



NATIONAL VOLUNTEER WEEK

AN ADVERTISING FEATURE

Help as close as the phone

Each year about 45,000 Tasmanians phone Lifeline on 13 11 14, with these calls answered by dedicated and highly-trained crisis support volunteers nationwide.

Lifeline Tasmania chief executive Debbie Evans says there are 64 telephone crisis support volunteers in the state and the service is aiming to reach 100 volunteers in the next 18 months. But it is not as simple as putting out a call for new volunteers and getting them onto the phones immediately.

“Our crisis support volunteers have to undergo more than 170 hours of training before they can become accredited,” Ms Evans said.

“They go through a rigorous process including e-learning, workshops, role-playing, supervised shifts and assessments over a 12 month period.”

Jessica (not her real name) has been volunteering with Lifeline Tasmania for more than two years.

“It was after my children had grown up and left home and I felt like the timing was right to give back to the community,” she said.

Still working full time, Jessica says she was fortunate that her workplace was supportive of her commitment to Lifeline.

“It’s been easy for me to work around both my personal life and work life knowing that I have secured a regular shift.

“But during this time, self-care and self-awareness has become really important to be able to maintain my role as a crisis supporter.

“As a result there are some weeks where I realise I may not be available to go on the phones and need a break.”

Jessica says the experience

has taught her a lot about herself and the way she interacts with people — and that volunteering is a two-way street.

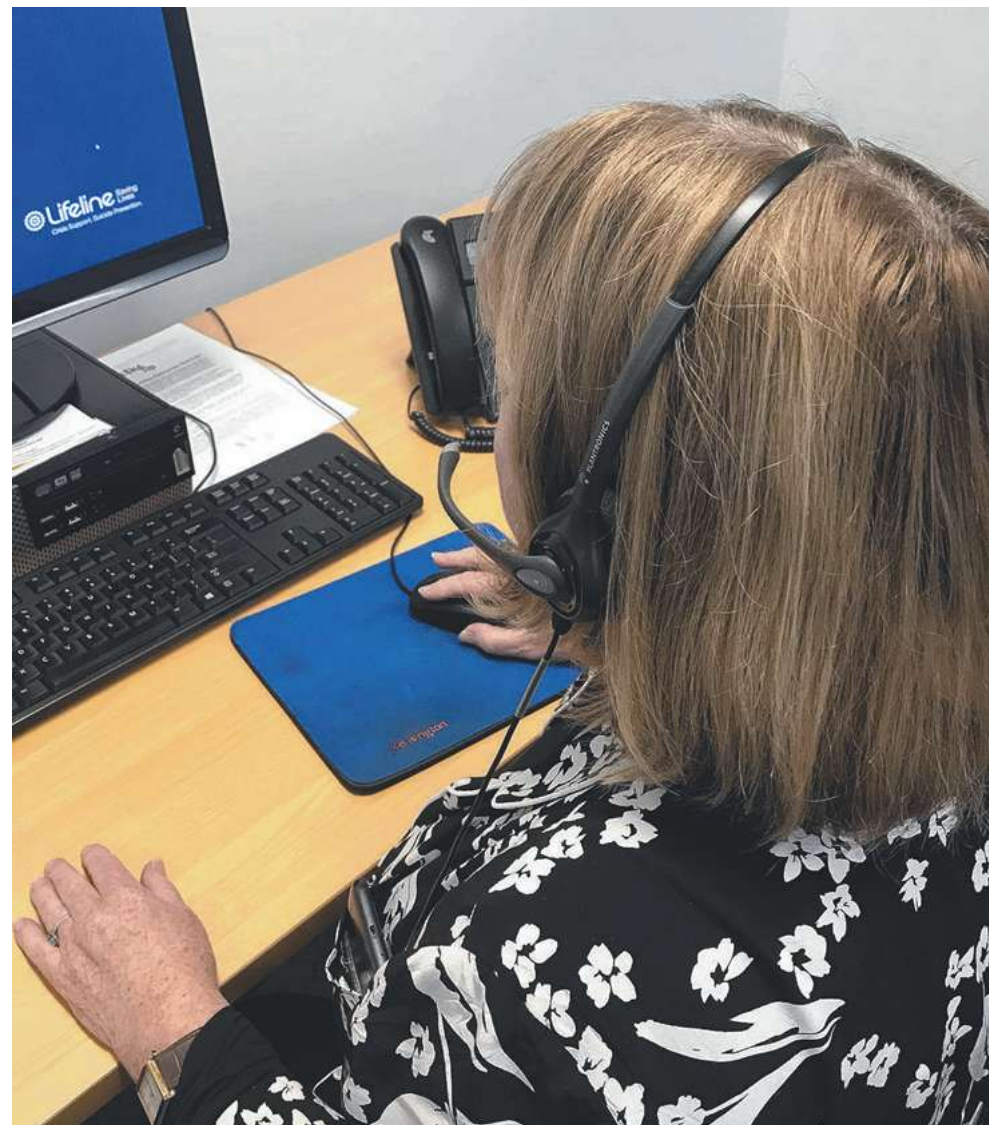
“I feel like I have gained a lot of benefits, whilst being able to support help seekers.

“The professional and personal support provided by the Lifeline Tasmania team is outstanding and I never feel alone.

“Whilst a volunteer role like a crisis supporter is not for everyone, I do encourage those people out there considering it to inquire. It just makes you a better person.”

Semester 2 crisis support training starts next month. For information about how to apply, email volunteers@lifelinetasmania.org.au

If you are in crisis you can call Lifeline 24 hours a day on 13 11 14.



CRISIS SUPPORT: A local Lifeline volunteer taking a call.

Growth in sector brings home importance of volunteers

WITH the rising demand for quality community care in Tasmania, South Eastern Community Care (SEC Care) has experienced significant growth over the past 24 months.

SEC Care chief executive Helen Pollard said this growth has reinforced the importance of their volunteers, especially for the continuation of their volunteer-run transport service.

“Many people in our communities rely on our volunteer-run transport program to seek the medical treatment they need to remain fit, healthy and independent in their homes,” Ms Pollard said.

“Without our volunteers, our transport program would not exist and people living in isolated areas would be forced to pay hundreds of

dollars for taxi fares they cannot afford.”

Ms Pollard said National Volunteer Week was a time to thank the volunteers who selflessly commit their time to their community.

“Our volunteers are an integral part of our organisation — they help us fulfil our mission of supporting our communities to enjoy the life they want to live,” Ms Pollard said.

Looking to the future, Ms Pollard said the state’s ageing population will increase the demand for transportation and social support in Tasmania.

“We are always looking for people who want to give back to their community through volunteering, especially as the demand for community-run services continues

to grow,” Ms Pollard said. “The time committed to volunteering is an individual choice, and can be weekly, fortnightly or even just once a month.

“SEC Care also welcome volunteers who may wish to support the functioning of our Day Centres located in Brighton, Orford and Sorell.

“SEC Care Day Centre volunteers make a positive difference by assisting clients with activities, morning and afternoon teas, lunch, as well as engaging in conversations and providing company.”

For more information on volunteering at SEC Care, phone 6269 1200, or visit secommunitycare.com/volunteer/



CARE CREW: Volunteer drivers Rex Bolton and Tony McGuinness drive clients to and from non-urgent medical appointments.



Give back to your community

CTST - Community Transport Services Tasmania Inc. have expanded their service and are looking for new drivers. You'll have the opportunity to get out and about, see our great state, meet new people and give back to the community. We are an approved Voluntary Work Organisation that can meet your Mutual Obligation Requirements!

Phone: 1800 781 033 | info@ctst.org.au | www.ctst.org.au

THANKS TO OUR VOLLIES!

Whether it's tackling a bushfire, attending a road crash, responding to a house fire, or supporting those on the frontline - day or night, our 5000 dedicated and skilled members make an enormous contribution to the Tasmanian community whenever their help is required.

We thank our volunteers, their families, and their employers for their generosity and understanding.

Together, we all help to make Tasmania a safer place.

Chris Arrol
CHIEF OFFICER
Tasmania Fire Service



Tasmania Fire Service