

The Volunteer Training Program provides an orientation to Hope Healthcare's services in the north and covers areas and issues that may arise in the Volunteer's work, including bereavement, loss and grief, communication and listening skills, spirituality and practical models of care.

Ongoing training and education is available to all Volunteers and regular support meetings and one-on-one supervision is provided to facilitate personal growth and ongoing learning.

Volunteer Roles

Volunteers are allocated to one or more of the following work areas:

Ward Visiting (*Palliative Care, Rehabilitation & Aged Care Psychiatry*)

Volunteers provide companionship, emotional and spiritual support to patients and their visitors. Practical assistance such as shopping for patients, accompanying them on walks, massage, manicures etc are also provided. Some Volunteers visit with their dogs that have been especially trained to work in the Hospital.

Flowers

Volunteers lovingly look after flowers on the Wards.

Palliative Care and Aged Care Community Service

Volunteers are allocated (on an individual basis) to clients who choose to stay at home. They provide invaluable respite for home carers and companionship and emotional support for clients and their families.

Bereavement Support

Working under the guidance of the Chaplain or Bereavement Counsellor, Volunteers provide

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telephone support to the next of kin of a person who has died under the care of the Hospital.

Memorial Services

Volunteers assist at Memorial Services held in memory of people who have died in our care.

Transport

Volunteers provide transport for patients to medical appointments, and are reimbursed for using their vehicles on these trips.

Trolley Service

Volunteers operate a trolley service at Greenwich Hospital.

If you are interested in joining our wonderful team of Volunteers at any one of our facilities, we would love to hear from you!

Contact Daphne Hoade
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HOPE
HEALTHCARE

Greenwich & Neringah Hospitals, Graythwaite
Nursing Home, Northern Beaches Palliative Care
Service

www.hopehealthcare.com.au

Helping bring hope to life

Voluntary Services

Greenwich & Neringah Hospitals,
Graythwaite Nursing Home,
Northern Beaches Palliative Care
Service



Serving the community since 1907



HOPE
HEALTHCARE

Consider becoming a Volunteer with Hope Healthcare

Hope Healthcare is a provider of specialised public health care and community services.

We began providing caring services in 1907 with the opening of 'Eversleigh Home of Peace for the Dying' at Petersham. Today Neringah, Greenwich and Braeside Hospitals, Graythwaite Nursing Home, the Tom O'Neill Centre, the Northern Beaches Palliative Care Service and our Community and Aged Services make up Hope Healthcare, providing a range of palliative care, rehabilitation, psychogeriatric and other aged and health and community care services in the north, south west and west of Sydney.

We are an Affiliated Health Organisation operating as part of the public health care system, and are funded by the NSW Department of Health, the Australian Government and through charitable donations and bequests.

Hope Healthcare Limited is a not for profit company.

Our Core Services

Aged Care Psychiatry

Now referred to as Mental Health Services For Older Persons, cares for people, usually over 65 years of age, who have a mental illness or dementia.

Community and Aged Services

Includes a range of services, delivered predominantly in the home, which aim to provide continuity of service in the form of assistance and flexible support for people with disabilities and to older people and their carers, helping to maintain their independence and quality of life.

Palliative Care

Care provided for a person with an active, progressive, advanced disease with little or no prospect of cure, and for whom the primary treatment goal is quality of life. Control of pain, of other symptoms and of psychological, social, emotional and spiritual problems is paramount. A support system is a vital aspect of helping the carer and family cope during the patient's illness and in their later bereavement.

Rehabilitation

Specialist care which facilitates recovery, following loss of function or ability. The overall goal of rehabilitation is to enable people to live as full and independent a lifestyle as possible.

Our facilities in Sydney's North

Greenwich Hospital - Greenwich

Greenwich provides an inpatient day therapy and home-based rehabilitation service; inpatient and community palliative care; aged care psychiatry.

Neringah Hospital – Wahroonga

Neringah provides an inpatient and community palliative care service.

Graythwaite Nursing Home – North Sydney

Graythwaite Nursing Home provides long stay residential and short-term respite care for people suffering with dementia.

Tom O'Neill Centre – North Sydney

Respite/education is offered for carers of people with dementia.

Northern Beaches Palliative Care Service – Mona Vale

This service is a community based palliative care service covering the Northern Beaches area.

Our Volunteers

Our volunteers play a vital role in enabling us to undertake our work. They are an integral part of the team and make an invaluable active contribution to the wellbeing of our patients, their families and friends.

They undertake a wide range of tasks and specialise in areas suited to their individual skills and attributes.

Through their support, empathy and love, Volunteers strengthen the ability of the patient/resident to live as full and rich a life as possible and help to empower families through their difficult journey of caring for their loved one.

Selection, Education, Training & Support

Our volunteers are people from varying backgrounds and of all ages.

Volunteers are chosen for their -

- ♦ Life Experience
- ♦ Desire to serve
- ♦ Emotional maturity
- ♦ Ability to communicate with all people from varied backgrounds
- ♦ Warmth and empathy
- ♦ Dependability.