

*A year of meaningful connection made possible by the time, care and commitment of our volunteers.*



## 1,257 Hours

1,257 hours were spent directly in neighbour engagement and connection and digital support.



## 42 Volunteers

42 active volunteers in neighbour engagement



## 1,059 Hours

1,059 hours were delivered through in-person, face-to-face visits, supporting meaningful relationships.

### Connection was delivered across a range of formats to suit individual needs and preferences, including:



Face-to-face visits: 1,059 hours



Digital (in-person support): 198 Hours



Phone calls: 40



Text messages: 32



Letters: 2



Emails: 24 Emails & Video calls: 1

### Partnerships

Age Care Volunteer Visitor Scheme  
John Pierce Centre (JPC)  
Our Lady of Assumption (OLA)  
Blind Sports & Recreation Victoria  
Cabrini Health  
City of Stonnington  
City of Boroondara  
Phoenix Park Community Centre  
Malvern Library  
Arcare  
Opal Health  
Coppin Centre  
Regis Aged Care  
Better Health Network

### Community Engagement & Professional Development included:

- Seniors Expo Australia
- Swinburne Volunteer Expo
- Positive Ageing Expo
- Boroondara Volunteer Expo
- Stonnington Volunteer Expo
- Regis Blackburn Seniors Expo
- ACVVS Meetings
- Friends for Good
- Stonnington Aged Services Network
- Connect & Discover Network
- Catholic Social Services
- Volunteering Australia
- Elder Advocacy
- Volunteer Leader Network Meetings

### Volunteer / Neighbour Data

**42** Total Volunteers

**5** Digital Volunteers

**21** Volunteers Undertook training

**15** Pending Neighbour Matches

### Partnerships Data

**10** John Pierce Centre (JPC) Auslan Matches

**3** Pending JPC Matches

**0** Our Lady of Assumption (OLA) Matches

**7** Pending OLA Matches

# JOCARE - CARING FOR NEIGHBOURS PROGRAM LEADER, ANNUAL REPORT 2025

## Program Growth & Impact

2025 has been a year of strengthening, connection and preparing for growth, as JoCare continues to deepen its impact across the community.

In 2025, JoCare delivered a total of 1,257 volunteer hours supporting older members of our community, including:

- 1,059 hours spent directly in neighbour engagement
- 198 hours supporting digital assistance

Connection was delivered across a range of formats to suit individual needs and preferences, with a strong emphasis on face-to-face visits, alongside phone, digital and other forms of engagement.

In total, we engaged:

- 42 volunteers in neighbour engagement, supporting consistent and meaningful relationships across our community

These numbers reflect more than activity, they represent friendships formed, loneliness reduced and a stronger sense of belonging for those we support. The majority of connection continues to occur face-to-face, highlighting the importance of in-person relationships.

## Community Partnerships

In 2025, JoCare has continued to grow not only in reach, but in relationship. Our partnerships, both long-standing and newly emerging, play an important role in how we connect with those most in need.

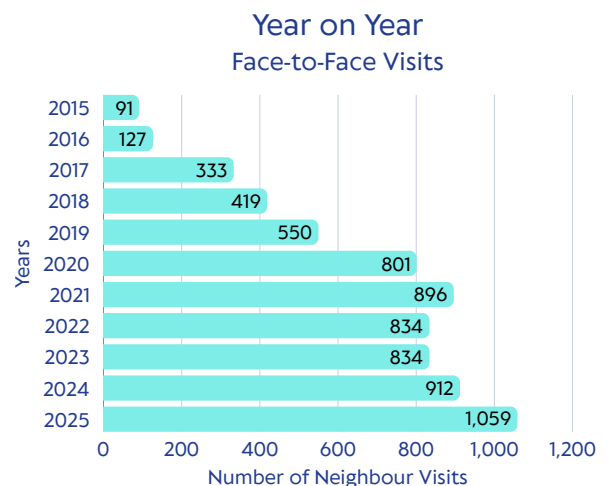
Through our work with residential aged care providers and local organisations, alongside community hubs such as Phoenix Park and Malvern Library, we have been able to meet people where they are and respond with care and intention.

This year has also seen the strengthening of meaningful partnerships with organisations such as the John Pierce Centre (JPC) and Our Lady of Assumption (OLA), alongside our continued friendship with Blind Sports & Recreation Victoria (BSRV).

These relationships are more than referral pathways, they are partnerships built on shared purpose. Together, they allow us to reach further, respond more thoughtfully and continue creating moments of genuine connection for those who need it most.

## Impact Story - Shared from JPC

“One woman living in an aged care home had become increasingly withdrawn, spending most of her time alone in her room. She had limited communication options and very little social engagement. After being matched with an Auslan volunteer through our joint efforts, her world began to open again. With consistent companionship and culturally appropriate communication support, she now attends social activities at the centre, participates in group events, and engages with others in ways she had not for a long time. Her renewed confidence and sense of belonging highlight the profound difference that a well-supported volunteer match can make.”



# JOCARE - CARING FOR NEIGHBOURS PROGRAM LEADER, ANNUAL REPORT 2025

## Community Engagement & Professional Development

JoCare actively engaged with the community through volunteer expos, community and group networks and local events, strengthening awareness, increasing volunteer enquiries and expanding JoCare's presence within the community.

Alongside this, ongoing professional development ensured staff and volunteers were equipped with the knowledge and skills required to deliver a safe, high-quality program. One highlight was our "Did I Hear You?" Listening skills workshop.

A continued focus on safeguarding, boundaries and Age Care Volunteer Visitor Scheme compliance ensures the program remains safe, ethical and high-quality.

## Funding & Support

During 2025, JoCare has been supported through a number of funding sources. We are grateful for the ongoing support that enables us to continue providing meaningful connection within our community.

1. Aged Care Volunteer Visitors Scheme - ACVVS (Federal Government) - supporting the delivery of our volunteer visiting program
2. Cabrini Health - ongoing support of JoCare's programs and growth. Valued support since 2014.
3. Stonnington City Council - supporting our digital program and broader community reach
4. Be Connected - enabling digital inclusion and confidence for older community members
5. St Joseph's Malvern - providing valued in-kind support for our operations

6. Private Donations - supporting our ability to reach more people and respond to individual needs

7. Container Deposit Scheme - contributing to both sustainability and community engagement. We honour Geoff's contribution to this initiative and the difference he made.

## Digital Support

Digital JoCare continues to play an important role in supporting older members of our community to build confidence and independence with technology. Through regular sessions, volunteers provide practical, one-on-one assistance tailored to individual needs, including navigating devices, accessing services, and staying connected with family and friends.

This year, digital support has remained a valuable pathway to reducing social isolation, empowering participants to engage more confidently in an increasingly digital world. Our volunteers have provided well over 198 hours of support.

## Our Thanks

And finally, to our volunteers - thank you. Your time, care and compassion are at the heart of JoCare. The way you show up creates meaningful moments of connection and makes a lasting difference in people's lives.

To our partners and community supporters, thank you for walking alongside us and helping us reach those who need it most.

To our incredible team in the office - Lisa, Audrey and Mike, thank you for your dedication and care. And to our Board, thank you for your leadership and continued belief in this important work.

*Leanne Ryan*  
Program Leader