

March / April 2022

Volunteer NEWSLETTER

Note from Deb...

Welcome to our first newsletter for 2022. I hope everyone had a great Christmas and start to the New Year, (although maybe not the start, we had all hoped for given the Omicron variant).

Let us hope we are on the right path as we venture into a new phase of "living with COVID". I am sure we will still have a few challenges along the way, thanks in advance for your ongoing commitment, support and resilience.

It has been a busy start to year for me personally including returning to working from home, a short trip away with the family exploring Port Fairy before adjusting into a new morning routine, with my daughter having started High School.

The end of 2021 was great in that I could start catching up again with a number of volunteers, passing on our thanks and distributing the end of year gifts bags. I look forward to seeing and touching base with volunteers onsite in the coming months, with programs and onsite activities ramping back up. In the interim, please know I am available via phone, email, zoom or teams if you would like to chat or catch up.

Staying Connected

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On my final note – I am sharing a beautiful photo taken in the the Kubota Gardens in Seattle Washington, by BASScare volunteer Carol Fraser. Carol was fortunate to travel overseas during October/November last year, visiting family and seeing a number of tourist attractions whilst in the States, including the beautiful Kubota Gardens.

It is such a beautiful and tranquil photo, along with her story of being able to travel safely and return without too many restrictions – I hope it provides inspiration to us all for the year ahead.

Stay safe Deb



Inviting volunteers to tour Morgan Glen Iris

Tuesday 5th April – 2:30pm arrival for an organised tour at 2:45 followed by afternoon tea or **Thursday 7th April – 9:30am** arrival for an organised tour at 9:45 followed by a morning tea.

Please refer to the invitation sent for further information. RSVP is essential to ensure safe distancing and for catering purposes.



Contact Details

Debbie Hall

Volunteer Engagement Coordinator

6 Rochester Road, Canterbury

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

A friendly reminder:

If you are unable to attend a schedule shift, please contact your service area manager or area coordinator.

All staff and volunteers are required to follow all Government and Department of Health Guidelines to help ensure your safety and that of others. If you have concerns, please let us know.

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

**New Shop Front in
Maling Road, Canterbury**

Building works are finally under way in the old pharmacy at 131 Maling Road, Canterbury. We hope to have staff and open our Maling Road location in April.

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

16th to 22 May 2022 – National Volunteer Week

Details on possible events to be hosted onsite, will be confirmed in the coming months.

NATIONAL 16-22 MAY 2022
VOLUNTEER
Better Together **WEEK**

2022 National Volunteer week: theme announced

We are pleased to announce the National Volunteer Week 2022 theme, **Better Together**. Together, through volunteering, we are changing communities for the better. We are, **Better Together**.

Volunteer Program Updates

Maranoa House & Maranoa Club

After a short break over Christmas/New year we welcome everyone back and are happy to be returning services, (subject to restrictions).

Our extended thoughts go out to the family of John Sartori, long serving volunteer for over 19 years, friend and client at Maranoa House. Sadly John past away late last year.



Social Support Programs Canterbury Centre & Marwal Centre

We bid Vicki Bayly a farewell with her last day at the Canterbury Centre on the 3rd February 2022. After 10 years with BASScare Vicki is planning to approach her 70's with the gusto, the social support clients have shown.

BASScare have a number of social activities and programs planned for the year, it has been great to see them return whilst juggling the challenges of restrictions.

Thanks for your ongoing support, accommodating various changes with the end goal of keep everyone safe.

Don't forget our community newsletter including timetable with events is available online

<https://www.basscare.org.au/category/news/>



Faversham House

2021 and 2022 has seen Faversham House go into a number of lockdowns in an effort to prevent COVID outbreaks. The need for full PPE, restrictions on movements, and continual COVID testing creates a challenging environment for everyone.

We thank our volunteers for your patience and understanding around keeping volunteers paused. Given the continued elevated risk and extra prevention measures currently in place.

Staff update, we welcomed back Isabelle to the lifestyle team.

As the lifestyle team currently have a full schedule managing day-to-day tasks, changes associated with lockdowns and staff absence, for the interim we will continue to have Deb send any updates to our volunteers on behalf of Faversham and the lifestyle team.

Meals on Wheels

Canterbury, Balwyn and Hawthorn/Kew

Meals on Wheels Updates – Canterbury

Thanks for your patience and understanding with meals deliveries whilst we returned to a remote collection. It has been great to now welcome you back to make use of the lounge again.

If you are unable to attend a scheduled shift, going away or available to assist with additional shifts, please contact Holly at the Canterbury Meals office on: 9880 4703 or email mealsservice@basscare.org.au

Meals on Wheels Updates –Balwyn

Many thanks to our volunteers happy to assist and deliver an extra round or do extra shifts given the shortages over the Christmas/New Year Period. We welcomed back Bev into the office.

If you are unable to attend a scheduled shift, going away or available to assist with additional shifts, please contact Anne, Trish or Bev at the Marwal Centre Meals office directly on: 9880 4751 or email marwal@basscare.org.au

Meals on Wheels Updates –Hawthorn/Kew

Deliveries have now moved to a new temporary home, via the 1st Kew Scout Hall in Kew, (effective 1 January 2022). Many thanks for your continued support given the change in venue, and extra travel.

If you are unable to attend a scheduled shift, going away or available to assist with additional shifts, please contact Sue or the meals office staff on: 9880 4750 or (M) 0437 816 081 or email hawthornkew@basscare.org.au

Volunteers in Focus

Matthew Etty - Leal

2022 City of Boroondara Volunteer Award Winner

CONGRATULATIONS to Matthew Etty-Leal joint winner of the 2022 City of Boroondara Volunteer of the Year award.

Matthew has been a valued volunteer with BASScare for over 5 years having commenced mid-2016. He assists with programs over a number of our service areas including Maranoa House, the Canterbury Centre and Faversham House.

Matthew received his nomination for providing over 200 Australian History sessions to more than 10 Community Groups, (during the last 5 years). As a winner, he was fortunate to attend a small gathering held at the Hawthorn Arts Centre to receive the award.

Matthew's volunteering service expands over four decades. In addition to providing history sessions, Matthew is a committee member with the Balwyn Historical Society, serves as a Parish Council member and COVID officer, and is a reader with Vision Australia.

At BASScare, Matthew has provided many engaging presentations to clients at the Canterbury Centre and to residents at Faversham House. Matthew further assists with outings, accompanying dementia clients attending Maranoa House.

Matthew volunteers to help others with the hope of improving their quality of life.

If you would like to learn more about the volunteer award winners please visit: www.boroondara.vic.gov.au/about-council/awards/boroondara-volunteer-awards/2022-boroondara-volunteer-award-winners

Or https://youtu.be/_JNDJu4e68

Special thanks to the BVRC and Matthew for allowing us to use the photo.



**Boroondara
Volunteer
Awards**



2021 End of Year Gifts

It was great to receive lots of positive feedback on our 2021 end of year gift bags, containing non-perishable treats. Any uncollected and gifts donated back, were handed out to the clients who attended the Canterbury Centre on Christmas Day.

Pictured left is one of our retired volunteers Val Sayers, who came in to collect her gift bag and long service acknowledgement gift (as we were unable to host a large celebration on sites). Val was one of our long serving volunteers who retired during 2021, she provided over 28 years support and friendship to the Meals on Wheels team at Canterbury.

Val is keeping well and wanted to pass on all her best wishes to everyone she knows at BASScare.

Thank you to our Volunteers

All the volunteers at BASScare are an integral part BASScare, we couldn't offer then services we do without you. Thank You



Claire Macmillan

Many thanks to our Faversham House volunteer Claire Macmillan, having donated another beautifully knitted blanket. The blanket was presented and warmly received by Hamer 2 resident Bette on her 100th birthday celebration, as pictured.

Tzu - Chi Group

Special thanks to the Tzu-Chi group who reached 25 years volunteering with BASScare in 2021. They kindly donated their volunteer camellia thank you gift back to BASScare. The camellia has now been planted in the garden at Faversham House for all the residents, staff, volunteers and visitors to enjoy. The Tzu-Chi group hope everyone can enjoy the plant as it grows and blooms. The volunteer Camellia is a compact growing Japonica Camellia with a pink flower color.



MLC and Meals Volunteers

A special thanks goes out to our meals on wheels volunteers who delivered some extra Christmas cheer, dropping off handmade cards made by students from MLC (Methodist Ladies College).

Each card was warmly received and greatly appreciated by our meals on wheels clients.

Volunteer Engagement Survey Results

We are happy to advise that we had a great response rate on our volunteer survey. With just over 100 responses representing over half of our active volunteers.

The responses included representation across all our current service areas, broken up as follows:

Main Service Areas



■ Meals on Wheels – Canterbury ■ Meals on Wheels – Marwal (Balwyn) ■ Faversham House – Residential Aged Care
■ Social Support Programs ■ Meals on Wheels – Hawthorn / Kew ■ Maranoa House and Club

We are happy to share that 93% of all our volunteers felt:

- Appreciated, valued and supported
- Valued our initiatives to acknowledge volunteer contributions
- Value the training and support we provide.



Over $\frac{3}{4}$ of our volunteers indicated they were likely to continue.



■ Very Likely ■ Likely ■ Unlikely

The survey also assisted to identify possible areas for improvement, which BASScare will focus on throughout the year and into 2023. Including:

- Better communications with volunteers around clients and residents movements,
- More tailored communications for volunteers within each service area,
- Increase volunteer training opportunities,
- Offering where possible a variety of training opportunities,
- Explore volunteer representative groups or volunteer mentors, and
- Option of magnetic signs for meals on wheels vehicles to assist with road use concerns.

We encourage your ongoing feedback and suggestions, be it in person, phone or email. To ensure we better capture feedback BASScare has rolled out a new compliance management system "ionMy". The system allows staff to directly input any:

- Incidents,
- Feedback,
- Hazards, and
- Maintenance requests.

Our longer-term plan is to make ionMy available to volunteers. In the interim if you have any concerns or feedback please notify your service area manager, coordinator or Deb.

As a result of volunteer suggestions and feedback received during 2021 BASScare implemented:

- New volunteer lanyards with a safety breakaway clip,
- Hi-vis vest for meals on wheels volunteers (optional),
- New lanyard volunteer ID's with service area contact phone numbers on the reverse side, and
- Refrained from hosting a Zoom end of year celebration, (given concerns around online fatigue).

Other News.....COVID Update:

By now, most people know someone or may have experienced COVID themselves. BASScare like all organisations have experienced staff shortages, reduced availability of volunteers and seen a reduction of clients opting not to attend some programs.

COVID vaccinations are mandatory in the aged care setting and apply to all staff, volunteers and clients, (unless they have a medical exemption). Initially the deadline for the 3rd vaccination was the 12th February 2022, this has now been extended until the **12th March 2022**.

Thank you to those volunteers who have since provided your updated vaccination certificates. If you are still awaiting to have your booster or yet to send in your updated certificate, we kindly ask that you do so as soon as possible.

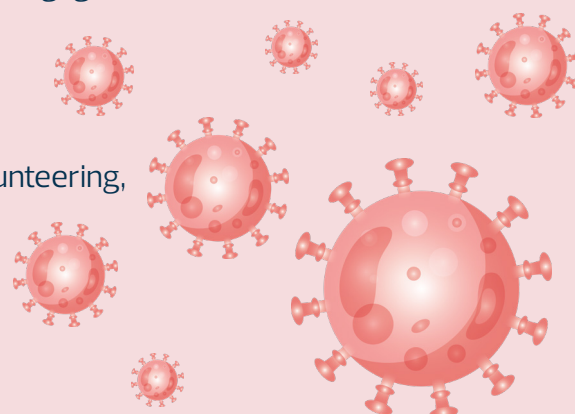
Volunteer Vaccination Certificates should be sent to Deb Hall, Volunteer Engagement Coordinator via either:

Email: d.hall@basscare.org.au

Send a photo via text to: 0447 503 741

Or via mail: Att: Deb Hall, BASScare, PO Box 304, Canterbury Vic 3126

Should you need to isolate or contract COVID and have been onsite volunteering, please contact your service area manager, area coordinator or Volunteer Engagement Coordinator Deb.



Thanks you for your continued support taking initiatives and steps aimed to keep everyone safe.

Morgan Glen Iris Opening Event

A memorable evening was had on Friday 18th Febraury when we were able to celebrate the opening of Morgan Glen Iris our assisted living community.

We were fortunate to be joined by Colleen Morgan and the Morgan family to celebrate this significant milestone in the BASScare journey. If it was not for the charitable nature of Fred and Colleen Morgan, who began BASScare over 60 years ago, we would not be where we are today!

It was our pleasure to honour the late Fred Morgan, Colleen and the Morgan Family with a recently painted portrait from a photograph taken of Fred and Colleen on their wedding day. Our assisted living community has been named after the Morgan family, a lovely surprise to the Morgan family after being unveiled on the night.



Employment Opportunities

Home Care: Direct support Workers

We are currently looking for Direct Support Workers, experienced or non-experienced to join our growing team. Casual and permanent part time roles available, weekdays, weekends and evenings. If you would like further information please contact our Home Care support team on: homecare@basscare.org.au

Social Support: Social Activities Coordinator

32.5 hours per week, 9am – 4pm Monday – Friday.
Permanent Part-time.

Canterbury Centre – Social Support, is seeking experienced Social Activities Coordinator. Are you passionate about service, apply to join the BASScare Team.

Whilst focusing on client engagement and friendly and attentive service you will be responsible for coordinating (planning and facilitating) a number of social activities and services at our two community centres in Canterbury and North Balwyn. These include outings, exercise programs, community dining, arts and craft, learning and special interest programs, respite programs, special events and Allied Health services. Please contact t.edwards@basscare.org.au for more information.