the location of noises in a wall cavity at our home. Thankfully, it was not vermin. Rather a beautiful young Eastern Rosella who had lost its way and possibly planned on setting up home in our wall – accessing the space via a broken return air vent.

After cutting a hole in our laundry wall and waiting some time, the young Eastern Rosella finally exited and sat in our laundry. Much to my daughters delight (and dog's dismay), it stayed overnight to build up its strength, before finally flying away.

Our feathered friend still visits and we often see him perched on the fence near our kitchen window. For me seeing the Rosella every morning is a reminder to stay strong and evidence you can survive tricky and challenging situations.

On behalf of BASScare thank you all again for your patience, and flexibility. Stay safe.

Deb

Volunteer Survey Pathways Australia

We hope to have our volunteer survey out to you in the next 2 months. Apologies for the delay, with the stops and starts associated with COVID lockdowns resourcing (to finalising our survey questions) has been a little stretched.



Contact Details

Debbie Hall
Volunteer Engagement Coordinator

6 Rochester Road, Canterbury
Phone: (03) 8809 0010
Mobile: 0447 503 741
Email: d.hall@basscare.org.au

Meals on Wheels – Canterbury
Phone: (03) 9880 4703
Email: mealsservice@basscare.org.au

Meals on Wheels – Marwal
Phone: (03) 9880 4751
Email: marwal@basscare.org.au

Meals on Wheels – Hawthorn/Kew
Phone: (03) 9880 4750
Email: hawthornkew@basscare.org.au

Faversham House – Lifestyle
Phone: (03) 8809 4908
Email: lifestyleCoordinator@basscare.org.au

Faversham House – Reception
Phone: (03) 8809 4000

**Canterbury Centre
Social Support Activities**
Phone: (03) 9880 4709
Email: socialsupport@basscare.org.au

**Maranoa House & Club
Dementia Services**
Phone: (03) 8809 4979
Email: maranoa@basscare.org.au

Volunteer
Experiences,
Stories & Benefits

*CALL
OUT*



I'm keen to focus on our volunteers and share your stories on what volunteering MEANS TO YOU – if you would like to share a story with us please let me know. I'm happy to meet you at one of our locations or catch up over a coffee (subject to restrictions).

Volunteer Resource Information

 **BASScare Volunteers Facebook Page**
@BASScareVolunteers

Volunteer Resource Material
www.basscare.org.au/volunteer/

Printed Volunteer Resource Folders
Are available at all BASScare sites

Employee Assistance Programs

Caraniche Phone: 1800 099 444

Connect with fellow
BASScare volunteers via
our **VOLUNTEER FACEBOOK
GROUP**. Share news, information
and photos.

BASScare Further Information

 **BASScare Facebook Page**
@BASScareAgedCare

BASScare Website
basscare.org.au

BASScare Social Support Programs Newsletter
Canterbury and Marwal Centres
www.basscare.org.au/category/news/

Other Areas for Support

Coronavirus.beyondblue.org.au Phone: 1800 512 348

Lifeline Phone: 13 11 14

Headspace.org.au Phone: 1800 650 890

1800respect.org.au Phone: 1800 737 732

Kidshelpline.com.au Phone: 1800 551 800

Or talk with your GP.

Upcoming Events

Morgan Glen Iris Volunteer Tours and Morning Tea

New date/s to be confirmed upon easing of restrictions

National Meals on Wheels Day *

Wednesday, 25 August 2021

End of Year Celebration *

Thursday, 18 November 2021

Please note. Dates are subject to restrictions. There will be no onsite event/s given COVID restrictions for National Meals on Wheels Day.

Volunteer Program Updates

Social Support Programs

Canterbury Centre & Marwal Centre

It was nice to see the return of programs including clients and volunteers after the short period of programs pausing. Unfortunately, due to restrictions the Canterbury Centre remains closed to the public with minimal staff onsite.

The social support team will still stay connected during lockdowns, with some client programs returning to Zoom or via phone call.

Once restrictions ease, we will be in contact in regards to the return of programs and volunteer involvement – subject to density limits etc.

Thanks again for your patience and working with us around COVID safe requirements.

Faversham House

Again thanks to our volunteers for your patience.

With the easing of restrictions in mid-July it was looking favorable that we could return and welcome you all back onsite. Unfortunately, the return of restrictions has meant further delays in returning volunteers.

Our residents are keeping engaged with residents and staying active in a number of creative ways with art classes, music sing-a-longs and word games.

We hope you are all keeping well and look forward to seeing you hopefully in the not too distant future.

Meals On Wheels

Canterbury, Balwyn and Hawthorn/Kew

Thanks again for your continued support and offers of additional assistance during lockdowns. Just a friendly reminder if you are feeling unwell, we would ask that you not attend for your shift and contact the meals office.

Please keep an eye out for emails, confirming you are essential workers during lockdown. Please check and monitor the COVID exposure sites prior to attending www.coronavirus.vic.gov.au/exposure-sites.

Update on hi-vis vests. We are now finalising our preferred supplier and hope to make hi-vis vests available to you shortly. A survey will be undertaken of our volunteers to see what percentage would like the hi-vis vests prior to placing an order.

FAREWELL TO FRAN

On 1 September, we will be saying a fond farewell to Fran. Wishing her all the best as she embarks on retirement, including enjoying more time with her family.

Fran has been at BASScare for close of 18 years coordinating the meals on wheels service at the Canterbury Centre. We pass on our best wishes and know that many will miss Fran including clients, volunteers and staff.

We are pleased to announce that we have appointed a new Meals on Wheels coordinator. Holly Ansell will replace Fran. Holly comes to BASScare with qualifications in Food, Nutrition and Health Promotions and has extensive experience in customer service.



Maranoa House & Club

Due to the restrictions, Maranoa House and Club is currently closed to clients. However, some clients are receiving home visits. Maranoa Staff are also providing assistance at Faversham House.

We welcome 3 new staff:

- **Sandra**, 2IC at Maranoa House & Maranoa Club Facilitator,
- **Parisa**, Administration Assistant (Wed & Thurs), and
- **Angela**, assisting with our Italian Program.

Sadly, we said farewell to Mark and Caroline.

Mark has been a much valued member of the BASScare Community predominantly at Maranoa House for the past **24 years**.

Caroline has also been with the BASScare Community for almost **16 years**, starting at Social Support and coming across to Maranoa House approximately 10 years ago.

MEET NICHOLAS JACKSON

BASScare Board Member



Many people may not realise our Board Members are volunteers.

Many thanks to Nicholas (Nick) Jackson, BASScare Board Member & Chair of the Risk Committee, who shared his volunteering story on what led him to join BASScare in 2010. Nick is an active member on our Board and shares his experience below.

Why I became a director of BASScare

I had just helped my maternal uncle into residential aged care when I was approached by the then Chairman of BASScare, Mal Hardy, to join the BASScare Board. My own parents passed away suddenly, so I had not previously assisted someone with this major transition in their life.

Supporting my uncle through the emotional challenges he experienced in leaving his home, his car and, seemingly, his independence behind, and the administrative processes required to do so, gave me some insight into the difficulties that this life transition can pose.

I was still working long hours as a partner of a consulting firm, but Mal's request got me thinking, and two such thoughts stood out for me. One was that being on the BASScare Board meant I might be able to do something to help others who experienced the challenges my uncle faced. The other thought was that I had, to that point, focused most of my attention on my family and my career without much thought for the wider community. It became an easy decision at that point to say yes to Mal's offer.

What it's like on the BASScare board

Most readers of this newsletter would have a much better understanding of BASScare than I had ten years ago when I joined the Board. I knew that what we did was important to many stakeholders, and that my role meant helping to ensure that current operations and future developments were being managed, and that was about all I knew!

I've since come to understand that providing the best residential aged care and community services means excelling in healthcare, hospitality, property development and regulatory affairs. BASScare may not be the biggest organisation in our community, but it is certainly one of the most diverse in terms of the skills and knowledge required to plan and direct its operations.

Our board meetings are always interesting because there is such ground to cover. We review performance month by month and we have an ongoing discussion about the future. We measure performance according to operational, clinical and financial indicators to help us understand the environment we are offering our residents and other stakeholders and ensure the sustainability of the services we provide. Our biggest time commitment, however, is invested in creating the future of BASScare. Our assisted living development called Morgan Glen Iris is a recent example.

Finally, I couldn't finish this description of my experience on the BASScare Board without a word about the deep skills, wide life experience and wonderful collegiality that I see around me at each meeting, and the thoughtful leadership provided by Pam our Chair.

Reminder

If you are interested to share your volunteering experience, stories or what volunteering means to you please let me know by phoning 0447 503 741. I'm happy to meet you at one of our locations or catch up over a coffee, restrictions permitting.

NATIONAL MEALS ON WHEELS DAY

Wednesday 25 August 2021



In prior years, The City of Boroondara invited meals volunteers to a luncheon for National Meals on Wheels Day, (the final Leonda function was held in 2019). We would like to thank Michelle Forster, Acting Manager Liveable Communities, for arranging service pin/badges in recognition of BASScare meals volunteers celebrating milestone years of service.

A BIG CONGRATULATIONS to the below meals volunteers receiving a City of Boroondara, Long Service Pin. We will arrange for the pins to be forwarded to you shortly.

Years of Service	Volunteers		
5 Years	Stephen	Vicki	Dianne
10 Years	Ivan		
20 Years	Jenny Anne	Manny Rita	Valerie

As part of National Meals on Wheels Day, some of BASScare's volunteers will also feature in an article written by Tia Haralabakos from the advocate. We believe Tia's article will provide an insight into the role all meals on wheels volunteers play, including benefits the services provides to the community. Thank you to our meals volunteers Rita, Heather, Gill and David who were happy to share your experiences. The article is due to published on line around the 25/8/21 and will be available via their website <https://theadvocate.org.au>

Free Training Opportunities

Preventing Dementia

Course opens: 5th October 2021
Course duration: 4 weeks (accessible over 6 weeks)
Estimated effort: 2 hours per week
Course access: Online
Course closes: 4th November, 2021

Completion certificate? Yes, there is a personalised certificate on completion

Do Food Safely

The Department of Health Victoria has a free, online learning program – DoFoodSafely available online at:

<https://dofoodsafely.health.vic.gov.au/en/au>

We kindly ask, if you complete the course to send a copy of your certificate onto Deb.

Staying Connected Zoom Sessions

Thanks to our volunteers who joined Tahlia and myself at the July Zoom sessions. It was great to learn that a few volunteers have taken to; Lego constructions kits, cooking, gardening and sorting out photos to pass the time during stay at home restrictions.

We were happy to answer a number of questions around BASScare services and share in your volunteering stories.

Check out
our volunteer
facebook page
to see the
photos



NOMINATIONS ARE NOW OPEN, for the City of Boroondara Volunteer of the Year Award

Nominations close Friday 8th October 2021

If you know someone, whom you believe deserves to be recognised for their contribution to our community through their volunteering efforts, we encourage you to nominate them for an award.

This year they have 3 categories, nominations can be made online at:

<https://www.boroondara.vic.gov.au/about-council/awards/boroondara-volunteer-awards/enter-our-volunteer-awards>

☒ **Boroondara Volunteer of the Year Award**

☒ **Volunteer Program Impact Award**

☒ **COVID-19 Recovery: Local Hero Award**

COVID-19 Pfizer Vaccination

Our Pfizer vaccination option is now closed, we are happy to advise that at the end of July we had over 70% of staff vaccinated at Faversham House. The vaccination program was extended to volunteers and we had a good response from all our service areas.

We have received enquiries asking if we will be offering further vaccinations. We do not have any additional COVID vaccination programs planned and strongly recommend if you haven't been vaccinated to book with a vaccination centre, participating doctors clinic or community health service.

Further information is available online at www.coronavirus.vic.gov.au/vaccination-centres or by calling **1800 675 398**.



COMING SOON!! New office

BASScare has secured a new shop front in Maling Road, Canterbury.

With BASScare branching out and offering home care packages in addition to our existing services, to accommodate the growth we have leased a new premise on Maling Rd.

Works are underway to fit out the old Maling Road pharmacy at 131 Maling Rd, Canterbury, which will accommodate staff including:

- The Home Care Team
- Marketing/Publicity Staff and
- Deb Hall – Volunteer Engagement Coordinator

We will let you once the site is open, anticipating possibly October 2021.

**Look who's
moving
in....**

