

### Volunteer Services 'Volunteer Program List'

Program	Description	Projected Return Date
<b>Arts &amp; Health Project</b>	Volunteers with a background in the arts assist in overseeing and implementing appropriate arts projects within the health care setting to improve the well-being of staff, patients and other visitors	Under Development
<b>Book Trolley</b>	Visiting the wards, providing connection and distributing second-hand books, magazines, crosswords and copies of The Ballarat News to patients- <i>no cash handling required</i>	Currently Operational
<b>BRICC Drivers</b>	Ensuring the safe and timely transport of BRICC and other cancer patients to their appointments, then returning them home in a Grampians Health fleet vehicle	Currently Operational
<b>BRICC Wellness Centre</b>	Providing a quality, person focused service to the community, assisting patients and their families to navigate the relevant parts of BRICC, including the services on offer within the Centre to the patients undergoing treatment	Currently Operational
<b>Breast Screen- QEC</b>	Offering comfort and compassion to patients and their families at the time they have been recalled for further investigation	Currently Operational
<b>Early Parenting Centre</b>	Volunteers with a background in child health assist families during their time in the unit. Volunteers provide person focused care and support, helping clients navigate the areas of the Centre	Currently Operational
<b>Emergency Department</b>	To help ease emotional distress and anxiety experienced by patients, their families and friends across the unit- including the waiting room, ED bays, Short Stay and Ambulatory Care areas	Currently Operational
<b>Gandarra Palliative Care</b>	Helping ensure a home like environment is maintained for patients and their families, spending time with patients and relatives during their time in the unit	Currently Operational

<b>Program</b>	<b>Description</b>	<b>Projected Return Date</b>
<b>Hospital Elder Life Program - HELP</b>	Visiting and supporting elderly patients whilst in hospital to prevent any delirium (confusion) and cognitive decline, spending time with those who are currently in delirium- additional training is provided for volunteers in this program	Currently Operational
<b>Inpatient Rehabilitation Program (IRP)</b>	Interacting with patients and encouraging participation in activities including games and active communication	Under Review
<b>Maternity – Administration Support</b>	Assisting the unit with specific administration tasks and preparing kits for wards 5 South and 5 North	Currently Operational
<b>McGrath Nurses</b>	Administration support	Under Review
<b>Outpatient Specialist Clinics – Base Site</b>	Spending time with patients and their families to help pass the time and to ensure their comfort whilst they wait	Currently Operational
<b>Outpatient Specialist Clinics – QEC Site</b>	Spending time with patients and their families to help pass the time and to ensure their comfort whilst they wait	Currently Operational
<b>Pastoral Care</b>	Providing spiritual and pastoral care and support to visitors and patients at Grampians Health Ballarat during their hospital stay	Currently Operational
<b>Patient Experience / Feedback Collection</b>	Assist the unit to collect consumer feedback data by helping patients and consumers operate the PET devices	Under Review
<b>Pediatrics</b>	Helping with restocking of store rooms to assist staff on the ward	Currently Operational
<b>Peri-operative &amp; Day Procedure Unit (PDU)</b>	Offering companionship, refreshments and sandwiches to post-operative patients during their time in the unit	Currently Operational
<b>Planned Activity Groups - Midlands - Eyres House</b>	Supporting Planned Activity Group Staff with program related activities including: encouraging clients to participate, engaging and also assisting with the preparation of the lunch time meal, morning and afternoon tea	Currently Operational

<b>Program</b>	<b>Description</b>	<b>Projected Return Date</b>
<b>Residential Aged Care</b>	Providing individual socialisation with residents by encouraging conversation, playing games, assisting with outings, helping with group activities and social events related to the facility	Currently Operational
<b>Special Care Nursery – Cuddle Program</b>	This program enhances the care given in Special Care Nursery, providing comfort and emotional support to premature or ill infants and providing support and a listening ear to parents. This nurturing interaction can promote better health outcomes and emotional well-being for the neonates and their families.	Currently Operational
<b>Volunteer Advisory Committee</b>	A team of Grampians Health volunteers from across the organisation, providing a volunteer’s perspective on the operations of the volunteer program.	Under Development
<b>Volunteer Shop</b>	Selling and restocking a variety of items in the Shop, located next to cafeteria at the Base Site- cash handling and retail experience preferred	Currently Operational
<b>Volunteer Simulated Patient</b>	During the university semester, volunteers portray a patient or other individual in a scripted, planned scenario for the purpose of instruction, practice or evaluation- this role works with BCS Educators and students	Currently Operational
<b>Welcome Team – Base Site</b>	Provide support, guidance and conversation to patients, staff and visitors as they enter from the main entrance of the hospital	Currently Operational
<b>Wellbeing &amp; Support</b>	Assisting the Volunteer Services Team in connecting with the volunteers to monitor their health and wellbeing	Under Review