



DONATIONS

We welcome individuals and local and corporate business to support Gateway programs by providing financial assistance, goods and services that will enhance the quality and viability of our Community Well-being Programs. You can donate by contacting Gateway on 9399 3511.

All donations are tax deductible

THANK YOU! for your continued individual and community support. It's with your support that Gateway has been able to grow bigger and better and provide social support to our client group with the highest level of care.



Office Hours:
Monday to Friday
8.30am to 5.00pm

Office Location:
South Kingsville Community Centre
43 Paxton Street
Spotswood Vic 3015

www.gatewaysupport.org.au
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Volunteer Information Booklet



Gateways' Mission

To actively promote Community Well-being through the provision of social support and interactive lifestyle programs that meet the needs of our diverse and aging community.



Fatima Unal
Volunteer Coordinator

Thank you for offering your valuable time and energy to volunteer with Gateway Social Support Options. We hope that your dedication and enthusiasm is returned and you find the experience of volunteering, a rewarding one.

Gateway Social Support Options is a not for profit community-based organisation which provides Community Well-being Programs to frail older people and people with disabilities living in the western suburbs of Melbourne.

Gateway is committed to providing the highest quality programs and services to community members ensuring compliance with the Home and Community Care (HACC) National Service Standards. These services are culturally appropriate and thus responsive to the needs of people from culturally and linguistically diverse (CALD) backgrounds.

Gateway is supported by communities, individual and organisation. These partnerships have been crucial to the program and service success and Gateway recognises their pivotal role and welcomes new partners.

Individuals or organisation/companies wishing to become partners of Gateway or wanting further information on partnerships, should contact the office on 9399 3511.

Grievance Procedure

Gateway treats all complaints and grievances fairly, promptly, confidentially and without retribution. The options for raising and settling a complaint or grievance are:

1st option – Informal resolution such as speaking to the person/s with whom you have an issue. If this is not possible, go to Option **2 or 3**.

2nd option – Seek the assistance of a Gateway staff member to talk through the issue or complaint. Staff members will be impartial and not take sides, or go to options **1 or 3**.

3rd option – Refer to the Manager or a member of the Management Committee for formal resolution, or go to options **1 or 2**.

Note: an independent third person or party can be arranged to assist in settling a grievance.

Please speak to a staff member at Gateway for more information. Each complaint inquiry will be taken seriously and dealt with impartially and in a confidential manner.

Gateway Embraces Diversity

People from culturally and linguistically diverse (CALD) backgrounds can and do make valuable contributions in our community through volunteering.

Gateway endeavors to support people's cultural identities by creating more inclusive volunteering programs.

If you know somebody in your community who is interested in volunteering and English is not their first language, please contact Gateway and we will arrange an interpreter to discuss the many options



Gateways Participation Day
Volunteers Pierre & Martine with family, Performing Congo Dance



Gateway celebrating Harmony Day
Volunteer Wendy



The Interpreter Symbol (above) shows where you can get language assistance – for example, translated information or help from an interpreter. This symbol is used at places that deliver government or community information and services.

- | | |
|---------------------|--------------------|
| አማርኛ ቋንቋ | I speak Amharic |
| أتكلم العربية | I speak Arabic |
| 我講廣東話 | I speak Cantonese |
| Μιλώ ελληνικά | I speak Greek |
| Parlo italiano | I speak Italian |
| Nitkellel bil-Malti | I speak Maltese |
| 我讲国语 | I speak Mandarin |
| Hablo español | I speak Spanish |
| Türkçe konuşuyorum | I speak Turkish |
| Tôi nói tiếng Việt | I speak Vietnamese |

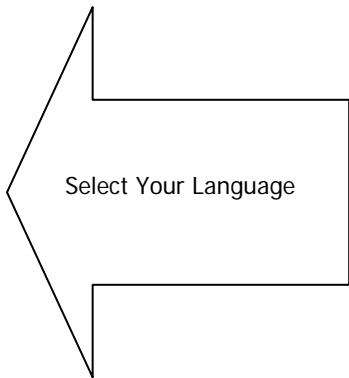


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Volunteering is a great and satisfying way to become involved in your community. At the same time it can provide you with opportunities to meet people, learn new skills or allow you to use the ones you already have.

Volunteering benefits the community, is done of your own free will with no monetary payment and is often within a community, not for profit organisation.



Janet- Gateway volunteer

"The friendships I have gained from being a volunteer are the most valued and enjoyable experiences in my life. I would recommend volunteering to anybody who is looking for a rewarding experience"

Why Volunteer?

As you contribute your time and skills, you will recognize the many benefits and opportunities that become available to you. Through volunteering you can:

- Make use of your talents and abilities
- Develop new skills
- Explore career opportunities
- Gain valuable work experience
- Utilize or improve communication skills
- Achieve a greater knowledge and understanding of your community
- Make new friends
- Access formal and informal learning opportunities
- Make a difference!!

Duty of Care

What is Duty of Care? It is a legal concept under Common Law that gives each of us a responsibility to take appropriate care for other people. It can also be related to negligence.

Simply put, it is someone's actions, or failure to act, that could reasonably be expected to affect another person by creating risk or harm.

Gateway has a duty of care to all of its volunteers to provide safe environments in which volunteer duties are carried out.

Gateway volunteers have a duty of care to all of the clients for whom they have a responsibility either as part of a program, as a friendly visitor or as a community companion.

Privacy & Confidentiality

Gateway is committed to upholding a high standard of privacy and confidentiality and uses strict security measures to maintain this. This is both in relation to personal information and data storage, as well as sharing of relevant information relating to our stakeholders – clients and volunteers.

As a volunteer you have a right to protect your own privacy, and a responsibility to protect client privacy.

- Do not reveal any personal, medical, financial or legal information of which you have become aware.
- Do not give out your own personal details (too soon).



Gateway's Responsibilities

In providing services, service providers have a responsibility:

- To enhance and respect the independence and dignity of the clients.
- To ensure that the client's access to a service is decided only on the basis of need and the capacity of the service to meet that need.
- To inform clients about options for HACC Program support.
- To inform clients of their rights and responsibilities in relation to HACC services.
- To involve the client and carer in decisions on the assessment and service delivery plan.
- To negotiate with the client before a change is made to the service being provided.
- To be responsive to the diverse social, cultural and physical experiences and needs of clients.
- To recognise the role of carers and be responsive to their need for support.
- To inform the client about the service to be delivered and any fees charged.
- To inform the client of the standards to expect in relation to services they may receive.
- To ensure that the client continues to receive services agreed with the provider, taking the client's changing needs into account.
- To respect the privacy and confidentiality of the client.
- To allow the client access to information held by the service provider.
- To allow the carer access to information held by the provider about the client where the carer is the legal guardian or has been so authorised by the client.
- To deliver services to the client in a safe manner.
- To respect a client's refusal of a service and to ensure any future attempt by the client to access a HACC service is not prejudiced because of that refusal.
- To deal with client's complaints fairly and promptly and without retribution.
- To mediate and attempt to negotiate a solution if conflict arises between the carer and the elderly person or younger person with a disability.
- To accept the client's choice and involvement of an advocate to represent his or her interests.
- To take into account the client's views when planning, managing and evaluating service provision.

Volunteer roles

Gateway has a range of volunteer roles that suit people with different lifestyles. They include;

Team Leader
Activity Support
Friendly Visitor
Bus Driver
Bus Jockey
Administration

Role descriptions are now available on our website www.gatewaysupport.org.au

Social Gatherings

Volunteers are also made to feel part of a team and part of a community and that's why we encourage all volunteers to attend our many social gatherings, such as the Friendly Visitor Gathering and Volunteers Christmas Party which allow plenty of opportunities to strengthen communities and make new friendships.



Gateway Volunteer Christmas Party
Volunteers; Kaye, Marta & Dolores



Gateway Friendly Visitor Gathering
Volunteer Coordinator Fatima with
Volunteers Marta, Brian & Marlene

Training Opportunities

Gateway volunteers also have access to free accredited training on courses such as; First Aid, CPR, Food Hygiene and workshops such as disability awareness and depression in older people. The Volunteer Learning Program booklet, which lists all the FREE training, is also available on request or can be downloaded from our website.

Volunteering Statistics

latest ABS voluntary work, Australian Survey (2006)



- 5.4 million Australians aged 18 years and over were active volunteers.
- Volunteers contribute more than 500 million hours of voluntary work to the Australian community each year.
- It is estimated that volunteering contributes several billion dollars to the Australian economy.
- Slightly more women (36%) than men (32%) volunteer.
- The highest participation level in volunteering are those aged between 35-44 (44%)

Client Rights and Responsibilities

Client Rights

HACC clients' key rights within the HACC Program are:

- The right to respect for their individual human worth and dignity.
- The right to be treated with courtesy.
- The right to be assessed for access to services without discrimination
- The right to be informed and consulted about available services and other relevant matters.
- The right to be part of decisions made about their care.
- The right to choose from available alternatives.
- The right to pursue any complaint about service provision without retribution.
- The right to involve an advocate of their choice.
- The right to receive good quality services.
- The right to privacy and confidentiality, and access to all personal information kept about the client.

Client Responsibilities

Consistent with their status as members of Australian society, clients of HACC services have a responsibility:

- To respect the human worth and dignity of the service provider staff and other clients.
- To treat service provider staff and other clients with courtesy.
- For the results of any decisions they make.
- To play their part in helping the service provider to provide them with services.
- To provide a safe work environment for staff and help them to provide clients with services safely.

Volunteer Rights & Responsibilities

Volunteer Rights

- Receive accurate information about the organisation and its policies.
- Have reasonable understanding of lines of accountability.
- Be recognized and supported within your role as a volunteer.
- Have access and to receive appropriate training and information.
- Know who to turn to with problems and difficulties.
- Have your work valued by the organisation.
- Regularly receive constructive feedback.
- Be trusted with confidential information whenever necessary.
- Be safe on the job.
- Be covered by insurance.
- Have choices and be able to negotiate.
- Say no.
- Be taken seriously.
- Be reimbursed for out of pocket expenses incurred whilst undertaking voluntary work. (conditions apply- see Volunteer Co-ordinator)
- Carry out your role without being exploited.
- Be part of the consultative process which will directly affect your work.

Volunteer Responsibilities

- Agree and be bound by the organisation's Code of Conduct
- Be reliable and arrive on time.
- Report incidents and accidents.
- Work safely.
- Notify all relevant parties of any inability or change of plans.
- Respect confidentiality.
- Represent the interests of the organisation – not yourself.
- Give feedback, communication relevant and important information.
- To be committed to the program.
- Recognise personal and external limitations on commitment.
- Acknowledge decisions made by staff.
- Undertake training and to have a good understanding of the program and its purpose.
- Address areas of conflict with the appropriate the Co-ordinator of Volunteers.
- Ask for support when needed.

What is Social Support?

Social Support is the physical and emotional comfort given to us by our family, friends, co-workers and others. It is knowing that we are part of a community of people who love and care for us, value and think well of us.

Social support provides a sense of belonging, security and allows you to share your concerns and needs. Relationships change as you age, but it's never too late to build friendships or choose to become involved.

Social support also means empowering people to remain as independent as possible when they may be coming to a time in their lives when they are feeling increasingly isolated or experiencing loss and grief.

Gateway offers social support through our **Community Well-being Programs** such as;



Big Catch Fishing



Woodwork Club



Flexi Friends



Monthly Movies



Hydro Hotshots



Golden Gals & Pals



Marketing Delights

❖ **Friendly Visiting Program** is whereby volunteers are linked to clients who are isolated and lonely and would like regular visits in-house or be taken out to local community facilities; such a shopping centre, library, nursery etc. (refer to the Unlinked Clients List and Friendly Visitor Guide Booklet)

Successful Volunteering Tips

Enthusiasm is the key: your **attitude** and **passion** can make a difference to the role you have.

Work hard to involve people in activities: people who feel more connected with an activity or program may be more relaxed and co-operative.



Gateway Woodwork Club
Client Jenny and Volunteer Christina serving morning tea

Remember each person is an individual and is valuable:

- Take time to talk;
- Create a supportive climate to establish friendship and develop self-confidence;
- Respect other people's differences and values;
- Be aware of your rights and responsibilities.
- Don't over commit yourself. Offer only as much time as you are able to give comfortably and regularly.
- Don't keep any concerns to yourself. Discuss them with Gateway Staff.
- Don't promise help you may be unable to give.
- Don't give or lend money or accept personal gifts.
- Don't become involved in the financial affairs of your client/s.
- Don't undertake any task against your wishes or you feel to be unreasonable. Talk any issues through with Gateway staff.