

# HEART & SOUL



*Volunteering is the ultimate exercise in democracy*

*You vote in elections once a year, but when you volunteer*

*You vote every day about the kind of community you want to live in.*

*Marjorie Moore*

## THIS ISSUE:

### CEO MESSAGE

Meals on Wheels

Volunteer meetings

Meals on Wheels

Emergency Procedure

Opportunity Shop &

Foodshare meetings

Cobram Foodshare

Meetings

## CEO MESSAGE

As I complete my first 12 months I would like to thank you all for the commitment to supporting MHA Care that you have consistently demonstrated during this time. I have personally appreciated your openness at volunteer meetings and your willingness to provide feedback on all aspects of our services.

As we move forward in these challenging times I am confident that with your continued commitment and support, MHA Care will be able to continue to deliver our services and supports across the region.

Thank you to those volunteers at the Opportunity Shop who completed our survey. In summing up the overall results were quite pleasing and as mentioned at the last volunteer meeting, and in response to your feedback, in the coming year MHA will work to improving our volunteer recruitment process and practices, deliver some refresher training on Bullying and Harassment, Code of Conduct and Volunteer Rights and Responsibilities.

We are reviewing our approach to pricing items, improve how we gather customer satisfaction, review Opp Shop and Foodshare workforce and roles of staff and volunteers, and continue to improve how we communicate and provide information to you and respond to your valued feedback.

Once again thank you for your support over the previous 12 months and I look forward to continuing to work with over the coming 12 months.

Michael Hogan

CEO



## Volunteer Guide to access MHA Care Policies and Procedures

1. Open MHA Care website

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



2. Click on Employee resources at the top left of the Home page

Click on Employee Resources

3. Click on Employee services Portal (ESP)

Click on Employee Services Portal (ESP). Either Desk top or Mobile site

4. Enter Username:

Volunteer

Enter password:

Volunteer

5. Click on the + symbol to expand the MHA Policy

6. Click on Company policies

## Meals on Wheels Volunteer Meetings

We will be holding volunteer meetings in August to discuss changes to the way in which you can access Federal Government funded services such as Home Care, Personal Care, Meals on Wheels and Home Care Packages & emergency procedures. Please refer to your invitation which is enclosed.

Cobram Friday 7<sup>th</sup> September starting at 2.00pm at MHA Care Office

Nathalia Thursday 30<sup>th</sup> August starting at 2.00pm at Nathalia Senior Citizens Hall.

Numurkah Thursday 30<sup>th</sup> August starting at 10.30am at Numurkah Senior Citizens Hub.

Yarrawonga Wednesday 29<sup>th</sup> August – time and venue to be advised.

## Meals On Wheels Emergency Procedure

An updated Emergency Procedure is enclosed with this newsletter. Please contact Lorraine on 5742 1111 if you have any questions about the flow chart.

## Yarrawonga Community Opportunity Shop & Foodshare Meetings

Thursday 26<sup>th</sup> July starting at 4.00 pm to be held at the main Opportunity Shop.

Thursday 27<sup>th</sup> September starting at 4.00 pm to be held at the main Opportunity Shop.

Thursday 29<sup>th</sup> November starting at 4.00 pm to be held at the main Opportunity Shop.

## Cobram FoodShare Shop Meeting Dates

Wednesday 18<sup>th</sup> July starting at 3.15 pm to be held at the Cobram FoodShare Shop.

Thursday 20<sup>th</sup> September starting at 3.15 pm to be held at the Cobram FoodShare Shop.

Monday 26<sup>th</sup> November starting at 3.15 pm to be held at the Cobram FoodShare Shop.

## Economic Value Of volunteers

Research demonstrates that volunteering yields a 450% return for every dollar invested. Nationally this is an estimated annual contribution of \$290 Billion.

**“Volunteer are not paid – not because they are worthless but because they are priceless.”**

