Volunteer Program List

Book Trolley *Currently operational*

Volunteers visit acute wards to distribute secondhand books, magazines, crosswords and newspapers such as *The Ballarat Times* and *The Senior* to patients. This program fosters connection and companionship with patients during their stay. *No cash handling is required.*

BRICC Drivers *Currently operational*

Volunteer drivers play a vital role in ensuring cancer patients, including those attending BRICC, are safely and punctually transported to and from their appointments, using a Grampians Health fleet vehicle.

BreastScreen: Queen Elizabeth Centre *Currently operational*

Volunteers offer comfort and compassion to patients and their families, particularly those recalled for further investigation. Their presence helps reduce anxiety and provides emotional support during what can be a worrying time.

Cancer Wellness Centre *Currently operational*

Volunteers provide a person-focused service to cancer patients and their families, helping them navigate BRICC and access services within the Wellness Centre. They offer emotional support and connection to those undergoing treatment, contributing to a more positive care experience.

Consumer Experience Survey Collection *Currently operational*

Volunteers assist in collecting feedback from consumers across the health service. They help individuals operate devices or encourage them to scan QR codes to complete surveys independently, contributing to service improvement through consumer insights.

Early Parenting Centre *Currently operational*

Volunteers with experience in children's health support families during their stay at the EPC. They provide person-focused care, assist clients in navigating the centre, and help create a nurturing environment for parents and children.

Emergency Department *Currently operational*

Volunteer support patients and families during their time in the Emergency Department. They offer guidance, comfort and help individuals to navigate the space, contributing to a calmer and more supportive environment. Volunteers spend their time across the waiting room, patient bays, Short Stay Unit and Ambulatory Care areas.

Event Support Program *Currently operational*

Volunteers play a vital role in supporting events run by the Fundraising Team for both Grampians Health and the Ballarat Health Services Foundation. Tasks include welcoming and engaging with guests, selling raffle tickets, assisting with set-up and pack-down, and other event-related duties. Their contribution helps ensure smooth event operations and raises essential funds for our health service.

Fundraising Administration Volunteer *Currently operational*

The Fundraising Administration volunteer supports the Fundraising team by assisting with a range of basic administrative tasks that help the department operate smoothly. This role includes duties such as preparing mail-outs, photocopying and printing, organising receipts, and sorting donations for designated areas.

Gandarra Palliative Care *Currently operational*

Volunteers help maintain a home-like for patients and their families. They spend time with patients and their families, offering emotional support and companionship during -end-of-life care.

Hospital Elder Life Program (HELP) *Currently operational*

Volunteers visit elderly patients to help prevent delirium (confusion) and cognitive decline across various departments. They provide meaningful connection and engagement, especially to those already experiencing confusion. Additional training is provided to support volunteers in this specialised role.

Library and Archives Volunteer *Currently operational*

The Library and Archives volunteer assists with preserving, organising and digitising historical records and library resources, helping to maintain and safeguard Grampians Health's history.

Maternity Ward Administration Support *Currently operational*

Volunteers assist with administrative tasks in the maternity wards (5 South and 5 North), including preparing information packs. Their support helps streamline operations and ensures families receive essential resources.

McGrath Nurses *Currently operational*

Volunteers provide companionship and emotional support to breast cancer patients and their families. They help pass the time, alleviate anxiety and ensure patients feel cared for during treatment.

Mental Health Adult Acute Unit – Volunteer BBQ Assistant *Currently operational*

Volunteers support staff in delivering the weekly barbeque by assisting with setup of food and equipment, helping with basic serving tasks, maintaining cleanliness, restocking supplies, and engaging respectfully with consumers to promote a welcoming and positive environment.

Outpatient Specialist Clinics - Ballarat Base Hospital *Currently operational*

Volunteers offer connection and comfort to patients and their families attending outpatient clinics. Their presence helps reduce stress and improve the experience for those receiving care.

Outpatient Specialist Clinics - Queen Elizabeth Centre *Currently operational*

Volunteers offer connection and comfort to patients and their families attending outpatient clinics. Their presence helps reduce stress and improve the experience for those receiving care.

Paediatrics Ward: Voluteer Assistant *Under development*

Paediatric Volunteer Assistants provide companionship, practical help, and emotional support to children their families and carers during their hospital stay. They engage young patients in creative activities and offer reassurance, helping to create a positive and comforting environment.

Paediatrics Ward: Stock Assistant *Currently operational*

Volunteers assist with restocking storerooms and supporting staff in the Paediatrics Ward. Their behind-the-scenes help ensures the ward runs smoothly and efficiently.

Pastoral Care *Currently operational*

Volunteers provide spiritual and pastoral care and support to patients, families and visitors. They offer a listening ear and compassionate presence, respecting diverse beliefs and helping individuals find comfort during challenging times.

Peri-operative & Day Procedure Unit *Currently operational*

Volunteers offer companionship to post-operative patients recovering from surgery and assist with providing refreshments and sandwiches. Their support helps patients feel more comfortable during their stay.

Planned Activity Groups: Midlands & Eyres House *Currently operational*

Volunteers support Planned Activity Group staff in delivering engaging programs for clients. They encourage participation in activities and assist with preparing morning tea, lunch and afternoon tea, fostering social interaction and wellbeing.

Residential Care Communities *Currently operational*

Volunteers engage with residents through conversation, games, outings and group activities. They help create a vibrant and inclusive environment, supporting socialisation and emotional wellbeing.

Special Care Nursery: Volunteer Support Program *Currently operational*

Volunteers offer nurturing care to premature or ill infants, and emotional support and a listening ear to parents. This gentle interaction promotes better health outcomes and emotional wellbeing for both babies and families.

Volunteer Advisory Committee *Under development*

Volunteers contribute their perspective on the operations of the current Volunteer Program, working collaboratively with other volunteers to provide feedback and help shape future initiatives.

Volunteer Gift Shop *Currently operational*

Volunteers support the daily operations of the Ballarat Base Hospital Gift Shop. They assist customers, sell items, restock shelves and help to maintain the shop. Cash handling and retail experience is preferred.

Volunteer Simulated Patient *Currently operational*

Volunteers portray a patient or individual in scripted and planned health scenarios to support student learning and evaluation during university semesters. They work closely with educators and students to enhance clinical education.

Welcome Team: Ballarat Base Hospital *Currently operational*

Volunteers greet and assist patients, their families and carers, and staff entering the Ballarat Base Hospital from the Drummond Street entrance. They provide guidance, conversation and reassurance to help ease anxiety and improve the hospital experience.

Wellbeing and Support *Currently operational*

The Wellbeing and Support program is designed to connect volunteers with opportunities to learn a new skill, share their passions and hobbies, and build connections outside their regular roles. The program promotes self-care and allows Volunteer Services to monitor and support the wellbeing of the volunteer team.