



# Volunteering at NRCHC

## A fresh new year

How quickly the summer break has come and gone. A fresh new year is here with lots to do.

It seems like only yesterday I was meeting most of you, however, it's been a year since I commenced here!

Thank you to all of you who tirelessly work in the Volunteer Program, sharing your skills, time and sense of humour with staff and participants. You do make a real difference! Your feedback about the Program is also always welcomed and I hope that it continues.

You will notice that there is a **Volunteers Newsletter Feedback Survey attached** to this edition of the newsletter. It is really important that we receive your feedback so we can develop

it and make it into something which includes your ideas. **Please fill Survey and return to me by 18 April.**

I want to take this opportunity to say a big thank-you to Volunteers who attended the QICSA consultations: Cathy, Colin, Keith, Jack and Loraine—your input was invaluable. Thank you also to Colin, Tran and Quinh who assisted at the Tet Festival—thank you for offering more of your time.

Wishing you all a fantastic year ahead and I look forward to reading your responses on the survey!

*Selma Sali*

*Volunteer Program Coordinator*

## Volunteer Profile — Anh Nguyen

Anh has been volunteering in the Richmond Vietnamese/Chinese Women's Group as well as the Swimming Group at NRCHC for over 8 years. Anh is very "dedicated to volunteering" and says she "really enjoys it and it makes her very happy". Anh says that her role includes assisting the Groups' Coordinator, Lan, with keeping a list of participants names, setting up the food and collecting the participants fee for

the Groups. Anh has found that volunteering has improved her health dramatically and would love to participate in more volunteer work as it



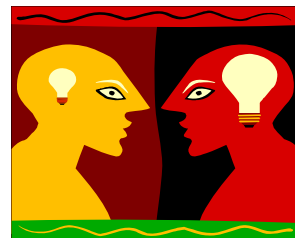
is necessary for the community. Anh says that volunteering makes her

feel valued as she always receives positive feedback and appreciation from the Groups participants and from Lan.

Lan adds that Anh always comes in early to prepare for the Group, is diligent and very reliable and feels comfortable knowing that the Group will run smoothly, even when she is away on leave, in Anh's capable hands.

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All revolutions start with volunteers.

*Susan J. Ellis*

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## Training Opportunities

Got some spare time on your hands? There is some great free training available in exchange for a few hours of your time.

### **Know what to do in an emergency!**

There are a variety of first Aid courses available, whether you need to obtain a new certificate or refresh an outdated one or learn how to do CPR in just 3 hours! Courses are available on weekdays, evenings and on weekends. Be quick - these courses get booked very early on!

### **Excel (intermediate)**

A great skill to have, with so many uses! Take the next step to make work faster by learning how to format cells adjust worksheets, make labels and auto filter. Wednesdays 16 and 23 April, 9.00 am—4.30pm.

## Sesame Bar

*This makes a wonderful dessert, or energy bar for a nutritious pick me up and only 10 minutes to prepare!*

### **Ingredients:**

- 1 cup walnuts
- ½ cup sesame seeds
- 1½ cups pitted dates
- 1½ cups raisins
- 1/8 tsp salt



## Try something different!

### **Language Services**

Are you interested in learning about different languages? If you have an eye for detail, are efficient and accurate and enjoy being organized and love administration this is the role for you!

### **Private English Conversation Tutoring**

A highly rewarding position—have lots of fun while



### **Responding to clients with limited English or verbal communication**

Workshop aimed at assisting with communication strategies when working with people who have limited communication strategies.

### **Understanding Mental Illness**

Gain a better understanding on the types of mental illness and its impact. Held on Wednesday 16 July 9.30am—1.00pm

### ***Interested in any of the above?***

Contact Selma on 9420 1326.

### **Directions:**

Pulse all ingredients in food processor until mixture holds together when pressed.

Press mixture into 9inch square pan, and chill.

Cut into squares to serve.

### ***Vacant Volunteer Positions***

learning about a new culture and teaching English. Bring along your sense of humour and perseverance!

### **Short term Volunteers needed**

To put together a Private English Tutoring Materials Resources Kit.

**Interested? Call Selma on 9420 1326.**

## Update: NRCHC Re-development

May 2008 marks two years since the Government formally announced it would allocate \$19million to fund a new building for North Richmond Community Health Centre. It has been exciting two years and a lot of hard work has gone in to planning and designing the new Centre. This work was completed at the end of 2007 but there was one big decision to make at the start of 2008.....what colour should the building be?

It is with great excitement that we are able to announce that the new building will be RED!!!

By being red, it is hoped that the new Centre will stand out; that it will be a focal point in the local area and a building that the community can be proud of.

In making the decision, careful consideration was also given to the impact that colour would have on the environment. Every effort has been

made to ensure that the colour complements key buildings on Lennox Street and is environmentally responsible (e.g. does not produce glare from the sun; does not radiate heat; and has low heat absorption to minimise the need to use heating and cooling systems).

In the coming months, we will be focussing our attention on the construction of the new Centre. However, before this can start, a planning



permit is required.

The town planning application was submitted to the City of Yarra in December last year. Since that time Council has been facilitating the planning process in line with the planning scheme. The Department of Human Services has been working closely with Council and has

provided further information on the proposed new Centre.

We are hoping for a decision on the application by April 2008. Once there is any further news we will inform the local community and our clients.

This is just a brief summary of progress to date. If you would like further information on the new Centre or have any questions about the information set out above please contact NRCHC on 9429-5477.

## Tips for working with diverse cultures

Most of the Volunteer positions at NRCHC involve working with people from diverse cultural backgrounds. It is important to keep in mind that people bring with them different perspectives and ways of communicating. Below are some tips on working with people from diverse cultures

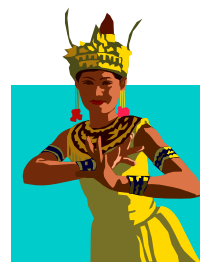
- ✦ Be aware of your own cultural influences
- ✦ Be aware of judging other people's behaviour and beliefs according

to the standards of your own culture

- ✦ Understand that the behaviour and beliefs of people within each culture can vary considerably
- ✦ Not all people identify with their cultural and religious backgrounds
- ✦ Understand the importance of appropriate communication
- ✦ Be aware that different cultures

may have different communication styles, approaches to completing tasks and decision-making.

If you are unsure, it is ok to politely ask!



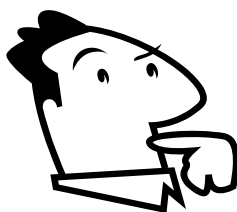
## Your Opinion Matters!

**\*\*\* Survey attached \*\*\***

We are looking to develop this newsletter further with your input.

How can you do this?

I ask everyone to please take 5 minutes to fill the attached survey in. You can remain anonymous if you wish.



- ★ **Attached is a Volunteers feedback survey. Please fill in and return to me by 18 April.**

## NEWSLETTER

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Community Health Centre  
23 Lennox St  
Richmond 3121

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selmas@nrchc.com.au



## Boroondara Volunteer Resource Centre Volunteer Expo

I went along to my first Boroondara Resource Centre Volunteer Expo which was held at the Hawthorn Town Hall on Wednesday 12 March. There were 42 organisations that took part, with more than 450 people going through. I really enjoyed meeting other organisations and other Volunteer Coordinators and seeing what other organisations are doing. It is well worth a visit in 2009.



### *NEXT ISSUE OF NEWSLETTER :*

*Will be out in June 2008, please email your submissions to selmas@nrchc.com.au by 16 May.*

## **Chiropractic, Massage and Reiki treatment –**

***Gold coin donation only!***

**Where** The Wellington Community Centre  
46 Otter Street, Collingwood 3066

**When** Wednesday afternoons (Chiropractic on Wednesdays and Friday afternoons).

**Enquiries and appointments -**

Maria 9486 9242



## **Snippets**

### ***National Volunteer Week***

Will be held between 12-18 May 2008. Look out for an event at NRCHC.



### **Low-cost Computers for Sale**

**Computerbank Victoria** offers computers from \$15.00 to Government Concession Card holders. They also have printers, provide support and can fix your computer for a low cost. Located at :  
483 Victoria Street, (near Dryburgh St), West Melbourne  
Ph: 9600 9161.

Open Friday 10am-5pm and Saturday 1pm-5pm