

What people say about volunteers...

Colleen, *Logan East Community Centre*

I have worked with volunteers for 30 years in schools, sport, church and the community; they have all been caring and selfless people. Nothing is every a bother for volunteers.

Lorna, *TransitCare Community Flyer Client*

Many 'hip hip hoorays' for all the great volunteers who give up their days to help us in many ways. They greet us with a smile and help to make our days worthwhile.

Merja, *Blue Care*

Our volunteers are a wonderful group of genuine, caring and dedicated people who without we would not be able to provide our services without the time they give.

Pat, *Logan Central Respite Centre*

Volunteers are angels caring, sharing, a blessed companion. Volunteers provide a valuable contribution to our community by giving of themselves and enriching the lives of others in many varied ways



Flexible Living— Volunteering Services

0429 935 052 | www.flexilivingvolunteer.org.au | volunteer@flexiliving.org.au



SERVICE GUIDE



About our Service

Our service really understands how to help volunteers gain satisfaction and personal growth from their volunteering experience. We support aged care and disability organisation's through matching, referring and supporting people into suitable volunteer positions. In doing this, we assist organisation's to support the aged and young people with a disability to continue to live as independently as possible in the community.

We offer on-going training to assist volunteers provide optimal care to clients, gain an understanding of organisational requirements and increase knowledge and skills when working in the aged care and disability sector.

Our family of organisations

We are part of a national family of organisations (Community Services Group) collectively committed to supporting and enhancing the quality of life for the most vulnerable.

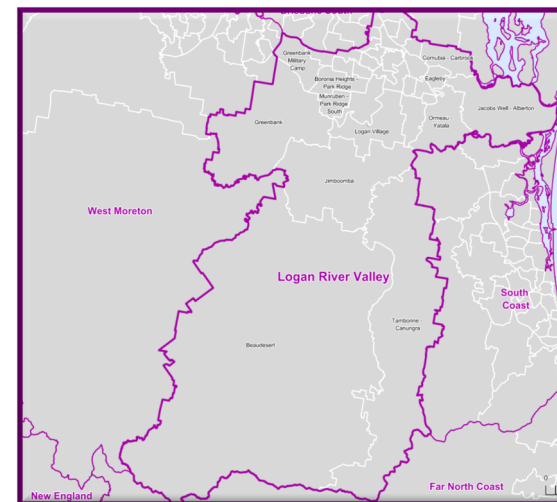


Our approach

Flexible Living Volunteering Service is innovative, responsive and flexible in our approach. We understand that every organisation and every potential volunteer is unique by understanding how to help volunteers gain satisfaction and personal growth from their volunteering experience. From this experience we can match them to a suitable position, organisation and in a location close to where they live.

Where we can place volunteers!

The map below shows the Logan River Valley region and it is within this area we can place volunteers within aged and disability organisations. However, we can also place volunteers in West Moreton and South Coast regions if required.



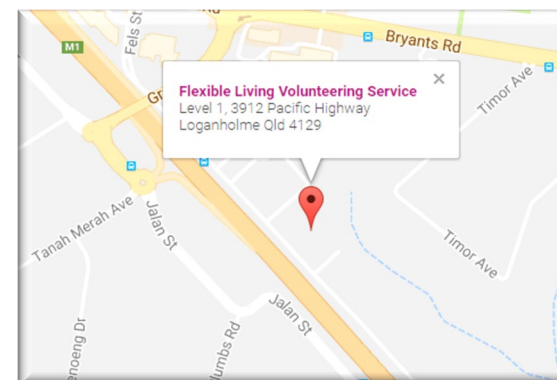
Contact Us

Address: Level 1, 3912 Pacific Highway (Rivergum Building)
Loganholme QLD 4219

Phone: 0429 935 052

Email: volunteer@flexiliving.org.au

Website: www.flexilivingvolunteer.org.au



Build essential networks

We believe in sharing ideas, resources and information with aged and disability organisations. We can accomplish this through networking with:

- ⇒ peak bodies,
- ⇒ Aged and Disability organisations, volunteers,
- ⇒ government and non-government organisations,
- ⇒ businesses,
- ⇒ training and educational development centres; and
- ⇒ the local community.

Through these networks, Volunteering Service are able to provide high quality and varied range of services to aged and disability funded organisations.

Volunteer appreciation & recognition

There is always a reason why people volunteer, with many just wanting to give back to the community in which they live. Therefore, showing your appreciation to your volunteers is extremely important, as it may have an impact on:

- ⇒ their commitment,
- ⇒ length of time with, and
- ⇒ the quality of work they give your organisation.

There are many ways to show your appreciation and recognise your volunteers that doesn't incur a lot of time and money, and will keep your volunteers returning week after week. We can assist in the recognition of your volunteers, by offering you support and the tools to assist you in showing how valuable they are to your organisation.



Our mission

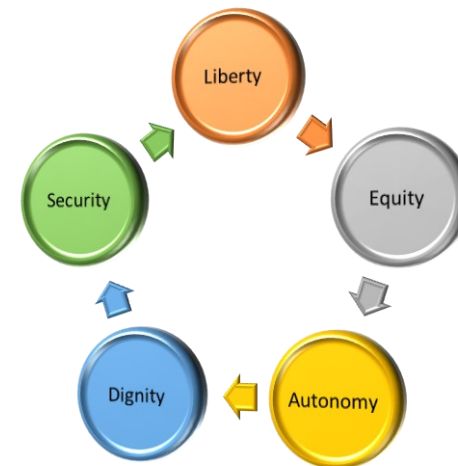
To provide responsive and flexible support services and advocacy that enhances the quality of life and independence of the elderly, people with a disability and their carers.

Our people

We will achieve greatness for our clients and our communities by attracting, recruiting and developing a highly skilled, passionate, innovative and empowered workforce.

Our five practice values

These five practice values guide our support of individuals with dignity, respect, fairness and equality at a level that we would expect for ourselves. That means moving beyond the customer's age, disability, behaviour, physical capability, background, culture and difference from ourselves and inherently respecting them as a fellow human being who is entitled to the same quality of life and outcomes as ourselves and others in the community: i.e., how we support.



Our service can

- ⇒ Recruit and place volunteers within a network of aged care and disability organisations in the Logan, Beaudesert and West Moreton regions.
- ⇒ Organise and present training through our network of fully accredited trainers for volunteers and staff within the sector and community.
- ⇒ Help organisations in the setting up or updating of volunteer programs with community organisations by supporting their volunteer managers/ coordinators.
- ⇒ Assist organisations to recognise their volunteers by offering support and the tools so that they can thank their volunteers for the work they do in helping provide services to the elderly and young disability sector.

Recruit and refer volunteers

Volunteering Service promotes volunteering in the aged care and young disability sector. We recognise that a person's interest in volunteering, including location and position, is important.

Therefore, we interview and match people and organisations together. After placement, we conduct an evaluation with the volunteer and provider to ensure the needs of the organisation and volunteer have been met.

Provide quality training and skills development

Volunteers play an active role in supporting organisations. To ensure best practices, policies and standards are being followed, volunteers need to have an understanding of the aged care and young disability sector.

FREE training for volunteers is presented by accredited trainers during the year to meet the expectations of aged and disability organisations and volunteers. Information on training is located at — www.flexilivingvolunteer.org.au.

Assist students with work placements

Although individual organisations may have differing capacities to assist students in attaining their course goals, most organisations can arrange a setting where students can value the workplace and endeavour to give perspective to their studies through that workplace. We can assist students in finding suitable work placements as part of their course requirements. For further details, please contact us at volunteer@flexiliving.org.au.

Support an organisation's volunteer manager

Aged and Disability organisations rely on volunteers to support their programs and provide direct service delivery to their clients. It is necessary to ensure the sustainability of volunteers, otherwise unnecessary time and resources can be spent on trying to manage a volunteer program.

A well planned and systematic approach to implementing a volunteer program, will sustain a high number of active volunteers, reduce turnover, build healthy staff / volunteer relationships, increase service productivity and best practices. Go to our website www.flexilivingvolunteer.org.au and click 'For Volunteer Managers' to access our resources.

Share community information for organisations

Through our website, Facebook, email and our large network, we are able to provide current and educational information, new and innovative stories, community events and training information. Should you have any information to share e.g. upcoming event, please contact us and we will place it on our website.

