

## Recognition and Validation:

Volunteers work for the self-satisfaction of achieving a personal goal, whether it be to give to the community or meet a special requirement. There is always a reason why people volunteer.

Showing appreciation to your volunteers is extremely important, it will impact on the commitment and quality of work they give to your organisation as well as their length of stay. There are numerous ways to demonstrate recognition, that doesn't incur a lot of time and money, but again will keep your volunteers returning.

Volunteering Service offers ideas, support and tools to assist in providing recognition and validation to your volunteers.

## Sharing Information:

Through our website, bi-monthly newsletters and networks, Volunteering Service is able to provide current and educational information, new and innovative stories, community events and trainings, related to volunteering and HACC organisations.

## Networking:

Volunteering Service believes in sharing ideas, resources and information. We accomplish this standard by networking with peak bodies, HACC organisations, Volunteers, government & non-government organisations, businesses, Workforce Council and other training and educational development centres. Through these networks, including presentations and displays throughout the year, Volunteering Service is able to provide a high quality and varied range of services to HACC organisations within the Logan and Beaudesert Region.



[www.flexisupport.org.au](http://www.flexisupport.org.au)

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Funded by:



- ✂ Referral of Volunteers
- ✂ Quality Training & Skills Development
- ✂ Volunteer Management Support
- ✂ Recognition and Validation of Volunteers
- ✂ Resources and Information Sharing
- ✂ Building Essential Networks

We enhance and support the provisions of Home & Community Care (HACC) services through facilitating and supporting the inclusion of volunteers within their service provision.

For further information visit;  
[www.flexisupport.org.au](http://www.flexisupport.org.au)

## About our Service:

Volunteering Service is affiliated with Flexible Support Services Australia Ltd, funded by Home & Community Care (HACC) to provide specialized services to HACC organisations throughout Logan and Beaudesert local planning areas.

These services are aimed to enhance people's knowledge and experiences in a working environment, build confidence and self-esteem and reduce social isolation while providing optimal support to HACC provider's volunteer programs. Volunteering Service offers information, support and resources in managing a volunteer program, attracting suitable volunteers, sustainability of volunteers, rewards and recognitions and bringing essential and quality training to your area.



## Training:

Volunteers play an active role in supporting consumers within 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 presented by accredited trainers is provided throughout the year that aims to meet the expectation of HACC organisations and volunteers. Information on accredited and non-accredited courses are also available to further enhance the skills and knowledge of the volunteer.

## Referrals:

Volunteering Service promotes people volunteering in the aged care and young disability sector. We recognize that part of sustainability is exploring the person's interests in volunteering, including location and position. Therefore, Volunteering Service interviews and matches people and organisations together. For successful placements, an evaluation is conducted with the volunteer and provider to ensure the needs of the organisation and volunteer has been met.

## Volunteer Management System:

We recognize that volunteers play a more proactive role in volunteering than the previous traditional style of volunteering.

HACC organisations rely on volunteers to support their programs and provide a direct service delivery to their consumers. Therefore, it is necessary to ensure sustainability of volunteers, otherwise unnecessary time and resources can be spent on trying to manage a volunteer program.

Recruiting and maintaining volunteers does not have to be an obstacle. A well planned and systematic approach to implementing a volunteer program, will reduce volunteers leaving, sustain a high number of active volunteers, build healthy staff volunteer relationships, increase service productivity and best practices when working for an organisation and supporting consumers.

