

VOLUNTEER HOST ORIENTATION INFORMATION



Creating Opportunities & Choice

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INTRODUCTION TO INTERCHANGE OUTER EAST

IOE STRUCTURE

Interchange Outer East members operate through a hierarchical support system. It is the responsibility of any member of the hierarchy to support any group or individual in an above position.

IOE HIERARCHY

Family/participants

Volunteers

Casual staff

Program workers

Coordinators

Team leaders

Managers

Executive Officer

Board of Management

PROGRAMS AND SERVICES:

Volunteer Host program
Specialised care
Youth Group
Purchased care
School holiday program
Family support
Case management
Camps/holiday respite
Sibling support
Children's recreation
10-13 recreation
Adult services
Volunteer program
Disco
ACTIV8 outreach
After Work Social Club

About Us:

Interchange Outer East (IOE) is a community based non-profit organisation that provides support to families who have a child or young person with a disability, living in the outer eastern region of Melbourne.

Established in 1982 as a single respite care service for 15 families, IOE has grown and now has almost 900 families registered.

Interchange's core function is the provision of support to children and young people with disabilities and their families.

Through volunteering, Interchange also creates opportunities for community members to meet people, enhance their skills and develop a connection with their community.

Vision:

Creating Opportunities and Choice.

Values:

IOE is committed to working within the Human Rights framework of dignity, respect, equity and freedom.

- IOE has an absolute focus on the involvement and participation of families as a whole in services and the future development of the agency.
- IOE is committed to developing community capacity through links with community agencies and developing opportunities for groups and individual members of the community to be involved in the service.
- IOE is focused on the importance of volunteers in the agency in regards to current service provision and the future of the agency.
- IOE will work positively to reduce unnecessary restrictions on people who access the service.
- IOE is focused on providing a safe and secure environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse of vulnerable people.
- IOE recognises the Wurundjeri people and the Kulin nation as the traditional owners of the land that Interchange Outer East operates on.

VOLUNTEER HOST POSITION DESCRIPTION

Role Description

Volunteer host carers provide respite to a family with a child with a disability. They are matched with a family and their child and care for that child as arranged with the family, i.e., one weekend a month.

Duties

- To cooperate with the Host Coordinator to ensure all assessment information is provided (police check, WWCC, home visit).
- To participate in any necessary training.
- To be clear and honest in their ability to commit to the program.
- To willingly accept advice and support from the Host Coordinator.
- To accept and abide by relevant IOE policies.
- To inform the host coordinator of any concerns regarding hosting.
- To maintain regular contact with the Host Coordinator to discuss progress of the match.
- To inform IOE of any changes in your living situation that may have implications for hosting, eg., change of address, new people living at your house, etc.
- To submit a Host Record of Hours form as soon as possible after you have cared for your host child.
- To maintain an up to date Working With Children Check.

Core Responsibilities

- To exercise a duty of care and accept responsibility for the care of the child that you are matched with, during host visits.
- To follow all medication schedules as detailed on the appropriate medication form.

- To be aware of all the care needs of the child you are caring for.
- To inform the family about any issues or concerns in regards to the child's care needs.
- To seek advice from the child's family or IOE about any concerns or difficulties encountered while caring for the child.
- To maintain a safe environment for the child you are caring for.

Responsibilities to the Family

- To regularly communicate with the family about the progress of the match.
- To develop an open and honest relationship with the family.
- To ensure that all information received from the family and from IOE about the family is treated in a confidential manner.
- To understand and respect the family's beliefs and practices concerning the care of their child.
- To communicate with the family about your availability to care for their child.



RIGHTS AND RESPONSIBILITIES

What hosting means for:

Hosts:

A new family member, new experiences, an appreciation of their own family life. Positive feelings of overcoming doubts and challenges and from knowing that they are making a difference.

Child:

Different experiences and new friendships. Acceptance and love from another family and a break from home.

Family:

A break from the carer role, time to unwind and enjoy those things in life that may be restricted when their child is home. Quality time to spend with other children and partners.

Community:

A stronger community. Greater awareness, tolerance, understanding and acceptance of differences in people.

Jacob has genuinely become part of our family. My boys treat Jacob as if he is their brother and he fits in very easily with anything we do.

- Erin, Host Volunteer

Rights of Host Volunteers

- **FREEDOM;** To be accepted for who you are regardless of ability, age, gender, geography, cultural background, sexual preferences or life choices.
- **RESPECT;** To be shown respect in all activities you pursue and for your opinions to be valued and listened to.
- **EQUALITY;** To be treated as an equal by everyone and feel appreciated and a valued member of the agency.
- **DIGNITY;** To only have reasonable demands placed on you and be able to say no to tasks you feel uncomfortable with.
- **FUN;** To enjoy being a volunteer.
- **SAFETY;** To feel safe and supported during your involvement with IOE.
- **SUPERVISION;** To be given a clear job description and offered ongoing supervision and support.



RIGHTS AND RESPONSIBILITIES cont.

Responsibilities of Host Volunteers

- Keep the person in your care safe from foreseeable harm.
- Be aware of all relevant information about the person in your care; make sure you have read their support information .
- Ensure that whoever you are supporting travels safely in all vehicles. All vehicles must be registered and you must hold a valid driver's licence.
- Do not under any circumstances use illicit drugs while you are hosting and keep alcohol to a reasonable limit; your blood alcohol limit must remain below 0.05%.
- Do not smoke cigarettes in the presence of any person in your care.
- Use appropriate language when talking to, and in the presence of, the person in your care.
- Seek assistance and/or ask questions of the family or coordinator where required.
- Make the time you spend together as enjoyable as possible.
- Be patient.
- Encourage independence of the person in your care.
- Treat the person in your care the way you would like to be treated.
- Be reliable.
- Alert a staff member and your host person's family of any issue, such as injury to yourself or the person you are hosting.
- Communicate with your coordinator about any concerns you have in regards to hosting.
- Keep a balance in your life; do not overwork or over commit to hosting.
- Keep information confidential. Do not use identifying information when talking about the person in your care.
- Ensure that nothing you do can be interpreted as abusive; sexually, emotionally, physically or verbally. We do not tolerate bullying or harassment.
- Follow medication schedules for the person in your care, in accordance with the Interchange Outer East medication policy.
- Regularly communicate with the family about the hosting arrangement and arrange times for hosting visits.
- Respect the family's beliefs and practices regarding the care of their child.
- Submit a Host Record or Hours form after each visit.
- Inform Interchange of any changes to your living circumstances that may impact your hosting, for example your partner moving in with you, or changing addresses.

Did you know?

Host volunteers contribute over 7000 hours to Interchange Outer East per year. If we were to pay casual carers for this time, the cost would be around \$200,000 per year!

TRAINING

Specific Training:

Specific training is the most vital form of training for all new hosts.

The level of specific training needed for each child will vary depending on the child's level of disability and individual needs. Specific training needs to cover all aspects of a child's care, eg, Lifting, meal time, assistance with seating positions, medical needs and medication.

Where required, specific training is provided to the host by the family on the needs and care requirements of their individual child. This needs to be a hands-on experience, so we encourage the family to let the host work with the child under their instruction/supervision until the needs and care requirements of the child are understood.

Other people in the child's life may also be able to assist in providing additional information.

IOE Training:

Volunteer hosts are welcome to attend any training that is conducted by IOE, such as medication training, manual handling training, etc. Check the website for upcoming training.

INFORMATION FOR HOSTS

Host Reimbursement

Host families may be reimbursed a small amount for the time that they spend hosting, based on the hours of hosting provided. This is fully paid by IOE annually at the end of the financial year. Hosts need to complete a Host Record of Hours form for each period of hosting.

Ongoing Support

The IOE Host Coordinator will contact hosts every few months to see how the match is going and to discuss any issues or concerns. The Host Coordinator is available to be contacted during business hours for support or general chat about the host match.

After Hours Phone

The IOE after hours phone gives hosts 24 hour access to an Interchange staff member in the case of an emergency. Please do not text the pager, as this may not be received. Phone the emergency pager on **0439 883 667**.

Insurance

The insurance provided by the Department of Human Services for, and on behalf of, Interchange Outer East includes three policies relevant to the management of the association.

Public Liability

Public liability indemnifies the agency against legal liability for personal injury and/or property damage claims made by members of the general public and program participants of IOE, as a result of an accident occurring in connection with the business of IOE.

Property Damage

This covers IOE volunteers for property damage caused by acts of malicious damage or theft, or accidental damage, caused directly or indirectly by the persons being cared for. This is valid provided that the property is owned by or is the responsibility of the volunteer and is being used by the volunteer in conjunction with authorised activities, and that the damage occurs while the volunteer is engaged in activities authorised by IOE or while travelling to or from the location of such activities. The property is insured for replacement value. Money, jewellery and the like, are insured up to \$500 or higher if insured elsewhere. Therefore, if you have jewellery or the like valued greater than \$500, it would be advisable to arrange your own insurance or restrict access while volunteering.

Professional Indemnity

This covers the agency against third party claims resulting from any action, error or omission for which the agency is legally liable.

The IOE Community

Host families are invited to attend any Interchange family days, social occasions or training sessions.

Emergency Procedures

All hosts need to have a copy of the emergency contacts for the child's family while they are in the host's care.

Contact procedure:

- 000 emergency services (if required)
- The parent's home or mobile numbers
- Emergency contacts or two relatives or friends, supplied by the parents
- Interchange Outer East emergency pager
0439 883 667

If a serious incident occurs while hosting, the host may be asked to complete a Department of Human Services incident report, with assistance from the Host Coordinator or another IOE coordinator.



Information Provided to Hosts

The following information will be provided to hosts once a host match has been made. If unsure about anything contained in this information, simply contact the Host Coordinator.

Support Information

Hosts will be provided with the child's up-to-date support information. This includes individualised information on the child's needs.

Emergency Contacts

When a host match is made, hosts will be provided with emergency contact information, detailing who is to be contacted in the case of an emergency. This will usually include contact information for the parents, as well as two friends or relatives.

Medical Information

The child's medical information and details including medication schedule, method of administration and doses.

Authorisation Form

A form that states that parents of the host child grant permission to the hosts to provide any necessary emergency medical care and to administer the child's medication.

Did you know?

You can keep up to date with Interchange Outer East through our website or Facebook page. Check out: www.ioe.org.au or like us on Facebook!



BEHAVIOUR STRATEGIES

Understanding Behaviour

All behaviours, whether viewed as positive or negative, have a purpose. They actually represent ways that the child has gained some control over their life, in a world where they usually have less control than those around them. It is up to us to provide them with a more acceptable and efficient means to have a say in what happens in their life.

Our role is to identify the child's strengths, have positive expectations and provide them with opportunities to develop these strengths and skills. In turn, the child has positive and valued experiences and is also provided with acceptable means to have their say.

Remember to think about what the child can't do, as opposed to what they won't do. This can help turn undesirable behaviour into a learning experience, rather than a power struggle. Try to think constructively and positively, rather than looking for opportunities to find fault or place blame.

DO...

- Make sure you have the child's attention before speaking to him/her.
- Use simple, concrete language, short sentences and easy to follow instructions.
- Take a positive approach
- Give the child some advanced warning of what you will be asking him/her to do.
- Praise good behaviours.
- Make sure that you choose strategies and limits that work within the child's disability.
- Be CONSISTENT

Rules of Thumb

- Remain cool.
- Separate the behaviour from the person.
- Focus on the present/future, not the past - what do you want the person to learn from this situation?
- Use the least restrictive method to stop the behaviour - this allows the child as much responsibility as he/she can handle to control their own behaviour.
- Don't nag.
- Only give choices if you will accept the child's choice.
- Be consistent.
- Avoid power struggles; if you can't avoid them, use the least amount of power necessary.
- Follow through; if you can't follow through, don't start. Don't offer promises or consequences that you don't intend to follow.

DON'T...

- Give commands/threats that you don't intend to enforce.
- Give more than one instruction at a time.
- Set unrealistic standards.
- Use unnecessary power struggles for coping with minor misbehaviours.
- Lecture the child.
- Use future threats or try to extract promises from the child .
- Confuse the child.

RESOURCES

Meeting a Person with a Disability

- Be yourself; treat me as you would anyone else you meet.
- Respect my right to let you know what kind of help I need.
- If I have a visual impairment, ask if you can help. I may take your arm for guidance.
- Be considerate and patient; I might need extra time to do or say things.
- Talk directly to me, not to the person who might be with me.
- Please don't push my wheelchair without asking. Let me tell you how to push my chair in tricky situations.
- If I am having trouble getting my message across, please don't try to finish my sentences or guess what I am trying to say...let me have a go.
- Remember that I have many interests other than those associated with my disability. I'm a person just like anyone else, I just happen to have a disability
- Even though I have a disability, you will be amazed at what I can achieve!

Parks and Playgrounds

- Tim Neville Arboretum: Dorset Rd, Boronia
- Carrington Park Reserve: O'Connor Rd, Knoxfield
- Bayswater Train Park: Jim Abernethy Memorial Dve, Bayswater
- Rowville Community Centre Playground: Fulham Rd, Rowville
- Lillydale Lake Park: Swansea Rd, Lilydale
- Seville Waterplay Park: 10 Monbulk-Seville Rd, Seville
- Croydon X and Y Space: Mt Dandenong Rd, Croydon
- Ringwood Lake Park: Maroondah Hwy & Mt Dandenong Rd
- Emerald Lake Park: Emerald Lake Park Rd, Emerald
- Glen Park Reserve: Glen Park Rd, Bayswater
- Montrose Park: Mt Dandenong Tourist Rd, Montrose
- Ferntree Gully Playground: Lyndale Ct, Ferntree Gully

Useful Websites

- Autism information: www.amaze.org.au
www.autismspectrum.org.au
- Down Syndrome information: www.downsyndromevictoria.org.au
- Cerebral Palsy information: www.cpsn.org.au
- Epilepsy information: www.epilepsy.org.au
www.epinet.org.au
- Supporting siblings: www.siblingsaustralia.org.au
- News, games, recipes, activities www.pinterest.com/interchangeoe
- Accessible Melbourne free ebook www.lonelyplanet.com/accessible-melbourne
- Interchange on Facebook: www.facebook.com/InterchangeOE
- Things for kids to do in Melbourne: www.littlemelbourne.com.au

SENSORY FUN

Cornflour Slime

Playing with Cornflour Goop is an activity that can be enjoyed by children of all ages, and can assist in the development of both cognitive and fine motor skills.

It is a strange substance that will leave children fascinated as it feels quite firm when picked up, but then quickly becomes liquid and streams between little fingers. This easy to make recipe is sure to provide a wonderful sensory experience and hours of messy fun!

Ingredients

2 packs of cornflour
2 cups of water
Food colouring

Method

1. Mix cornflour and water together in a large container
2. Add food colouring if desired
3. Add hands for messy fun!

Recipe Notes

Make a few batches of different coloured slime so that children can experiment with colour mixing!

Experiment with changing the consistency by adding more water, or more cornflour to the mixture.



DIY Play Dough

This makes enough for 2-4 children to have a good sized lump to play with. Keep it in the fridge in a sealed container and it lasts for six months or more.

It is just as good as commercially produced play dough and a lot cheaper. Why not experiment with mixing colours!

Ingredients

1/2 cup salt
1 cup plain flour
2 tbs cream of tartar
1 cup water
1 tbs oil
3 drops liquid food colouring

Method

1. Mix all ingredients together in a medium sized saucepan.
2. Stir over heat until dough is pliable.
3. Allow to cool and store in a well sealed plastic bag or container.

Recipe Note

Three drops of colouring is an estimate - please adjust to your liking.







INTERCHANGE
OUTER EAST

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E: ioe@ioe.org.au **W:** www.ioe.org.au

Emergency After Hours Only:

0439 883 667