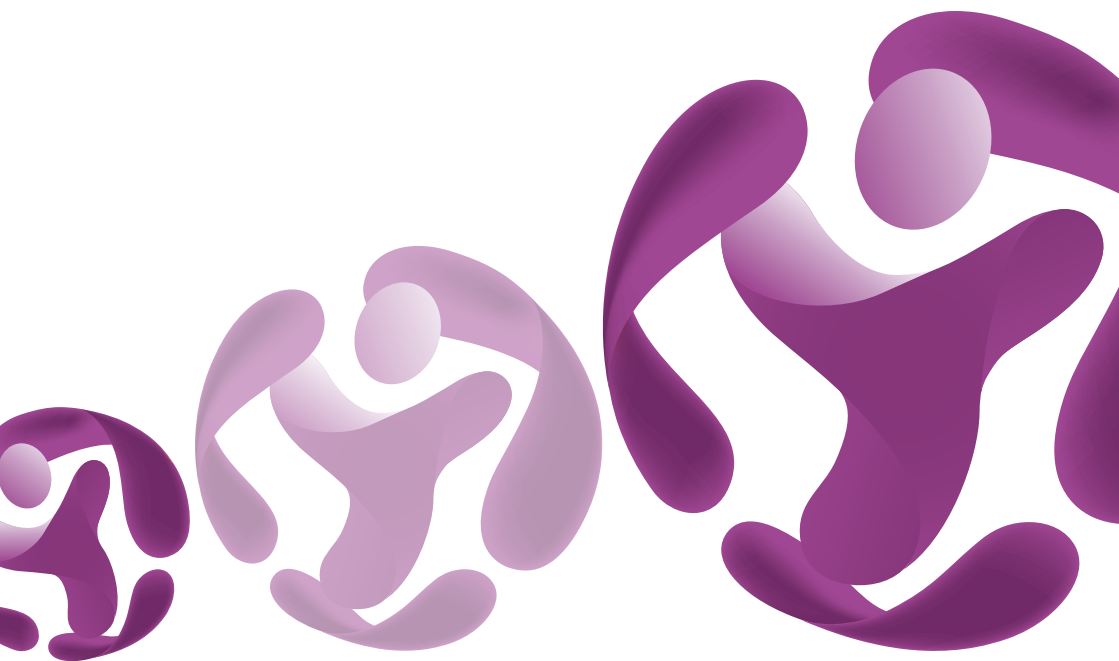


Department of Health

health

# 2014 Minister for Health Volunteer Awards Showcase



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## Message from the Minister



It gives me great pleasure to celebrate Victoria's health volunteers and acknowledge their outstanding contribution to our health system.

The Minister for Health Volunteer Awards celebrate and recognise the dedicated volunteers who are at the heart of Victoria's public healthcare system. The Volunteer Awards recognise all the individuals and teams nominated in the 2014 Minister for Health Volunteer Awards.

There are so many benefits to volunteering for both the volunteers and the recipients – you show us how to live well and strengthen our community, to act with compassion and commitment.

Nearly one in three Victorians volunteer in some capacity – what sets health volunteers apart is their dedication to serve the frail, sick and vulnerable members of our community. This work is not always easy and requires special care and attention. I am not surprised when I hear how volunteers inspire professional staff every day.

Collectively volunteers make an invaluable contribution to the health and wellbeing of Victorians.

This year has been a remarkable year in terms of entries submitted to the Awards. We have over 800 volunteers representing 67 primary, rural, metropolitan and regional health services from across Victoria. The commitment made by volunteers to the health and wellbeing of the Victorian community was readily seen in the extraordinary work being undertaken by those nominated in the Awards.

The 2014 nominees are outstanding individuals and the depth and breadth of their volunteering work is truly inspiring. We are a fortunate community where volunteers from all backgrounds, ages and interests are committed and passionate in their care for others.

**The Hon David Davis MP**  
**Minister for Health**







# Introduction

The Minister for Health Volunteer Awards celebrate the outstanding volunteers working in Victorian healthcare.

Nominations are invited and received from government-funded healthcare providers and not-for-profit organisations that deliver health and wellbeing programs to the Victorian community.

*The Showcase* booklet honours the individuals and teams nominated in the 2014 Minister for Health Volunteer Awards. *The Showcase* provides readers with an insight into the breadth and diversity of volunteering in Victoria as well as the many achievements of the Victorian volunteers bestowed with an Outstanding Volunteer Achievement Award.

The judges, forming two judging panels, were led by the Chair of Judging, Ms Georgie Crozier MP, Parliamentary Secretary for Health. The judges generously gave their time to complete the important task of assessing the nominations and recommending the nominees for awards to the Minister for Health, the Hon. David Davis MP.

## 2014 judges

### **Ms Georgie Crozier MP**

Parliamentary Secretary for Health

### **Ms Susan Biggar**

Senior Project Officer  
Health Issues Centre

### **Ms Janney Wale**

Consumer Volunteer

### **Mr Dan Weeks**

Chief Executive Officer  
West Gippsland Healthcare Group

### **Ms Jennifer Williams**

Chief Executive Officer  
Australian Red Cross Blood Service

### **Ms Janet Wood**

Board of Management  
Northern Metropolitan Medicare Local



#### **From left to right:**

the Ms Georgie Crozier MP,  
Ms Janney Wale, Ms Janet Wood,  
Ms Susan Biggar, Mr Dan Weeks  
and Ms Jennifer Williams.



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# Outstanding individual achievement

## Metropolitan health services



### **Meg Rynderman**

**Peter MacCallum Cancer Centre**

Meg joined the Australian Cancer Survivorship Centre (ACSC) at Peter MacCallum Cancer Centre in 2008, following a long journey with cancer herself. She is passionate about improving support, information and follow-up care for others experiencing cancer and positively influences the quality of survivorship care in Victoria and nationally. Meg brings to her role at ASCS significant life experience and has been involved in a range of innovative, novel survivorship initiatives. Her role includes representation on the Cancer Survivorship Advisory Committee, completing cancer survivor stories, providing presentations at patient and health professional educational forums and facilitation of the VCSP consumer forum.



### **Linda Diep**

**Western Health**

Linda is a very community minded and giving young woman. Since becoming a volunteer as a teenager at the age of 16, Linda has achieved many things for herself, Western Health and her local community. Linda has volunteered for four years now and is part of several volunteer teams, including the Sunshine Opportunity Shop, Patient Library Service, fund raising and community awareness and the research unit. In addition, she frequently offers her time to sit and talk with the patients and visitors, enhancing patient experience and contributing to their well-being. Linda is a great role model for all young volunteers and has played a huge role in encouraging other young people and families from her local Vietnamese community to be connected with the local health service.





# Outstanding individual achievement

## Primary care

### Annie McPherson

#### Arthritis and Osteoporosis Victoria

Annie is a founding member of Ankylosing Spondylitis (AS) Victoria Inc. and president for the last nine years. She has been instrumental in the establishment and growth of this group, an Arthritis and Osteoporosis Victoria peer support group for people living with AS. She has increased the knowledge of over 600 people living with AS and the general community through delivering information and education to a range of community groups and individuals. She is also a health consumer representative and advocate providing information to La Trobe University and Melbourne University physiotherapy and medical students about AS. Annie is a very passionate and determined woman who despite living in chronic pain herself is highly focussed on supporting others living with musculoskeletal conditions and advocating on their behalf.



### Ray Carr

#### Victorian AIDS Council/Gay Men's Health Centre

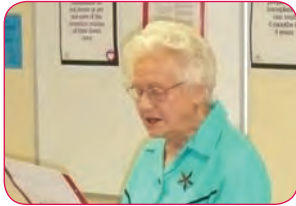
Ray is a volunteer driver in the Victorian AIDS Council/Gay Men Community Support program and supports clients living with HIV/AIDS by taking them to important medical appointments and social gatherings, which would otherwise be, in most cases too difficult to attend. Despite a number of setbacks, Ray is committed to his volunteering role and always returns with increased passion and vigour. He is known as the volunteer who is always available and never one to say no to an urgent driving request. Ray says, above all, he loves the connection he has when meeting clients for the first time who are shy or have feelings they will be judged for the HIV status.





# Outstanding individual achievement

## Regional health services



### **Linda McWaters**

#### **Albury Wodonga Health**

Linda volunteers on a weekly basis at Wodonga Hospital and the local private hospital. She commenced volunteering in 1991 and rarely misses a day. Linda fulfils a number of roles, including working as a Pink Lady and a member of the Pastoral Care Team. She graciously offers something that makes patient stay at the hospital more palatable. Linda regularly looks after the flowers around the hospital and stops to chat with patients, contributing to their well-being during their hospital stay. She is also responsible for providing comfort and a spiritual connection to people in any one of the four local hospitals. She has the ability to make people feel good and relax in her presence, which makes her special.



### **Margot Johnson**

#### **South West Healthcare**

Margot has been volunteering at South West Healthcare since 1985. She commenced her duties as a flower lady then moved into other roles within the department until she assumed the role of Community Liaison Volunteer, which she currently fulfils and has done so for several years.

Margot is an inspiring volunteer who works tirelessly to improve the healthcare and experiences of patients. She has helped raise hundreds of thousands of dollars to finance otherwise unaffordable medical equipment and aides. She displays a strong ethic and works in the most modest and compassionate way, giving her time for the benefit and enrichment of her local community.



# Outstanding individual achievement

## Rural health services

### Bronwyn Wheeler

#### Gippsland Southern Health Service

Since 2009, Bronwyn has volunteered as a Lifestyle & Leisure Assistant at Hillside Lodge – the low care residential facility in Gippsland Southern Health Service. Bronwyn's involvement over this period has allowed for the expansion and improvement of the Lifestyle & Leisure program and has increased the Lodge's capacity of providing more individualised attention and personal support to the residents. Bronwyn also takes care of the pets that form part of a Pet Therapy program. She has been a great role model to volunteers, staff and residents as she lives by an attitude that leaves others feeling important and cared for. Her inclusive and welcoming approach endears her to many people and ensures that community contributors come back to volunteer time and time again.



### Ellie Lane

#### Portland District Health

As a long standing volunteer at Portland District Health, Ellie positively impacts many lives. With memberships of the Consumer Advisory Committee and the Safety and Risk Management Committee, she provides consumer insight and feedback into service planning, delivery and evaluation, Portland's quality activities, risk management and OH&S. She brings her local knowledge and passion for the community to ensure her local health services are continuously of a high standard. Ellie is also valued member of the volunteer community transport, telecare and the Meals on Wheels teams. She selflessly gives up her time and comfort to transport and accompany patients to health facilities in Melbourne, making 8-10 long trips each month.





# Outstanding team achievement

## Metropolitan health services



### **Respecting Patient Choices Community Ambassadors**

#### **Austin Health**

The Respecting Patient Choices Community Ambassadors provide a unique and much needed service in the Northeast of Melbourne by assisting people to understand their choices about health care and to make advance care plans to ensure their choices are respected. The Ambassadors are all retired volunteers who are hardworking, committed and excellent communicators. These skills are particularly important when sensitive issues such as death and dying are the topic of their advocacy. The training that the volunteers receive and the sensitivity and compassion with which they approach their volunteer work makes it invaluable to very many members of the Victorian community.



### **Tai Chi Leaders**

#### **Peninsula Health**

The Tai Chi leaders are a dedicated team of seven volunteers who provide exercise groups for community members on the Frankston Mornington Peninsula. These volunteer leaders were among the first to be trained by Arthritis Victoria. This dedicated team of volunteers has displayed an outstanding level of commitment by providing ongoing opportunities for people to participate in Tai Chi classes for over fifteen years. In addition to leading the Tai Chi classes the volunteers regularly attend meetings and work with staff to plan and review all aspects of the program and ensure that the highest standards of health and safety are maintained for all involved. Every participant is made to feel welcome and part of the group as the Leaders promote social inclusion.



# Outstanding team achievement

## Primary care

### Afghan Community Team

#### South Eastern Melbourne Medicare Local

The Afghan Community Team volunteers provide culturally appropriate information to the local Afghan community on basic health awareness and how to access local health services. The volunteers take responsibility in tailoring the key health messages, organising and delivering community health information sessions to meet the needs of the community and evaluate the effectiveness of the sessions. The team provides innovative and outstanding services to the local Afghan community to address a significant gap in accessing and understanding the healthcare system. Their effective work has empowered community members to improve their health seeking behaviours and health outcomes.



### Bereaved Parent and Sibling Support Group Leaders

#### The Compassionate Friends Victoria Inc.

The Support Group Leader team consists of individuals who experienced the death of a child or sibling and have been trained by The Compassionate Friends Victoria. They team facilitate a number of monthly meeting groups, both in regional and metropolitan areas, throughout Victoria providing support, help, inspiration, care, understanding and a safe environment to others who tragically experience the death of their child or sibling.



They offer a pathway for others to pick up the threads of life, to learn to live again and make a new life. This is a group of people who have being significantly impacted by their own trauma of the death of a child yet not only willingly but passionately lead groups every month.



# Outstanding team achievement

## Regional health services



### **Palliative Care Volunteer Team**

#### **Albury Wodonga Health**

The Palliative Care Volunteer Team was formed in 2001 as part of the Wodonga Palliative Care Consultancy Service. The team of 19 volunteers went through a rigorous 30 hour training program and provide social and emotional support, transport and in home respite for palliative patients and their carers. They also facilitate the Carer Support and Bereavement Support Groups.

The Palliative Care Volunteer Team shows incredible compassion to the patients as they support them in their journey, until death. The volunteers have been invaluable for Albury Wodonga Health as they are able to relieve carer stress, provide support to patients and provide a high level of service to the health service which would otherwise have been unaffordable.



### **Make Your Mark Committee**

#### **Echuca Regional Health**

The Make your Mark Committee is made up of ten enthusiastic, passionate and committed volunteer members who, in 2012, undertook the most successful fundraising campaign undertaken to date in the Echuca community.

The Committee diligently planned the campaign and approached thousands of community members, businesses and organisations in order to raise funds for new equipment for Echuca Hospital and to enhance the quality of healthcare available to the entire community. The group raised \$2.3 million and connected the hospital with the local community through their Make your Mark campaign. Due to the significant contribution of the Make Your Mark committee, the Echuca and surrounding community will benefit for many years to come.



# Outstanding team achievement

## Rural health services

### Pastoral Care Team

#### Bass Coast Regional Health

The Pastoral Care Team offer pastoral care to patients in “the acute and sub-acute wards and in the Dialysis Unit of the hospital as well as to residents in the aged care facilities, two of which are high-care, the third is a low-care residential hostel. The Pastoral Care Team are a positive example of people from different traditions working together to provide nondenominational spiritual and emotional support to all, regardless of religious affiliation or none.

The team is always willing to learn and are committed to providing professional pastoral care as part of holistic care in a multidisciplinary healthcare setting. They are a generous, passionate and dedicated team.



### Nursing Home Support Group

#### Dunmunkle Health Services

The Nursing Home Support Group, formed in 1989, consists of 10 dedicated volunteers. The Support Group runs a number of activities, including assisting with organising activities at the home, transporting residents to local functions and helping at mealtimes.

Following two floods in 2011, Rupanyup staff were unable to drive through the floodwaters. The Support Group volunteers were of critical support during this time of emergency, helping prepare meals and providing comfort to the nursing home residents while the domestic staff were unavailable. The Support Group enhances quality of life for the residents and day centre clients in the aged care facility by organising and funding activities such as musical entertainment and special outings. Their dedication and commitment is praiseworthy.







## Individual nominees



**Gareth Jones**  
Albury Wodonga  
Health

**Renate Hodgson**  
Alfred Health



**Ian Rogers**  
Ambulance Victoria

**Janice Livesey**  
Anam Cara House  
Colac



**Don Watkinson**  
Austin Health

**Elizabeth Thomas**  
Barwon Health



**Nino Barbaro**  
Barwon Health

**Sue Steele**  
Bayside City Council



**Sonali Fernando**  
Cobaw Community  
Health

**Basil Theophilos**  
COTA Victoria





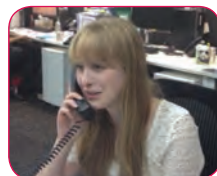


## Individual nominees



**Deborah Constantinidis**  
Crohn's and  
Colitis Australia

**Carissa McQualter**  
Diabetes Australia – Vic



**Valerie Caird**  
EACH Social and  
Community Health

**Margaret Young**  
East Grampians  
Health Service



**Megan Crea**  
Eating Disorders  
Victoria

**Matthew Bisset**  
Eating Disorders  
Victoria



**Rhonda Okey**  
Ermha Inc.

**Tania Casley**  
Hepatitis Victoria



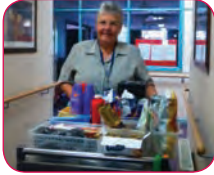
**Anne Korman**  
Jewish Care Victoria

**Maria Almeida**  
Kilmore and  
District Hospital





## Individual nominees



**Laraine Carbis**  
Kilmore and  
District Hospital

**Helen Jurgelait**  
Manningham  
Community Health  
Services Ltd



**John Hynd**  
Maryborough  
and District  
Health Service

**Sister Maureen  
Sullivan RSM**  
McAuley Community  
Services for Women



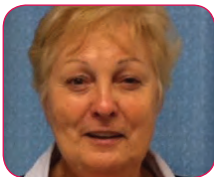
**John Atchison**  
mecwacare

**Susan Pitchord**  
Mercy Health



**Chauntelle Westley**  
Merri Community  
Health Services

**Patricia King**  
Monash Health



**Jo Langsford**  
Monash Health

**Pat Martin**  
Northern Mallee  
Community  
Partnership





## Individual nominees



**John Clark Kennedy**  
Peninsula Health



**Lyn Read**  
St Vincent's  
Melbourne



**Olive Karam**  
Stawell  
Regional Health



**Sue Bannatyne**  
The Reach  
Foundation



**Coral Reid**  
The Royal Victorian  
Eye and Ear Hospital



**Daphne Omar**  
The Royal Victorian  
Eye and Ear Hospital



**Edna Rowe**  
Western Health



**Agnes McKenzie**  
Yarram and District  
Health Service



## Team nominees



**Pastoral Care  
Practitioners' Team**  
Albury Wodonga  
Health



**Volunteer  
Consumers**  
Alfred Health



**The Activity Trolley  
Team**  
Alfred Health



**24 Hour Treadmill  
Challenge Team**  
Alzheimer's Australia  
Vic



**Emerald and  
District Ambulance  
Auxiliary**  
Ambulance Victoria



**Anam Cara House  
Colac**  
Anam Cara House  
Colac



**Volunteer  
Nursing Clinic**  
Asylum Seeker  
Resource Centre



**Write and Share  
Your Memories  
Team**  
Ballarat Community  
Health



**Hospital Flower Shop  
and Kiosk Team**  
Ballarat Health  
Services



**Children's Ward  
Volunteers**  
Barwon Health



# Team nominees



**Andrew Love  
Cancer Centre  
Volunteer Team  
Barwon Health**

**Elmore Community  
Planned Activity  
Group Volunteers  
Bendigo Community  
Health Services**



**Emergency  
Volunteers  
Bendigo Health**

**Hyett Main Entrance  
Meet and Greet  
Team  
Bendigo Health**



**Combined Church  
Groups of Boort  
Boort District Health**

**Friends of CHIRP  
Castlemaine District  
Community Health**



**The Auxiliary Team  
Central Bayside  
Community Health  
Services**

**Food Services  
Volunteer Team  
City of Greater  
Dandenong**



**Palliative Volunteers  
Colac Area Health**

**Volunteer  
Transport Team  
Dianella Community  
Health**





## Team nominees



**I Want to Cycle Team**  
Doutta Galla  
Community Health

**Chris and Glenis Davies**  
EACH Social and  
Community Health



**School Handy-Person Support**  
EACH Social and  
Community Health

**Helpline Team**  
Eating Disorders  
Victoria



**GV Health Volunteers**  
Goulburn Valley  
Health

**DanceWize**  
Harm Reduction  
Victoria



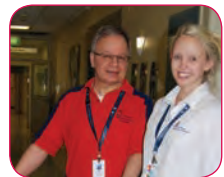
**Frozen Meals on Wheels Team**  
Heywood  
Rural Health

**Hospital Opportunity Shop Team**  
Kilmore and  
District Hospital



**CancerCare Transport Drivers**  
Maryborough District  
Health Service

**Ward Assist Volunteer Program Team**  
Melbourne Health







## Team nominees



**Dandenong  
Hospital Volunteer  
Patient Library  
Service**  
Monash Health

**Victorian  
StrokeSafe  
Ambassadors**  
National Stroke  
Foundation



**MacChat**  
Peter MacCallum  
Cancer Centre

**Country Women's  
Association  
Bayside Branch**  
Peter MacCallum  
Cancer Centre



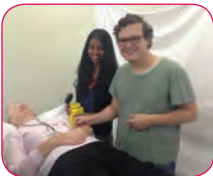
**Community Palliative  
Care Team**  
Portland District  
Health

**Supported  
Conversations  
Program Team**  
St Vincent's  
Melbourne



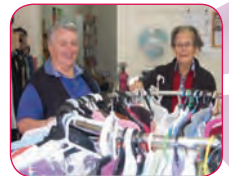
**Grief Telephone  
Support Team**  
The Compassionate  
Friends Victoria Inc.

**Young and Gay**  
Victorian AIDS  
Council/Gay Men's  
Health Centre



**Mitchell Clarke and  
Azzerdeen Wates**  
VincentCare Victoria

**Hospital  
Opportunity  
Shop Team**  
Western District  
Health Service





## Team nominees



**Williamstown  
Hospital  
Opportunity Shop  
Team**  
Western Health

**Sunshine Hospital  
Therapy Garden  
Volunteer Team**  
Western Health



**Gentle Water-based  
Exercise Group**  
Yarra Valley Community  
Health a Member of  
Eastern Health









