



Volunteer Learning Program

February – June 2010



Hands Up For Learning!



GATEWAY is offering volunteers the opportunity to increase their knowledge and skills in aged and community care workshops to provide better recreational support to frail older people and people with disabilities.

For information about volunteering with Gateway
Please call the **Coordinator of Volunteers, Fatima on 9399 3511.**

You can now download this booklet from Gateways website
www.gatewaysupport.org.au

Why Volunteer Learning?

Gateway Social Support Options, situated in the Western suburbs of Melbourne, is an organisation which caters for the community well being and social support needs of the community and relies heavily on the services provided by volunteers.

Gateway aims to provide valuable and relevant learning opportunities to enhance the volunteering role and benefit the well-being of its volunteers.

Gateway recognises that lifelong learning is implicit in all things that we do, so it provides a range of formal and informal learning and training opportunities that are accessible to all. The range of options is outlined in the following pages.

Some sessions are certified such as First Aid and Food Handling and some provide certificate of attendance.

How to Use This Booklet

Symbols show what type of learning / training is scheduled:



It outlines the content, timing and location of the sessions.

Choose the sessions that interest you most and then contact Fatima Unal, Co-ordinator of Volunteers to register your interest (telephone 9399 3511 or email fatimau@gatewaysupport.org.au)

Places are limited, so a place can never be guaranteed. Should your choice not be accommodated, your name will be placed on a waiting list for when the opportunity comes around next time. Get in quick to avoid disappointment.

What Kind of Learning?



Volunteer Orientation

New volunteers are required to attend a session to gain a full understanding of the volunteering role, including rights and responsibilities, duty of care, do's and don'ts etc. Existing volunteers are invited to attend to share experiences, as well as have the opportunity to refresh knowledge. Generally **there is an orientation session scheduled every second month (excluding Jan & Dec)**. These dates fall on different days of the week to suit different work / life commitments of volunteers. They are usually held at South Kingsville Community Centre, duration approximately 2-3 hours.



Observation Session

As part of the induction process, new volunteers who prefer to work in a group environment have the opportunity to attend an observation session in a Gateway Planned Activity Group (PAG). Currently the observation sessions are available on the Tuesday Woodwork Club and Wednesday Flexi Friends Program. This gives new volunteers a practical insight into the functions of a PAG, as well as the opportunity to observe and interact with clients and volunteers. Experienced volunteers provide supervision and guidance. Venues, timing and duration vary depending on program.



Volunteer Information Sessions & Morning Tea

A Guest speaker from departmental and various other community organisations, including service providers are invited to present topics of interest relating to Gateway clients, their volunteering role and also provide self improvement and add value to their life skills.



This is also an informal social gathering for all Gateway Volunteers. It's an opportunity for information exchange/networking and an informal 'chatfest' where volunteering experiences and strategies can be aired and shared. Usually held at South Kingsville Community Centre but can also be organised at an external venue. The session is catered for and runs for approximately 2 hours.



HACC Training Events

The Department of Human Services (DHS) through the Home & Community Care (HACC) Program, provides a range of formal workshops relevant to the well-being and understanding of the Gateway client base. These workshops aim to provide necessary information and skills to help volunteers in their social support roles and to enhance career development opportunities that are related to the area of Aged & Disability Services.

IMPORTANT !!

Places are limited on HACC organised workshops with the paper clip symbol  so make sure you register your interest early. Please contact Fatima the Coordinator of Volunteers on 9399 3511 or Email your interest to fatimau@gatewaysupport.org.au
Please note : Gateway incur a **\$65 cancellation fee** if you do not show up to any HACC organised workshop or do not inform us of your cancellation within 48 hours of the workshop. These workshops are identified with a paperclip symbol 

March

Professional Boundary Setting

Who should attend:

All staff and volunteers, in particular HACC workers, respite workers and volunteers of HACC funded programs in the West.

What: Full day interactive workshop presented by Kim Repcak from Sensory Education & Advocacy Services. Participants will be given the opportunity to discuss and reflect on a range of complex issues using case studies and work place examples to identify and address dilemmas in setting 'professional boundaries'.

Topics include:

- Using professional boundaries to encourage client independence
- The difference between 'professional' and 'personal' boundaries
- What are the difficulties in keeping & maintaining boundaries?
- Working within your role & maintaining service priorities
- Dealing with service delivery issues
- Tools to use to maintain effective boundaries

When: Thursday 4 March 2010 from 9:30 am – 4:30 pm

Where: Pivot West, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Full Catering will be provided.
Please advise any special dietary requirements.

Safe Driving

Who should attend:

Volunteer and paid drivers who provide transportation to children and adults with a disability and frail aged citizens in agency or driver owned vehicles of HACC funded agencies in the West.

What: A full day practical workshop presented by Link Community Transport

• This course is about looking after yourself and your passengers while providing a door to door transport service in either a car or a minibus. It includes practical components and will increase your knowledge and awareness of the risks and responsibilities involved in transporting clients.

When: Tuesday 9 March 2010 from 9:30 am – 4.30 pm

Where: Riverview Convention Centre, Maribyrnong Boulevard off Farnsworth Avenue, Footscray (Mel Ref 2S G3).

Full Catering will be provided.

Please advise any special dietary requirements.

HLTCPR201A – Perform CPR

Who should attend:

All staff and volunteers involved in caring for HACC clients.

Aim: To provide the knowledge and skills required to perform Cardiopulmonary Resuscitation (CPR)

Key Concepts: This program includes concepts relating to:

- ◆ Responding to signs of an unconscious casualty
- ◆ Performing CPR
- ◆ Communicating details of the incident

Duration: 1 x 3 hour session

Assessment: 1. Completion of a written assessment

2. Competency based assessment of CPR

Date and Time: Wednesday 10 March 2010 from 9.30 am - 12.30 pm

Venue: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Morning Tea will be provided.

Please advise any special dietary requirements.



Understanding Cultural Diversity – Different Health Belief Systems

Who should attend:

All reception and client services staff of HACC funded programs in the West working with clients from CALD backgrounds.

What: A half day workshop presented by the Centre for Culture Ethnicity and Health discussing different understandings of illness and associated health seeking practices and behaviours. It identifies strategies for effective engagement with CALD communities to improve consumer health and well being.

Topics include:

- Identify key components of the world's major health belief systems
- Understand the process of cultural change as it relates to health beliefs
- Negotiate between diverse health beliefs through an explanatory models approach

When: Thursday 11 March 2010 from 9:30 am – 12:30 pm

Where: Pivot West, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Morning tea will be provided.

Please advise any special dietary requirements.



HLTFA301B – Apply First Aid

Who should attend: All staff and volunteers involved in caring for HACC clients. *Students enrolling in Certificate III in Community Services (Aged Care Work) Modules please note: First Aid is a prerequisite for some modules. You must have a current First Aid certificate to complete the requirements of Certificate III.*

Aim: To provide the knowledge and skills required to provide first aid response, basic life support and management of casualty(s) until the arrival of medical or other assistance.

Key Concepts: This program includes first aid concepts relating to:

- Assessing the situation
- Applying first aid principles and procedures
- Communicating details of the incident
- Evaluating your own performance

Duration: 2 x 7.5 hour sessions.

Assessment: 1. Completion of a written assessment

2. Competency based assessment of CPR

3. Competency based assessment of choking management

Dates and Time: Monday 15 & 22 March 2010 from 9.00am – 4.30pm

Venue: Pivot West Central West Business Park 1st Floor, Bldg 1, 9 Ashley Street West Footscray (Melway Ref 41 E4)

Full Catering will be provided.

Please advise any special dietary requirements.



Myths and Stereotypes of Ageing – an interesting look at what ageing really means

Who should attend:

All staff and volunteers of HACC funded programs in the West.

What: A full day workshop presented by Council on the Ageing, Victoria (COTA) Education Services designed to explore and understand the way Ageism permeates our society through myths and stereotypes. The course also endeavours to debunk some of the traditional notions held by society on Ageing. Topics include:

- General discussion on what is a myth and what is a stereotype
- What is Ageism?
- How views on ageing influence our practice
- Strategies to empower older people & challenge ageing
- Understanding the global view of ageing

When: Thursday 25 March 2010 from 9:30 am – 4:30 pm

Where: Pivot West, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4

Full Catering will be provided.

Please advise any special dietary requirements.



Volunteers Information Session & Morning Tea (Motivational & Leadership Presentation)

Who: All Gateway Volunteers

What: An informal gathering of Volunteers, enjoying a morning tea and sharing information, ideas & suggestion on their volunteering experiences. Also a special guest speaker is invited to this group; Rachael Lamont. Rachael successfully led the 58th Australian National Antarctic Research Expedition to Davis Station. She is only the second female to ever lead a team at the Station. This leadership role was truly a very unique experience. Faced with 9 months of total isolation, with 18 people Rachael hardly knew, meant this was no ordinary leadership role.

When: Wednesday 31st March 10am-12pm

Where: SKCC 43 Paxton St Spotswood

Theme: Motivational and Leadership speaker

Morning tea, will be provided

April



Providing Emotional First Aid for Frontline Workers

Who should attend:

All staff and volunteers, in particular HACC workers, respite workers and volunteers of HACC funded programs in the West.

What: Full day workshop presented by Kim Repcak from Sensory Education & Advocacy Services. Participants will utilise case studies to identify key emotional issues faced by HACC clients. Opportunities will be offered throughout the session to develop and utilise effective strategies to support people at times of distress (e.g. active listening skills)

Topics include:

- Understanding the range of 'emotional' needs clients may face
- The difference between 'grief' and 'depression'
- Supporting people with depression
- Responding to clients in 'emotional crisis'
- Maintaining professional boundaries – not becoming the 'therapist'
- Referring on to key services and supports

When: Tuesday 20 April 2010 from 9:30 am – 4:30 pm

Where: Pivot West, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Full Catering will be provided.

Please advise any special dietary requirements.



Introduction to Mental Health

Who should attend:

All staff and volunteers involved in caring for HACC clients in the West.

Aim: To provide an overview of key concepts related to Mental Health.

Key Content Areas:

- ◆ Definition of Mental Health
- ◆ Mental Illness trends in Victoria and Australia
- ◆ An introduction to selected Mental Health conditions

Duration: 1 x 6.5 hour session

Date and Time: Wednesday, 28 April 2010 from 9:30 pm - 4.00 pm

Venue: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Full catering will be provided.

Please advise any special dietary requirements.

May



Gateway Volunteer Orientation

Who: All Gateway Volunteers are invited

What: An information session designed to inform Gateway volunteers of their rights and responsibilities, duty of care obligations.etc. As well as the chance to explore the ins and outs of their volunteering roles.

When: Thursday 6 May 10.00-12.00pm

Where: South Kingsville Community Centre (computer room)
43 Paxton St, Spotswood

Afternoon tea will be provided



Food Hygiene:

Apply Safe Food Practices CHC3TB

Who: Food service and kitchen staff plus any HACCC staff or volunteers who handle food as part of their role in a HACCC funded program in the West

What: This is an accredited course based on the Apply Safe Food Practices – CHC3TB elective competency from the Certificate III in HACCC and covers all aspects of food safety.

When: Friday 7 May 2010 from 10:00 am – 4:00 pm

Where: Victoria University, Nicholson Street Campus, Room and Building details to be advised.

Pre-Requisite:

It is a requirement of Victoria University that all participants produce proof of Citizenship or permanent residency **on the day**. Accepted documents are Australian Passport, Certificate of Australian Citizenship or Birth Certificate.

*Catering: **BYO or available for purchase on campus.***

HLTFA301B – Apply First Aid

Who should attend: All staff and volunteers involved in caring for HACC clients in the West.

Aim: To provide the knowledge and skills required to provide first aid response, basic life support and management of casualty(s) until the arrival of medical or other assistance.

Key Concepts: This program includes first aid concepts relating to:

- Assessing the situation
- Applying first aid principles and procedures
- Communicating details of the incident
- Evaluating your own performance

Duration: 2 x 7.5 hour sessions.

Assessment: 1. Completion of a written assessment

2. Competency based assessment of CPR

3. Competency based assessment of choking management

Dates and Time: Friday 7 & 14 May 2010 from 9.00am – 4.30pm

Venue: Pivot West Central West Business Park 1st Floor, Bldg 1, 9 Ashley Street West Footscray (Melway Ref 41 E4)

Full Catering will be provided.

Please advise any special dietary requirements.

Cross-Cultural Communication for Frontline Workers

Who should attend:

All reception and client services staff of HACC funded programs in the West working with clients from CALD backgrounds.

What: A half day workshop presented by the Centre for Culture Ethnicity and Health offering strategies and skills for effective communication with people who do not speak English or have low level English proficiency.

Topics include:

- Identify key principles of effective cross-cultural communication
- Understand cultural aspects of verbal and non-verbal communication styles
- Assess a client's need for an interpreter
- Implement strategies for effective communication with clients from CALD backgrounds

When: Tuesday 11 May 2010 from 9:30 am – 12:30 pm

Where: Pivot West, Level 1, Building 1, Central West Business Park, 9 Ashley Street , Footscray. (Melway Ref 41 E4)

Morning tea will be provided.



Leading and Motivating Teams

Who should attend:

All program coordinators, team leaders and supervisors of HACC funded programs in the West who are responsible for leading and/or motivating teams.

What: Facilitator Heather Liubicich believes it is imperative that people who lead teams understand the impact that change has on a team so that they can manage and respond appropriately to the emotional reactions and responses of team members. This program will provide strategies for the team leader to motivate and affect change in a positive way through increasing their team's ability to work with changing priorities.

Topics include:

- Identifying and dealing with resistance to change
- Motivating your team in realistic and creative ways
- Recognising and rewarding individuals and teams
- Increasing energy levels in your team

When: Thursday 13 May 2010 from 9:30 am – 4:30 pm

Where: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Full Catering will be provided.

Please advise any special dietary requirements.



Safe Driving

Who should attend:

Volunteer and paid drivers who provide transportation to children and adults with a disability and frail aged citizens in agency or driver owned vehicles of HACC funded agencies in the West.

What: A full day practical workshop presented by Link Community Transport

- This course is about looking after yourself and your passengers while providing a door to door transport service in either a car or a minibus. It includes practical components and will increase your knowledge and awareness of the risks and responsibilities involved in transporting clients.

When: Thursday 20 May 2010 from 9:30 am – 4.30 pm

Where: Riverview Convention Centre, Maribyrnong Boulevard off Farnsworth Avenue, Footscray (Mel Ref 2S G3).

Full Catering will be provided.

Please advise any special dietary requirements

Safe Manual Handling

Who should attend:

All staff and volunteers involved in caring for HACC clients in the West.

Aim: To assist direct care workers with safe working practices.

Key Content:

- ◆ Hazard and risk identification
- ◆ Using manual handling equipment and aids
- ◆ The OH&S Act and its impact on direct care work
- ◆ Working within organisational policies and procedures

Duration: 1 x 3 hour session

Date and Time: Wednesday 26 May 2010 from 9:30 pm - 12.30 pm

Venue: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Morning Tea will be provided.

Please advise any special dietary requirements.

Falls prevention

Who should attend:

All staff involved in caring for HACC clients in the West.

Aim: This workshop will explore trends and causes of falls in the aged and prevention strategies.

Key Content:

- ◆ Examine major causative factors
- ◆ Identify the key elements of a holistic falls assessment
- ◆ Discuss a range of falls prevention strategies
- ◆ Outline available related community resources and services

Duration: 1 x 3 hour session

Date and Time: Thursday 27 May 2010 from 9:30 pm - 12.30 pm

Venue: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Morning Tea will be provided.

Please advise any special dietary requirements.

June



HLTCPR201A – Perform CPR

Who should attend:

All staff and volunteers involved in caring for HACC clients.

Aim: To provide the knowledge and skills required to perform Cardiopulmonary Resuscitation (CPR)

Key Concepts: This program includes concepts relating to:

- ◆ Responding to signs of an unconscious casualty
- ◆ Performing CPR
- ◆ Communicating details of the incident

Duration: 1 x 3 hour session

Assessment: 1. Completion of a written assessment

2. Competency based assessment of CPR

Date and Time: Wednesday 23 June 2010 from 9:30 am - 12.30 pm

Venue: PivotWest, Level 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. (Melway Ref 41 E4)

Morning tea will be provided.

Please advise any special dietary requirements.



Volunteers Information Session & Morning Tea (General Health & Wellbeing Workshop)

Who: All Gateway Volunteers

What: An informal gathering of Volunteers, enjoying a morning tea and sharing information, ideas & suggestion on their volunteering experiences. Also a special guest speaker is invited to this group. A speaker from the Jean Hailes Foundation will be talking on general health and well being

When: Monday 28th June, 10am-12pm

Where: SKCC 43 Paxton St Spotswood

Theme: General Health and Well Being

Morning tea, will be provided

Volunteering is work which:

- Benefits the community
- Is done of your own free will
- Is unpaid
- Is always within a community and a not for profit organisation.

What can we do for you?

Through volunteering, Gateway can provide the opportunity to:

- Seek and access training opportunities
- Extend friendship networks
- Gain recognition and support
- Reminisce
- Become involved
- Enjoy better health and well being.

What do volunteers do at Gateway?

- Participate in sporting and recreational activities
- Support clients in indoor / outdoor activities
- Go shopping or have a leisurely cuppa
- Drive our bus, try something new, take time out and have fun!



Encourage volunteering

If you know someone who would like to volunteer with Gateway, simply cut the last page of this booklet and encourage them to make contact with Fatima on 9399 3511 or make contact via email on fatimau@gatewaysupport.org.au Please also check out our website www.gatewaysupport.org.au