



LUTHERAN CARE

In Touch, In Tune

VOLUNTEER UPDATE - JANUARY 2021

Welcome to our new look volunteer newsletter!

As you would be aware, we are in the process of rolling out a rebrand and our new name is Lutheran Care. You can read more about this in Rohan's message on page 2.

As we start a new year of volunteering at Lutheran Care, it would be remiss of me to not acknowledge the struggles and successes of 2020.

I could not be prouder of the way you have all conducted yourselves over the past 12 months.

The heart you have shown for our organisation continues to inspire me.

Thank you for all the work that you continue to do to support Lutheran Care.

I hope this newsletter finds you well and that this provides you with the important information you need going into the year ahead.

Renee Stevens
Volunteer Coordinator



Mary Young and Jual Hill at the recent Community Visitors Scheme volunteer lunch.

A Belated Celebration

Slowly but surely the trees have been taken down, the baubles packed into boxes and the Christmas lights packed away for next year. The leftover ham has finally been eaten and gradually we begin to remember to write 2021 at the end of the date.

On January 20, there was a belated Christmas spirit in the air at the Community Visitors Scheme Metro Volunteer Christmas Lunch, which was postponed due to COVID-19 restrictions.

Around 20 volunteers enjoyed a lunch at Para Vista Lutheran Church, which was prepared by another group of dedicated volunteers who feed the disadvantaged in the local community. The meal was

delicious and the chatter of volunteers who had been reunited after a very strange year of community visiting was buzzing around the room.

We celebrated Jual Hill on her 10-year anniversary of volunteering with the Lutheran Care CVS program and we also acknowledged Brian Abbott's 29 years of service. Brian is our longest serving volunteer and a member of our first group of CVS visitors.

CVS volunteers are truly gems that glow in the lives of who they visit. What a perfect way to thank and acknowledge every volunteer's hard work and adaptability in 2020.



New Lutheran Care Policy and Code of Conduct

There are two new important documents that have been introduced in relation to working and/or volunteering at Lutheran Care.

Child Safe Code of Conduct

Lutheran Care is committed to the safety and wellbeing of children and young people and this new code of conduct strengthens our commitment to being a Child Safe organisation and supports our employees/volunteers to understand the expectations of working safely and respectfully with children and young people.

Risk Management and Support of Staff as Foster Carers Policy & Procedure

An existing employee or volunteer of Lutheran Care may be, or may wish to become, a foster carer in their personal capacity. As there is a high potential for conflicts between their responsibilities as an employee/volunteer of LC and their responsibilities as a private foster carer, this policy and procedure has been developed to manage the risks and support you in this dual role.

If you think this new policy might apply to you, please talk to your line manager as soon as possible, so they can support you to work through the requirements of the policy and procedure.

All employees and volunteers will be required to read and agree to the requirements of these two documents. This process will be managed through the Better Impact volunteer management database (instead of asking everyone to print and sign paperwork). The documents will also be available on our Information Centre.

You will receive an email with further information and instructions from Renee Stevens, Volunteer Coordinator, in the coming weeks. In the meantime if you have any questions please don't hesitate to contact us.

From the Chief Executive Officer

Dear volunteers,

I would like to share some exciting news about Lutheran Community Care's new public image.

Founded 50 years ago on the principles of the Lutheran Church, we continue to be champions of advocacy and equity, serving those most vulnerable or in need within our community.

As part of this journey, the organisation has continued to evolve to meet the needs of an ever-changing sector and the growing demand for increased services.

Over the next few months, we will be transitioning our name and brand identity from Lutheran Community Care to Lutheran Care. We expect a full transition to the new brand to be complete by March 2021.

This new iteration of the brand will be accompanied with a new logo/icon representative of who we are, a vibrant colour palette and a comprehensive expansion of our service offering.

Although our name will change, our commitment to our values, vision and mission will not change. Ours will continue to be a powerful and persistent voice for the voiceless.

We hope you share in our excitement as we look forward to offering more comprehensive details about our rebrand over the coming months.

Kind regards,
Rohan Feegrade



IN TOUCH, IN TUNE



Working with Children Checks

Thank you so much to the vast majority of volunteers who now have their Working with Children Check in place. This has been a big job and it is fantastic to note that we are very close to having 100% compliance in this area.

If you know that your check is out of date, or you require assistance in applying for a new one, please contact Renée Stevens for assistance.

Op Shops Sign In and Out

The majority of our shops have been trialling our new sign in/out system. The feedback so far has been great and we are so thankful for how willing you have all been to get on board with this new process.

This system will replace the volunteer sign in books at our shops and will allow volunteers to sign in and out of their shifts using a barcode. Here are the pros of this new process:

- It's quick
 - It's secure
 - It will automatically record volunteer's hours. This has previously been a manual process which takes many hours of work
 - It provides us with accurate records should COVID-19 contact tracing ever be required
- A reward system for volunteer hours is being implemented to further assist us in recognising our team for the amazing work you all contribute.

Contact Details

Volunteer Coordinator

Renee Stevens
Tuesday, Wednesday, Thursday
8269 9300 or 0437 836 134
rstevens@lccare.org.au

For all COVID-19 enquiries, please contact:

Executive Manager People & Culture
Michelle Keane 8269 9300 or
0411 810 235
mkeane@lccare.org.au

All volunteers have access to the services of our Employee Assistance Program providers.

Life Design, Counselling and Education

8373 6326
bgabriels@adelaide.tabor.edu.au

www.tabor.edu.au

Cognition - South Australia

8373 2688
psychologists@cognition.com.au
www.cognition.com.au

Update Details Survey

Our database not only allows us to securely store volunteer files, it also allows us to collect statistical data from new volunteers which we utilise for reporting and funding purposes.

Some of these details we have been unable to collect from our existing volunteers.

Therefore we have enlisted the help of a volunteer project worker, who will be

updating records for our existing volunteers to the best of our ability. We will be collecting this data via a simple survey.

Please complete this as soon as you can upon receiving it, as our project worker has started and is eager to get this work under way.

You can access the survey here: <https://www.surveymonkey.com/r/629JDMD>