ROLE: Relief Centre Desk 2027

NHCC's Food relief desk is one of the most vital things we do at NewHope Community Care to come 'face to face' with the need in our society.

As people reach a breaking point and can't even afford to put food on the table, they often find us through searching the internet or by word of mouth.

Supervising the Relief Centre Desk is a vital point of contact, a chance to show compassion, help people find hope and even consider faith. It's also an interface for people to explore other practical options for growth & healing like the Flourish Course, sponsored Mental Health support, Learn English Course, work experience serving at our Cafe, COACH Mentor program and Medical Centres (for GPs and Counselling & Psychology).. We also help people with practical needs like Eastern Emergency Relief (for goods like bedding, furniture, whitegoods etc).

The Relief Desk is the interface between us and the wider community.

The role of serving at the Relief Desk includes lots of listening. People love to talk and share their problems. Skills in listening are highly desirable as we seek to discern those in genuine need. We seek to serve those who are truly suffering, rather to create a dependency problem with those who are struggling with laziness.

Our guests are advised to visit between 10am and 2pm and on a fortnightly basis for a maximum of 6 months duration. Often extreme gentleness is required for those suffering severe anxiety or coming from domestic violence situations, as trust can be at an all time low. In other situations, a firm response is needed if a guest is acting 'entitled' or demanding of our free service.

Rather than invite guests to enter our food pantry, we advise them that we have 'pre-packaged' food hampers available. If a guest has specific dietary needs or requests, we never promise, but we do our best to accommodate them. Sometimes we also have 'Grocery Only' Supermarket Gift Cards that can be helpful for those requiring very specific needs that aren't stocked in the Food Pantry.

A stable disposition is necessary for this role. After a long day of listening to people's problems, it's advisable to use a 'cutting off' prayer to leave behind any attachment one might have to the troubles of others. We will supply that for any volunteer who wants to be involved.

The commitment to be involved is usually a minimum of 4 hours to sit at the Relief Centre desk.

A current Working With Children's Check is required & Volunteer application form is also required - Compliance requirement: Sign code of conduct

To be involved, please contact Phil Gaudion
via email: phil.gaudion@newhope.net.au or
phone: 9890 7999 if you are interested or have any questions.