

Community Care Services

Information



PO Box 21, Oaklands Park
South Australia 5046

245 Sturt Road, Sturt
South Australia

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www.marion.sa.gov.au

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10. Volunteering

The City of Marion is committed to excellence in customer service and to maintaining quality services to local residents in line with Home and Community Care National Service Standards and responsive to individual circumstances. Please advise us of any specific needs.

Community Care services information is available in **other languages** in written and audio formats on the City of Marion website, or contact Community Care.

If you need this information translated contact the **Translating and Interpreter Service (TIS) on 131 450** and ask the interpreter to telephone Community Care on 8375 6649.

The City of Marion values the contribution volunteers make to our community.

Volunteers

The City of Marion has a large volunteer program offering many services to the community. A group of volunteers work with the Community Care team to provide assistance to older people (who can walk unaided). This assistance includes:

- Support and transport to occasional appointments (when the person requires someone to accompany them);
- Support and transport to local shops and banks (including some assistance with shopping). Volunteers are usually matched with someone who needs assistance fortnightly;
- Meeting a Community Bus passenger at the shopping centre and helping them with their shopping, banking or paying bills.

Other Volunteer activities that are available from time to time include:

- Accompanying older people on the Community Bus until they feel confident to travel unaccompanied;
- Assistance with planning the direction of volunteer and Community Care services through attendance at focus groups or assistance with the collection of information from users of the services.

Who can volunteer?

Volunteers work with older residents who are often vulnerable and isolated. To become a volunteer, you will need the following skills and attributes:

- Good communication skills;
- Friendly disposition;
- Non-judgmental attitude;
- Caring, honest nature;
- Reliable and responsible attitude;
- A current drivers licence and a registered and comprehensively insured vehicle (if providing transport to residents).
- As a duty of care, a police check is carried out on all volunteers.

Benefits of Volunteering

Volunteering benefits the participant, the recipient and the community.

Personal benefits include:

- Personal satisfaction from providing an important and worthwhile service;
- The opportunity to gain, widen or maintain valuable personal and professional skills;
- The opportunity to meet people and help others;
- The opportunity to participate and feel a valued part of the community;
- The opportunity to improve the chances of finding paid employment;
- The opportunity to be involved with the development and evaluation of local services.

Community benefits include:

- Increased choice for older people regarding living arrangements, recreation and maintaining independence;
- Contact with the wider community, increasing formal and informal networks;
- Reduced feelings of isolation, dependency and powerlessness;
- Individuals receive services from people not concerned with monetary gain;
- Enriched quality of community life through volunteers contributing ideas, skills and commitment;
- Heightened public awareness to community needs.

Volunteer reimbursement

Volunteers using their own vehicle to provide a service will be reimbursed for fuel costs. All other reimbursements are subject to approval.

Volunteer facts

Did you know that volunteers...

- Contribute 433.9 million hours a year,
- Save South Australians \$206.2 billion a year, and that...
- 2,639,500 people over 15 years volunteer (19% of the population)

If you need information regarding services provided by other agencies, contact
Commonwealth Carelink Services - Telephone: 1800 052 222

City of Marion

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Sturt SA 5047

Community Care

Telephone: 8375 6649

Fax: 8375 6699

Email: community.care@marion.sa.gov.au

Web: www.marion.sa.gov.au

See also:

Community Care services - Home safety and security

Community Care services – Consumer rights & responsibilities

Community Care services – In-home support

Community Care services – Feedback

Community Care services – In-home support

Community Care services - Community transport

Community Care services – Respite for carers

Community Care services – Lodging a complaint

