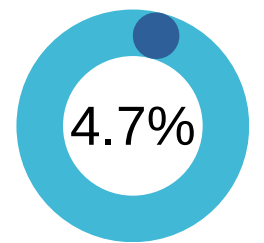


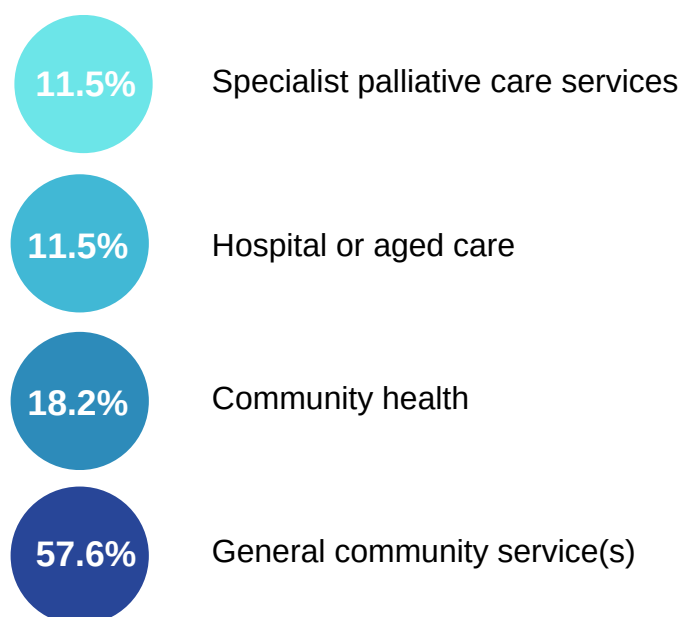
Research Project Survey Results

Survey response rate

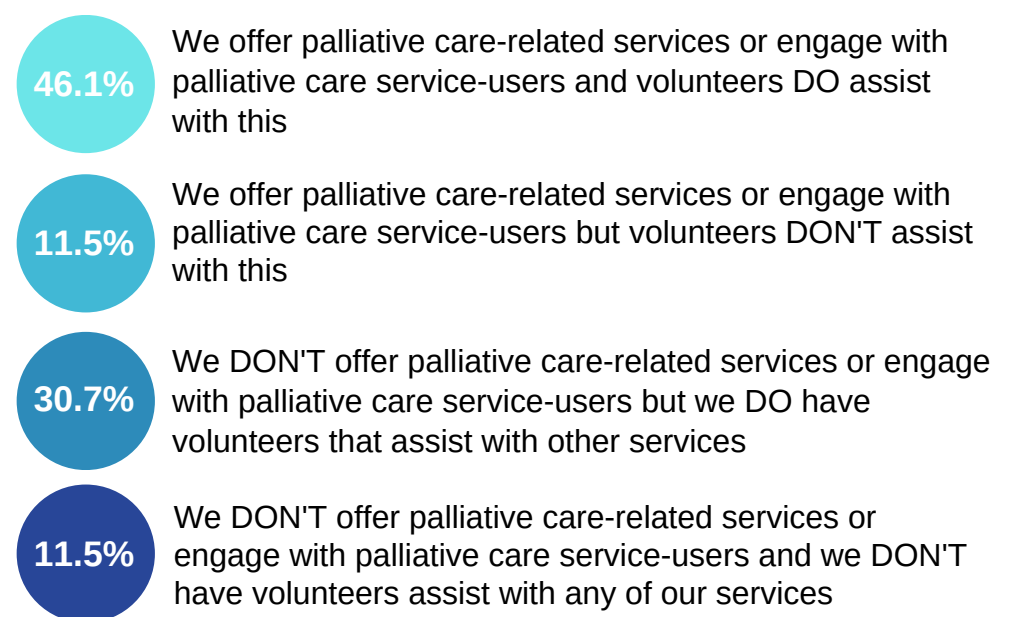
After an extensive mapping project to identify the organisations in South Australia that aligned with the four palliative care service streams, a survey was developed and distributed to understand volunteer connections with palliative care. The survey was distributed to 547 contacts and completed by 26 individuals from across the state. The survey response rate was 4.7%.



Respondent service/purpose streams

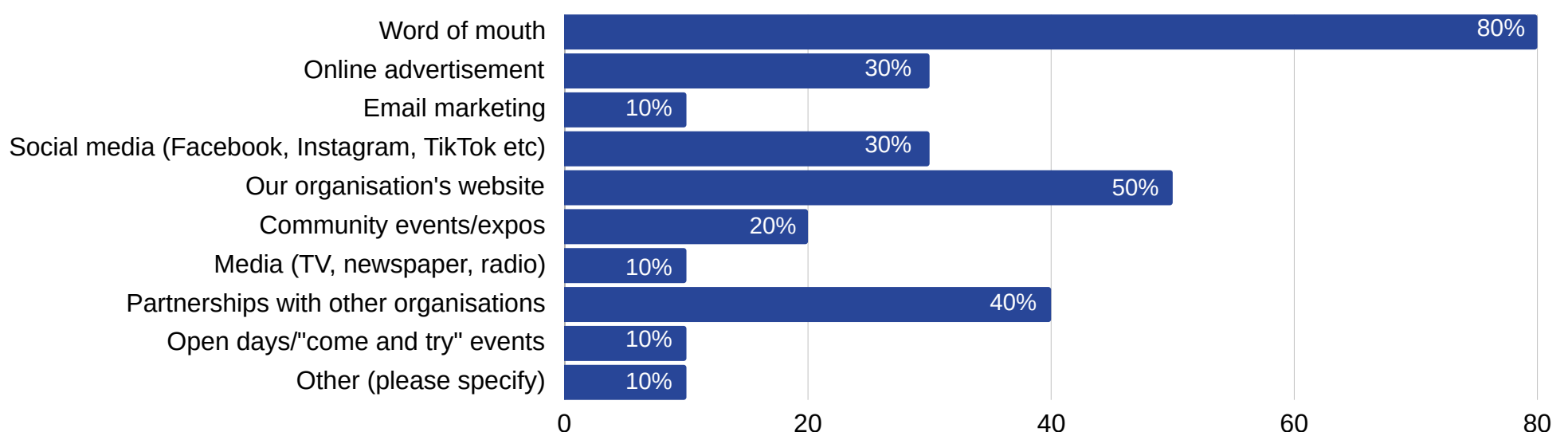


Respondent organisation's relationship with both palliative care and volunteers



- Of those respondents that reported engaging volunteers in palliative care services, 30% of respondents reported engaging up to 10 volunteers, 30% reported engaging between 11 and 50 volunteers and 40% reported engaging between 51 and 200 volunteers.
- 90% of respondents reported that they would benefit from either "significantly more" volunteers or "some additional" volunteers to deliver their services.

How volunteers related to palliative care are recruited



- Most respondents selected word-of-mouth, organisation websites, social media, and online advertisements as the most utilised volunteer recruitment methods. Community expos, partnerships with other organisations and traditional media were other recruitment methods commonly used by respondents.

The roles/tasks that volunteers undertake related to palliative care

- Volunteers predominantly undertake personal, psychological and practical support roles in palliative care services, but respondents identified potential future roles in rapid response transportation and respite services, companionship, and group support.

The impact of volunteers delivering services related to palliative care

Respondents from palliative care service providers reported that volunteers play a crucial role in palliative care that is different to but compliments the services provided by paid staff. The positive impacts of volunteers included:

- volunteers have more time than paid staff to spend with palliative care service users to support and care for them.
- volunteers can use their lived experience to provide a peer perspective and feelings of safety and understanding for the service user
- CALD (Culturally and Linguistically Diverse) volunteers providing a connection to language and culture for CALD palliative care service users.

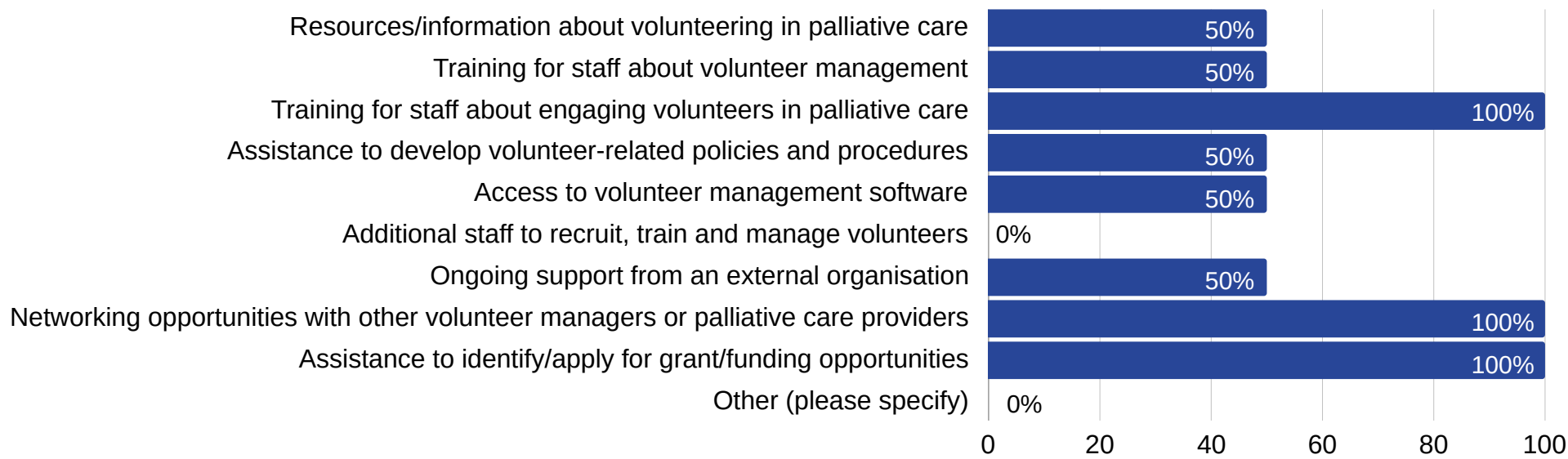
General service providers working with palliative care service users or dealing with palliative care related concerns

Most respondents indicated they they felt comfortable dealing with palliative care related concerns or palliative care service users, with some reporting that they have limited to extensive experience in this area. Other respondents were satisfied with providing clients with information and referrals to palliative care support services.

The elements that would assist volunteer managers supporting volunteers in palliative care

Respondents representing general services with volunteers supported training for volunteer managers and volunteers in palliative care and noted that additional information/resources would benefit their organisations and workforces. These respondents also noted the potential benefits of networking events, recognition events and training for volunteer managers supporting volunteers.

The elements that would assist the inclusion of volunteers in palliative care



- For palliative care service providers without volunteers, respondents noted that time and resource constraints are a barrier to engaging volunteers in their services. It was noted however that training, networking opportunities and palliative care specific resources would assist them to include volunteers in their services.
- Similarly, general service providers without volunteers noted that there is limited knowledge of palliative care amongst their services and while they felt that leaders/managers would benefit from training, awareness and resources about palliative care issues and service users, respondents indicated that this wouldn't be relevant for their workforces.