

A NOTE FROM THE EDITOR ECS Manager, Melinda Paterson

May 20-26 was the 30th National Volunteers' Week. Happily, this coincided with our quarterly ECS Team Meeting and the Cancer Council's Biggest Morning Tea, so we wrapped them all together to celebrate our heroic workforce [many of whom are cancer survivors and/or have been warriors beside loved ones] in two sessions.

The theme for Volunteer Week was "Making a world of difference". ECS is lucky enough to have 70 of Australia's 5.8 million people who generously give their time, energy, skills and passion to formal organisations and programs. ECS simply would not exist without them. Our five staff work a total of just over two days per week, so we rely on volunteers to provide our services, including:

- 15 volunteers in Child & Family Services, in the office/resource centre and Sutherland Shire Toy Library
- 14 volunteers in Aged Services, on the social bus outings, shopping buses, helping frail older people with community access and home visiting of housebound clients [see article overleaf]
- 5 management committee members and 3 volunteers who work across ECS services

Volunteering is an amazing asset to the community and a rewarding way to make new friends; we need some newbies to help reduce our Aged Services waiting list. Call Kylie Tues-Thursday if you have time to spare weekly or fortnightly.

NEW IN OUR SERVICES Monday 4.30 pm & Tuesday 9 am, 10 am

✓ **50+ Social Exercise [low impact pilates]; \$10 per class, flexible attendance allowed**

SO YOUR NEEDS HAVE INCREASED? Transitioning to a Home Care Package

On: Tuesday 18th June 2019, 10.30am – 12pm

At: Hall 1, Engadine Community Centre, 1034-1036 Old Princes Hwy, Engadine

RSVP: 10/6/19 to ECS office 9520 7022 or kyliev@ecs.org.au



Presentations by MY AGED CARE & Home Care Package providers to educate seniors & their families on options with Home Care Packages & understanding how the system works PLUS an information expo!



Your questions answered:

- What happens during an ACAT assessment?
- What does it mean to be offered a Home Care Package?
- Can I keep going on ECS bus outings?
- How do I choose a Home Care Package provider?
- What happens once I've chosen a Home Care Package provider?

HAPPY, HEALTHY & ENJOYING LIFE - that's what everyone wants

ECS Aged Services specialises in social support, utilising volunteers to provide shopping & social outings, social exercise groups & Saturday bus adventures

NEW IN OUR SERVICES: TOY LIBRARY RENEWALS



We've written to Toy Library members to invite them to renew ahead of 1 July. A full year's registration is \$74.00 to borrow or July-December is \$40; if you volunteer in Toy Library, the annual fee is only \$20. Using the Toy Library will teach borrowing and sharing skills, as well as hours of entertainment for your little ones with over 500 toys to choose from for all ages. It is an affordable way to enrich your child's learning at every stage of your child's development. Application forms for new members available at reception.

WHAT CAN OUR VOLUNTEERS DO IN AGED SERVICES?

ECS Aged Services are funded by the Commonwealth Home Support Program (CHSP). We are funded 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 [for more info, come to *So Your Needs Have Increased?* event on 18/6/10]
- ECS can't give a CHSP service to someone on a Home Care Package (HCP), but we can work with HCPs to keep you involved in ECS groups [hear more on 18/6/19]
- 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 [e.g.. 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 [e.g.. 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 when you are sick with 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 from time to time, but ECS will try to replace them during their breaks

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