



Volunteers Newsletter

Winter 2017

Message From Gateway Health New CEO – Leigh Rhode

Welcome to Gateway Health's new C.E.O.

Gateway Health is pleased to welcome Ms Leigh Rhode as the organisation's new Chief Executive Officer. Leigh started in the role at the beginning of July and has spent the last few weeks getting to know the organization and its people.

Leigh comes to Gateway Health from a background of extensive experience in management of community based organisations, and more recently as Executive Director of Community and Integrated Care at Goulburn Valley Health in Shepparton, where she was responsible for a similar range of programs to Gateway Health. She holds a Diploma of Business and a Bachelor of Health Sciences (Nursing) from Latrobe University, and is a member of several professional associations including the Australasian College of Health Service Management (ACHSM) and the Australian Health Promotion Association (AHPA).

Born and bred in rural Victoria, Leigh has a strong background in collaborative approaches to improving rural health, including development of integrated models of care for oral health and chronic illness care. She has worked extensively with consumer groups, refugee health networks and the Aboriginal community to improve equity and participation in health.

Leigh has a large family network spread across the country from Alice Springs, Brisbane, Hobart, Adelaide, Melbourne, Shepparton and Mildura, and a step-son in Kuwait. Her two daughters, Lauren and Kate, and two grandsons, Kyle and Carter (who was born in June this year) all live in Shepparton. She quilts, gardens, loves to play golf, and is learning to fly her husband's plane.

Leigh reflected on her first four weeks at Gateway Health as a busy time, where "I have met so many great people involved in providing innovative programs that are making a real difference to people's lives. There is an energy about the organisation, and pride in what we do. I feel privileged to be part of Gateway Health and look forward to working with our staff, our volunteers and the communities we serve".

Message from Gateway Health Departing CEO – Leonard Peady

"After 10 years as CEO of Gateway Health I have decided it's time for a change, for both Gateway and myself. I am very proud of what Gateway does and these achievements are because of our staff and volunteers and the wonderful work you all do. I have been honoured to be able to lead such a dynamic organisation; and it has been the highlight of my career. I would like to particularly thank all of our volunteers for helping us provide services to our communities, your generosity and care is inspiring. Thank you for helping us."

Annual Volunteer Celebration Events 2017

National Volunteer week was in May this year. Gateway Health hosted three morning teas over two weeks to celebrate the wonderful work all our volunteers do across the agency. Morning teas were held in Myrtleford, Wodonga and Wangaratta. The feedback received, told us that everyone enjoyed the celebrations and some lucky volunteers even got to take away lucky door prizes of fruit and vegetable boxes.



Lucky Door Prize



Volunteers at the Myrtleford morning tea

The Gateway Health Volunteer Coordinators Committee, which is the group behind organising these events, will be looking ahead to 2018 to see what we can offer to celebrate all the wonderful work our volunteers do. If you have any suggestions that you would like to give us please contact volunteercoordinator@gatewayhealth.org.au or call 02 60228888 and ask to speak with Volunteer Coordinator Mayssa Powell.

You told us that the morning teas were a good chance to catch up and meet other volunteers/staff whom they have not met previously. In our Annual Volunteer Survey we asked volunteers what type of recognition they would prefer in coming years from Gateway Health and generally people's preference seems to be for more morning teas. (See survey results in this newsletter for a summary of the overall feedback), Sarah - Volunteer Coordinator loved seeing all of the interactions and people enjoying themselves on the day.



Volunteers at the Wodonga morning tea



Volunteers at the Wangaratta morning tea



Our dedicated Admin Support volunteer **Jenny Bianco** receiving her 5 year Certificate of Appreciation from Leonard Peady, Gateway Health CEO.

Message from Sarah Nevin (Volunteer Coordinator – Maternity Leave)

I came back as Central Volunteer Coordinator in February 2017 and headed off on maternity leave again on 19th of May. Even though I was only back in the role for a short period of time, it was good to be back with all the volunteers. I am always amazed at the time and effort you all give for your community. A particular highlight for me was that I got to attend all of the Volunteer Morning teas.

So a big thank you for all that you do for Gateway Health. We rely on your contributions and many programs just wouldn't run without you. The staff and clients that work with you on a daily basis truly are grateful for the time you donate.

It's comforting for me to welcome back Mayssa Powell to the Central Volunteer Coordinator role while I am on leave. Mayssa was previously in this role when I was on maternity leave last time. Mayssa will be able to pick up where she left off when I returned in Feb. Welcome back Mayssa.

Mayssa Powell, Volunteers Coordinator is back

I am so happy and excited to be back at Gateway Health covering for Sarah while she is on maternity leave again. I had the privilege to meet some of the volunteers when I was in the position a few months ago. Now I'm back to meet even more new and existing volunteers and to see the progress our volunteers are making in their roles. Please feel free to contact me when you need to by phoning (02)6055 3058.

Some of Our Volunteer Insights

We are very pleased that some of our volunteers have given us their views on what they do as volunteers across the organisation.

We love to hear your stories, I thought I would share some of the gems with you.

Community Inclusion Group - Wangaratta

Our volunteer Yollie has been working with one of our Community Inclusion participants Gillian in making some beautiful art pieces.

"I enjoy coming to the programs at the Yarrunga Centre twice a week and helping the clients with their art projects, I enjoy working with the staff and feel that I am a valued member of the team".
(Yollie)



Participant Gillian Johnston (on the left) and our volunteer (Yollie) Van Herrik Huyzen (on the right)

Shah Ahmed – Volunteer with Gateway Health Cultural Club - Wodonga

"This is Shah Ahmed, a volunteer of Gateway Health. Currently I am volunteering for Gateway Health Cultural Club. I love this work as I always love to help people who are disadvantaged and under privileged."

Gateway Health Cultural club gives me the opportunity to meet people from different multi-cultural backgrounds, what an amazing experience in my life. From this role I am learning to support people from different cultures who are struggling to be settled in a new environment. I am enjoying this work very much."



Active Rural Communities (ARC) Volunteer – Patrick McDonald - Wangaratta

One of our valuable volunteers in the Active Rural Communities (ARC) program in Wangaratta has given us some insight into his role as a volunteer in the program.

My name is Patrick McDonald. I am 43 years of age, and take an exercise program call i Easy Moves for Active Ageing (EMAA) on Wednesday and Friday mornings at Gateway Health. I first undertook training for the program in 2011. I think the group who participate find the class beneficial on a health and social basis. I am so lucky to be taking these classes as everyone who participants are so friendly and motivated. All the my work colleagues help support in me in doing my job making it so much easier. I also assist in the bus run. I have been volunteering in aged care activities - with Gateway Ovens and King and Council since 2005. The care you can give and receive in the volunteering sector is priceless.



Employee Turned Volunteer – Penny Wilson - Multicultural Support - Wodonga

"I like that although I may have left my position at Gateway Health I still have lots of love and support to give the Multicultural community. I enjoy being a part of Culture Club and helping to support activities improving connections for our multicultural clients with services. I also advise and contribute to the Multicultural Facebook page, I support women to access breast screen services and assist TAFE massage students and staff and with Blue Healers. Its great to be able to work with other volunteers of course! I hope to help the Hippy/Fry programs as well if needed. Anything to support the Multicultural and Indigenous clients."



Gagan Taimni – Multicultural Clinic Volunteer - Wodonga

I have been volunteering for Gateway Health Multicultural Clinic for the last few months. I have prepared a few Powerpoint Layouts and fliers for different programs run by Gateway. Also I took the initiative to participate in other community events. There are several things I like about volunteering for Gateway Health:

- It gives me inner happiness in supporting the community,
- I have learned new skills, and
- It has helped me to build networks.



Few Volunteering Snapshots from the 2016 Census

The 2016 Census has been released recently with data revealing that Australians are still engaged and committed to volunteering activities. It revealed that Australia's population is 23.4 million people and of this:

- 19.0% of the population or **3.6 million people** (aged 15 years and over) are engaged in voluntary work with an organisation or group.
- Rates of volunteering are highest among males aged 45-54 years (at 302,612 people).
- Rates of volunteering are highest among women aged 35-44 (or 399,889 people).
- Overall, the rates of volunteering are highest in the 45-54 year age group at 679,602 people.

While this Census data is encouraging, Volunteering Australia believes that it is vital that we ensure accurate and robust data collection. The data on volunteering in the 2016 Census may not necessarily be indicative of all Australian volunteering activity. This is because currently the way the question is framed limits those who volunteer to those in the not-for-profit (NFP) sector, and doesn't capture volunteers who are informal, in the emergency services, private sector, sporting, education, arts, and who volunteer in their community.

Gateway Health Volunteers' Survey

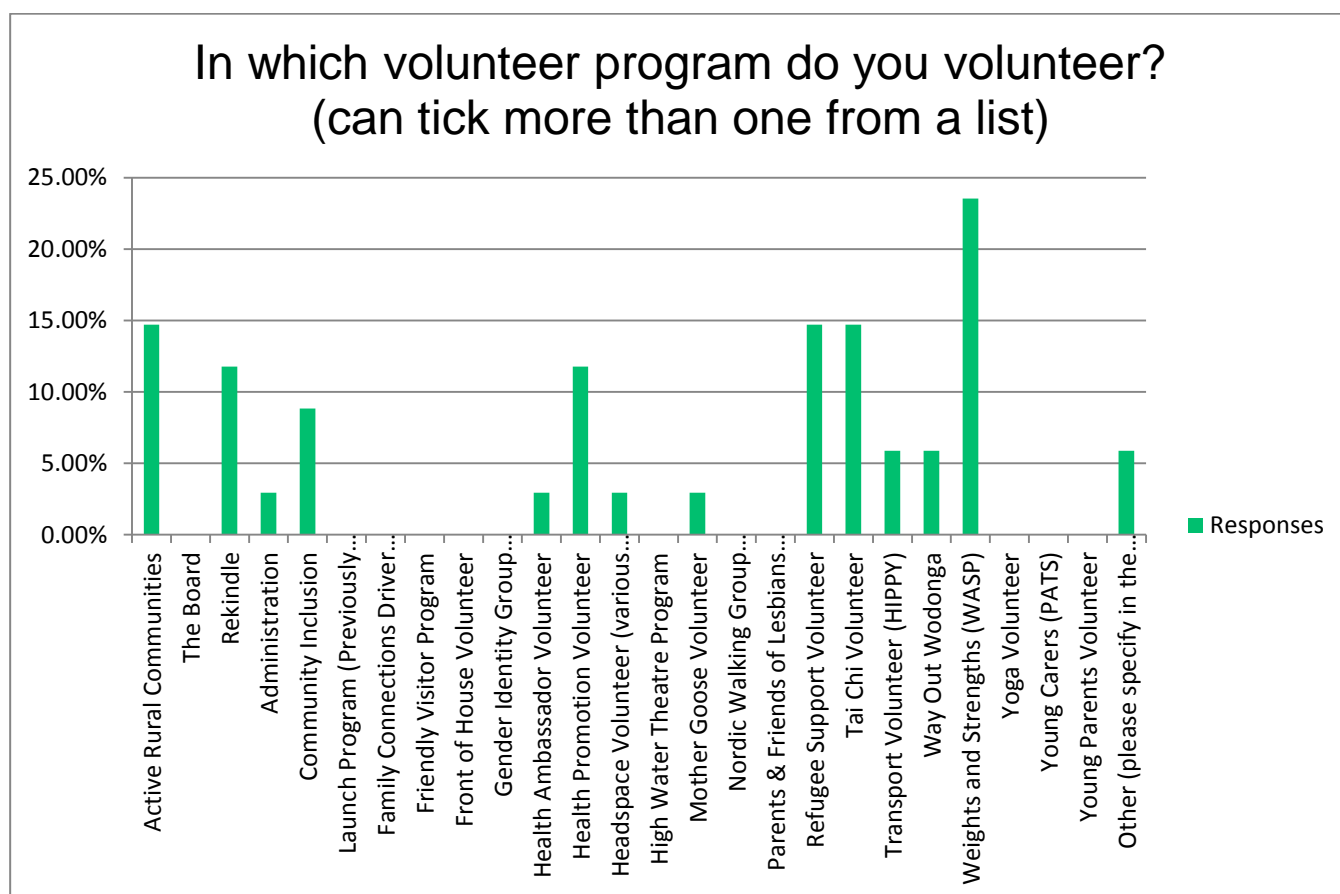
Thank you to the volunteers who completed the volunteers' survey and returned it back, that helps us in our planning. Overall 30% of our volunteers responded to the survey and would like to share some of the survey results with you.

Who are our volunteers?

- There was a wide distribution of age groups for volunteers. Over 60% of our volunteers are over the age of 56.
- Most of our volunteers, over 80% in fact, are females.
- Most of our volunteers have been with Gateway Health since 2014.
- 60% of our volunteers spend between 1-10 hours per month at Gateway Health and 70% want to continue to volunteer for Gateway Health.

What do our volunteers do?

The answer to this question is *HEAPS* (just take a look at the graph below):



Are our Volunteers satisfied?

- 90% would recommend volunteering at Gateway Health to other people and are satisfied with the communication with their Program Volunteer Coordinators and feel supported and are satisfied in their volunteer role.
- 95% satisfied with the recognition of their effort by Gateway Health and felt that they are treated with respect by Gateway Health staff.
- 84% feel proud to be gateway Health volunteers

Some of you also sent suggestions answering Q9 If there was one thing you could change about your volunteer role, what would it be. All suggestions will be addressed and discussed with the Program Volunteer Coordinators. Thank you for sharing your ideas with us.

The benefits of Gateway Health and Volunteering.

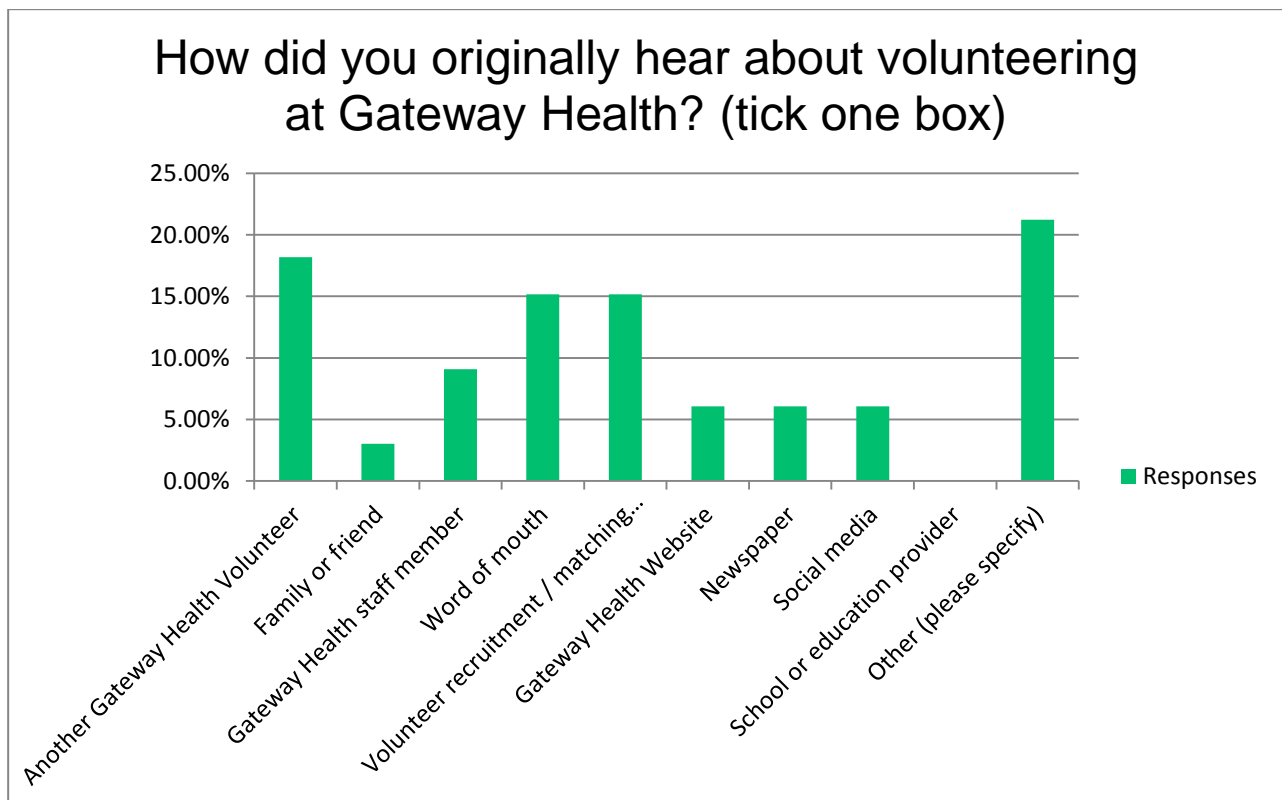
- 88% described the reputation of GH in the community as excellent, and volunteering improved their knowledge of the services.
- 97% would recommend GH services to friends and families.

It is great to know that our volunteers are finding out about our services and promoting it.

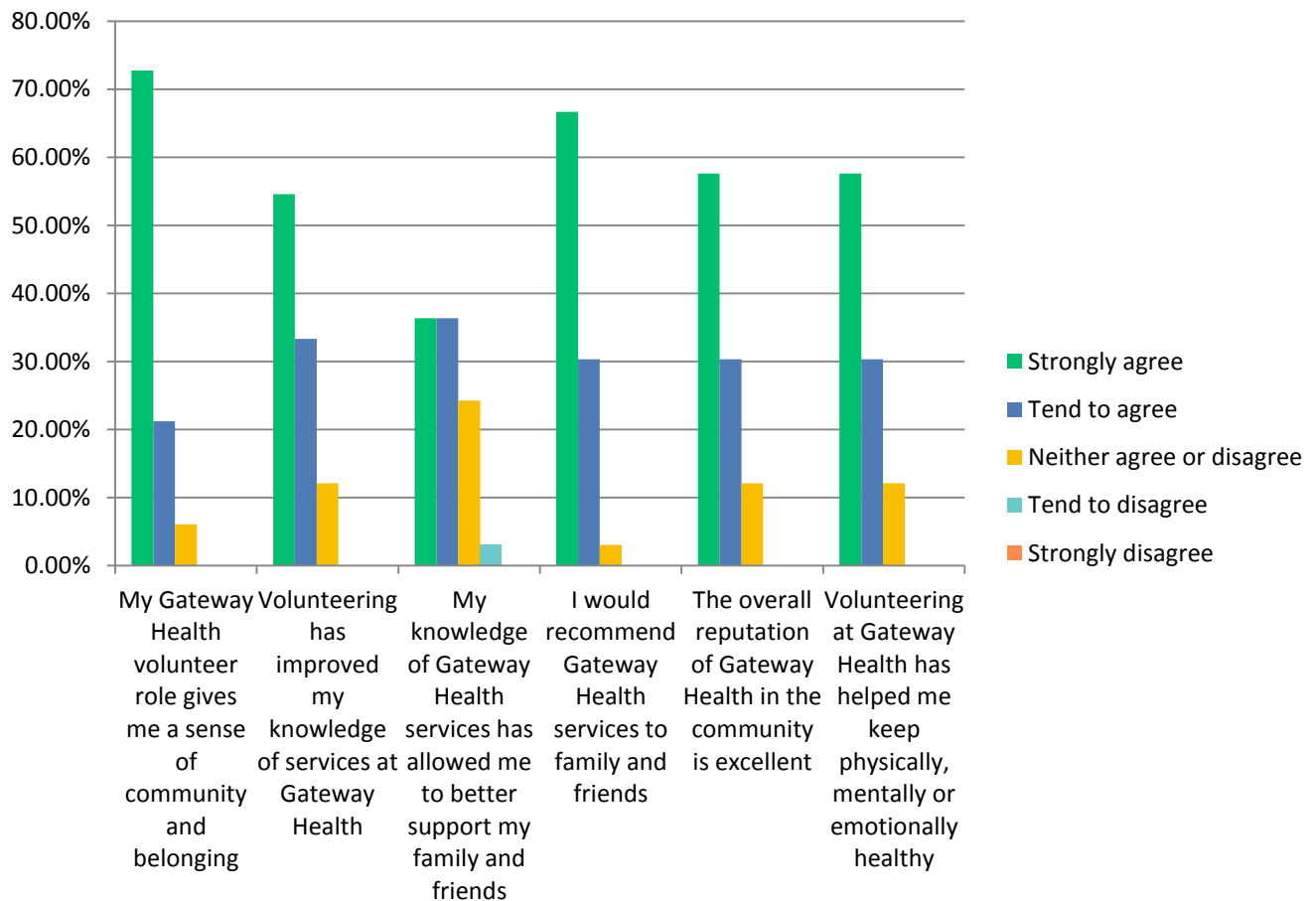
- 88% felt that volunteering helped them physically and mentally.
- 94% suggested that volunteering gave them sense of community and belonging.

Using Gateway Health services

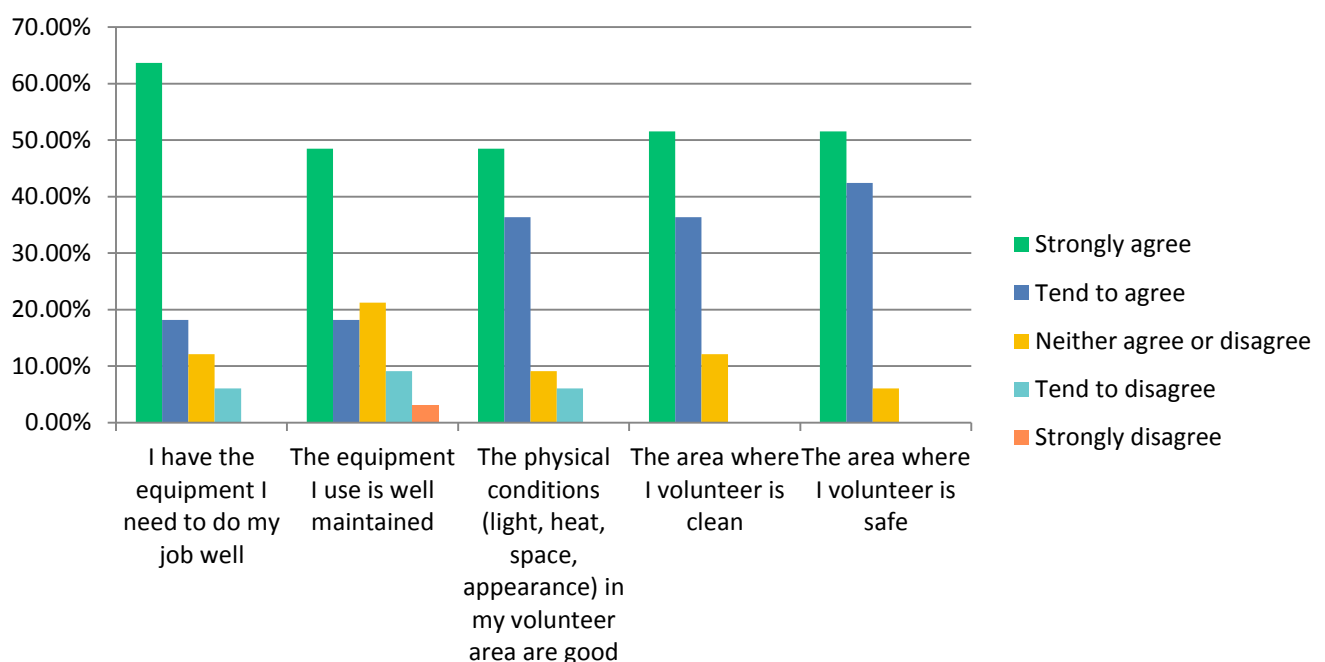
- 55% of volunteers utilised Gateway Health services in the past 12 months.
- Around 90% were satisfied or very satisfied with the services.



Wellbeing in your role: put a tick in 1 column per line



Volunteer Environment



Calling for Volunteers for the following programs at Gateway Health

- **Community Inclusion Volunteer – Wangaratta**

Volunteers assist with a variety of activities, such as morning teas, planned activity groups and encourage participants to get involved. Some volunteers will assist with picking up participants for group activities using a Gateway Health vehicle. *If you are interested it is preferable if you have a driver's licence and undergo first aid training.*

- **Mother Goose Volunteers – Albury and Wodonga**

Volunteers assist in the provision of a weekly session of songs, rhymes and storytelling to parents and young children (0-2 years). This program aims to build strong family relationships and to provide parents with long lasting resources to entertain and delight their child. Volunteers assist with group cohesion and morning tea whilst the facilitator leads the group through stories, songs and rhyme. *Volunteers will undergo a Working with Children Check.*

- **Multicultural Support Volunteer – Wodonga**

Volunteers assist to support the local refugee and cultural and linguistically diverse community members. Activities can include transporting attendees to and from the Culture Club, sewing groups, Hydrotherapy, TAFE massage group with women's and men's health day, physical activity group, health promotion activities and by driving and assisting participants who attend Culture Club and Work Ready using Gateway Health's mini bus. *Volunteers will undergo a Working with Children Check.*

- **The Upcycling shop (Rekindle) – Wodonga**

Rekindle is a retail outlet of recycled goods and creative workspace where clients of Gateway Health have the opportunity to create goods, some of which are for sale in the shop, providing an entry point to education, employment, training and skills development. Rekindle aims to provide participants with a positive and supportive workplace in which they gain confidence and practice the skills required in open employment. The purpose of this volunteer role is to assist participants to learn how to apply for a position, attend an interview and work in Rekindle as a Customer Service Officer.

- **Way Out Wodonga (WOW) - Wodonga**

WOW works with young people, services, and the wider community to promote the rights, mental health and wellbeing of LGBTQI* young people in Albury Wodonga. WOW Youth Action Group volunteers are an integral part of the WayOut project and take a lead role in developing and implementing community based projects. Volunteers also act as peer mentors and group facilitators for the Alphabet Crew Youth Group, a social support group for LGBTQI young people aged 12 – 18, their friends and allies. Youth Action Group volunteers meet fortnightly to plan projects and provide input into WOW's program, and help out at Alphabet Crew social gatherings and other events as available. *Youth Action Group volunteers must be aged 18 – 25, have an understanding of the challenges faced by LGBTQI youth in rural and regional areas, and be willing to undergo a 'Working with Children' check.*

**LGBTQI: lesbian, gay, bisexual, transgender, queer and intersex*

- **Nutrition Group Support Volunteer – Wangaratta**

Nutrition workshops are presented at Gateway Health by an Accredited Practising Dietitian, when there is public demand. These workshops aim to support clients to build their skills for healthy eating. In a relaxed, small group setting people come together and enjoy meeting others over a cuppa and share and learn new food skills.

Volunteers need to be friendly, welcoming and have a positive attitude. Volunteers need to have good communication skills when interacting with participants.

Volunteers need to be literate as they will be helping participants read through information/write answers to questions during group activities etc.

Computer skills are a bonus as volunteers could be asked to set up projector, laptop etc for the group to run. Some support to learn this can be provided, if needed.

We want your input

This is your newsletter so please send me any positive stories, delicious recipes, stories about what you get out of volunteering, jokes to share with other volunteers, a poem you have written and want to share. All positive articles are welcome.

Did You Know?

Did you know that you can get movie tickets at reduced prices from Gateway Health by enquiring at Reception. Adult tickets are \$13.00 and children tickets (15 years old or younger) are \$10.50. Just show the helpful ladies at Reception your volunteer ID, name badge or contact me and I will put your name at the Reception counter before you come.

Keep informed

For the latest news and updates on Gateway Health services don't forget to visit our website: www.gatewayhealth.org.au also please like us on Facebook.

www.facebook.com/gatewayhealth1

