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your stories

## What's across my desk?

At the end of this month I will celebrate my one year anniversary since commencing with People Who Care. In reflecting over the last twelve months, I am delighted by the progress we have made to maintain services to our clients at a high standard, and am in awe of the privilege to work with a team of highly committed, generous, good hearted and willing volunteers and staff to help us meet our obligations as a service provider.

A new broom sweeps clean as they say, and even in the thrust of many changes brought about by a new General Manager, the people who are employed in or volunteer in our services have embraced the changes so positively. This is a wonderful characteristic not always found in organisations.

Our spacious north office in Wangara is now fully operational with staff and volunteers happily relocated and an open day is planned for December. The Wangara Op Shop is open for business Monday to Friday and doing a fairly successful trade. We would like to extend our opening hours over the weekend during the Wanneroo market trading hours and are currently seeking volunteers who may be interested in giving time in the Op Shop on the weekends. If you are interested, please contact Sam Hrubos, our Volunteer Services Manager, on 1300 739 319. On a related note, our Guildford Op Shop will get a small facelift to appeal to a broader market with updated shop fittings and displays.

One of our new services will be the introduction of a hair salon and treatment centre located at the Guildford site which will offer the services of a local hairdresser

providing low cost hair dressing for seniors and health checks by our neighbours, Medicare Local. We anticipate these services to be operational in early 2015.

This time of year most businesses are preparing for the Christmas holidays and we are no different. We know that many of our clients are unable to get to the shops unassisted and likely will struggle without transport support over the four day period. This year we will be providing a shopping bus service on Saturday, 27 December for any clients who need to get to the shops after the two day public holiday break. Depending on the interest from clients to use this service this year, we will operate the service each year.

Our transport services, through Swan Taxis, will also operate on Christmas and Boxing Day for those who need to get to family for a Christmas gathering. If you need any transport during this time, please tell your coordinator who will make the transport arrangements.

As we end the year, our strategic planning activities gain momentum with the Executive and Board of Management working towards preparing the organisation for its next three year journey in a time of unprecedented aged care policy reform and the largest ever numbers of people seeking support to stay at home.

Finally, I wish each of you a happy and safe Christmas, and extend a warm welcome to our new volunteer and staff members and hope you enjoy working in the People Who Care family.

*Ali White -  
General Manager*

If you have a story  
that you think would  
enhance the next edition  
of InTouch, send it in  
by post or email to  
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Welcome to the latest issue of In Touch, the newsletter that keeps People Who Care's employees, volunteers, supporters and clients up to date with all that is happening in the organisation.

## Eli Lilly Cooks up a Storm!

Wow! What an awesome day was had by everyone who attended the Roast of The Month Day on Thursday, 2nd October, with our Corporate group – Eli Lilly.



Everyone celebrated in style with a joint celebration for North and East clients. The entertainment was amazing as always when Ian comes to play. I even heard a voice or two singing along with the beat.

The food was lovely and the smells wafting upstairs were very inviting indeed.

I think the best bit of the day for me as a bystander was listening to the laughter and competition emanating from the room when the quiz started. It was table against table and it was great to see everyone being involved.

Lucky for everyone I was not on a team, as quizzes are definitely not my forté.

Our sincere thanks to Eli Lilly for making the day so successful and we hope you had a great day too!

*Samantha Hrubos -  
Volunteer Services Manager*

## Have A Go!

The Marmun Yorga Elders Gathering Group and Mirambeena Leisure Centres enjoyed a day out at the Seniors Recreation Council's "Have A Go Day" on the 12th November. Held at Burswood Park, the day included many activities and events.

We enjoyed watching dancing, talking with people and having a great time. I especially enjoyed having photos taken with one of my favourite players from the Eagles football team, the greatest ruckman of AFL, Dean Cox and the Eagles mascot Ricky Eagle, which made my day.

*Muriel Bowie*



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Thank you

# International Association of Volunteer Effort (IAVE) Conference 2014

Recently I was lucky enough to attend the 23rd International IAVE World Volunteer Conference on 17 – 20 September 2014 proudly hosted by the City of Gold Coast.

The International Association of Volunteer Effort (IAVE) is a global network of volunteers and volunteer organisations, national representative organisations and volunteer centres and exists to promote, strengthen and celebrate the development of volunteering around the world founded in 1970 by a group of volunteers.

The Hon. Michael Kirby AC CMG, delivered a fantastic keynote address - one that received a standing ovation and was all the rage on social media posts throughout #IAVE2014!

More than 500 delegates from 50 countries participated in the program. The main program followed the Youth Conference 15 – 17 September where there was a particular focus on social entrepreneurship, digital tools for changes, and volunteering as a pathway to employment.

The Conference not only focused on current models of volunteering but importantly the future of volunteering. In an age where communication technology promotes global community interaction, volunteer effort is at the forefront of bringing about positive change.

## “There is no retiring in volunteering.”

This quote came from Dr Kang-Hyun Lee, outgoing president of IAVE. While it caused laughter from the crowd, it also struck a chord. Volunteers are a resource that is not depleted after a single transaction. Their value only continues to grow, and may be one of the most important solutions to local and global issues facing us now and into the future.

I thought I would just finish off with another couple of quotes that I heard along the way. They both really struck a chord with me.

**“Every movement that we know of in this world has started with a voluntary action.”**

A Mukwashi

**“A true test of a volunteer is to stand up for unpopular causes and the marginalised.”**

Hon Michael Kirby

The conference was a wonderful event and it was inspiring to hear the stories and network with the other volunteers and volunteer involving agencies on a large scale. It was also nice for me to hear from other organisations and see if we are really hitting the high notes with how we deliver our services and look after our staff and volunteers.

**Sam Hrubos –**  
Volunteer Services Manager

## Volunteer Coffee Club with a Twist

Recently during the monthly Volunteer Coffee Club, training was delivered on Bullying and Harassment. It was a great way to deliver training to volunteers who are normally out and about in their roles in a social and supportive environment.

The training session outlined what harassment and workplace bullying is, and what to do if the behaviour occurs.

Although the topic can be quite confronting, the training session highlighted the importance of the topic and emphasised that –

**“We all have a responsibility to treat each other appropriately.”**

The training was delivered to volunteers at all People Who Care regional offices and the feedback was really encouraging. We will be introducing further training in the future for our very valuable volunteer workforce.

**Sam Hrubos –**  
Volunteer Services Manager

## New Staff Member

Hi everyone. It's a pleasure to introduce myself. My name is Karen Harkess and until August this year, I got up every morning and put on my slippers ... now I put on my work shoes for my job as Corporate Services Support Officer at the Guildford Office.

I came to Western Australia from the Gold Coast as a specialist in swimwear design. I worked as a teaching aide for the Mosman Park Deaf School for a while before returning to my career in swimwear and I had my own business as Barely Midnight designer label and produced one-off pieces made of oilskin fabric for the Olympic Games in the USA. I have had many years experience in Fashion Shows for Spring/Summer ranges for WA Fashion Week and FIA Australian Fashion Awards in Sydney.

I continued to work until I had my second daughter and took a break from work to raise and care for both my children on my own.

I have a strong interest in Kung-Fu and have spent five years full time earning a Black Belt/First Degree Red Belt. I achieved the title Si Jare Karen of Malcolm Sue Kung Fu School. I have also done Tae Kwon Do Yellow Belt with Linda Low.

I love riding motorbikes and I am working towards getting my licence.

After raising my children, I decided to think about my future career and began retraining at TAFE in the financial field. I come from a family of accountants/business and I really enjoy the challenges that come from working in this area. I have been studying Certificates in III Business,



III Business Administration, IV Bookkeeping, and IV Accounting and am currently studying towards a Diploma of Accounting.

One more thing about me is that I was born with Rubella and as a result I am completely deaf. With the aid of learning to lip read and technology available to me, I am able to communicate and understand. Nothing holds me back from achieving everything I aim to do.

The job I am doing at People Who Care is challenging but rewarding as I have learnt so much everyday and love being part of such a valuable organisation.

**Karen Harkess –**  
Corporate Services Support Officer

## What's new from The Board

Thank you to all our volunteers and visitors who attended the AGM in the very beautiful venue at Hillarys Yacht Club.

Our Board Member elections returned four members for four vacant positions and we extend a very warm welcome to our new Board members Andrew Allsop, Shane Hamilton and Oscar Aamodt and our returning Board Member Cecilia Broderick.

As we prepare for Christmas, our Board is continuing to advance the draft of the Strategic Plan to bring us through the next three years



Oscar Aamodt



Andrew Allsop

of growth in a very exciting phase of aged care change. We look forward to presenting this to you in early 2015.

On behalf of the Board of People Who Care, we would like to extend our warm wishes for a safe and happy Christmas to all.

**Ali White –**  
General Manager

## Christmas Closure

People Who Care Offices and Op Shops will be closed over the Christmas period on December 25 & 26 2014 and January 1 & 2, 2015.

We wish you a happy and safe Christmas.



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