

**WHAT CAN OUR VOLUNTEERS DO IN AGED SERVICES?**

**ECS Aged Services are funded by the Commonwealth Home Support Program (CHSP). We are funded by the Australian Government for *Social Support: Individual* & *Social Support: Group.*** This means:

· ECS can only assist individuals who meet specific criteria; all new clients must be assessed & referred by My Aged Care

· ECS clients are basic care/entry level only; people living at home with higher level needs are more appropriately supported through Home Care Packages

· ECS can work with Home Care Package to keep you involved in ECS groups, if appropriate and safe

· ECS services are social & the aim [from *CHSP Guidelines*] is ‘to assist frail older people to participate in community life & feel socially included’; whether Individual or Group, the client is always present [eg. shopping is accompanied & for the client only, not their family]

· ECS services are funded as a volunteer- based model of service; our capacity is limited to the number of volunteers we have & we can only provide services when they are available

**Our volunteers receive some allowances & reimbursements [for petrol for example], so they are not out of pocket, but they are not paid for their time.** However, just like paid workers, ECS volunteers have:

* job descriptions & policies & procedures to follow [eg. Work Health & Safety]
* receive training & attend Team Meetings to meet quality standards etc
* Criminal Checks & Working With Children Checks
* supervision by the Aged Services Coordinator, who schedules client services & the volunteer roster

**ECS volunteers are only permitted to work when they are rostered & to perform approved tasks.** These include:

* social support only [see CHSP section, above] ie. no handyman duties, housework or cooking in clients’ homes & no personal care or help with toileting
* accompanied access to the community in a taxi or volunteer’s car, but s/he cannot lift you in or out
* accompanied shopping, but no more than 8 standard bags & no heavy boxes
* volunteers can assist with bill paying, but cannot use the ATM for you, count the money etc
* volunteers are not allowed to carry shopping up & down stairs, unless the Aged Services Coordinator has checked the site & approved it as safe

**Our volunteers are very important to us, & we want them to be safe**, so please:

* Do not ask ECS volunteers to do something that has not been organised through the ECS office
* Do not ask ECS volunteers to lift heavy objects
* Do not ask ECS volunteers to pick you up for an outing or visit if you are sick or have a contagious illness
* Do call the Aged Services Coordinator to cancel your service, or get family to let us know if you’re in hospital; ECS volunteers worry if they turn up at a client’s house & no one answers the door
* Do give us feedback, good or bad, we try our best to match clients/volunteers but if you have any concerns, please contact the Aged Services Coordinator or ECS Manager
* Do remember that our volunteers take leave, but ECS will try to replace them during their breaks