

## Volunteer Role Description



<b>Role title:</b>	<b>Wish Memory Pack Delivery Volunteer</b>
<b>Role reporting to and managed by:</b>	<b>Ambulance Wish SA Project Coordinator</b>
<b>Paid/Volunteer:</b>	<b>Volunteer</b>
<b>About Palliative Care SA</b>	
<p>Palliative Care SA (PCSA) is a leading South Australian charity and independent peak body representing palliative care providers, the community and people experiencing a serious illness, dying, death and grief. Our belief is that how we support the way we die in community is an indicator of the way we are as a society.</p>	
<b>About the Ambulance Wish South Australia Program</b>	
<p>Ambulance Wish South Australia (AWSA) is the chance to give people living with a life-limiting condition the opportunity to fulfil a special wish and create memories that last forever.</p> <p>Wishes tend to be simple and special moments to treasure such as a visit to the beach for fish and chips, a final trip to country to connect with cultural heritage and ancestry or the chance to return home to meet a new grandchild.</p> <p>The Ambulance Wish program is a powerful reminder of how simple acts in these final days and weeks can bring joy and peace to our community.</p> <p>The AWSA Program is led by Palliative Care SA in partnership with St John Ambulance SA and Flinders University and is completely dependent on corporate partnerships, donations and community fundraising to ensure its objective is achieved. For more information: <a href="http://www.ambulancewishsa.org.au">www.ambulancewishsa.org.au</a></p>	
<b>Commitment and Time Required</b>	
<ul style="list-style-type: none"><li>● <b>Commitment:</b> Minimum volunteer commitment 6 months</li><li>● <b>Approximate Hours:</b> 3-6 hours every month<ul style="list-style-type: none"><li>○ A Memory Pack Delivery is approximately 3-hours</li></ul></li><li>● <b>Availability:</b> weekdays (occasionally out of hours or weekends)</li><li>● <b>Location requirements:</b><ul style="list-style-type: none"><li>○ Collection of Memory Packs from PCSA office, Eastwood</li><li>○ Attendance at various Palliative Care Services and general locations around SA (usually within 150km from Adelaide CBD)</li></ul></li></ul>	
<b>Purpose of this volunteer role</b>	
<p>Following a Wish, Memory Packs are created (including Memory Books and photos on a usb). The purpose of the Ambulance Wish Memory Pack Delivery volunteer is to deliver Wish Memory Packs to recipients (or their families) and their associated Palliative Care Services, while also documenting feedback to help improve the experience and impact of the program.</p> <p>Professionalism and appropriate boundaries are critical to the Wish Team members roles.</p>	
<b>Main Tasks</b>	
<p>PCSA will organise and schedule delivery meeting times and locations for both Memory Pack deliveries and collate Memory Packs in preparation for delivery.</p> <p><b>Pre-Delivery</b></p>	

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- Collect Memory Packs, feedback forms and delivery details from PCSA office, 213 Greenhill Road, Eastwood
- Brief discussion with AWSA Coordinator/Communications Coordinator (or other nominated PCSA staff) when collecting packs, regarding what the Wish involved, any psychosocial information relevant to delivery

### Delivery Day

- Deliver to Palliative Care Service (often a Palliative Care hospital ward) and meet with nominated Wish Liaison staff member and discuss the wish experience and any feedback
- Deliver to Wish recipient or to nominated family member and discuss the wish experience and any feedback

### After delivering Memory Packs

- Return Memory Pack Delivery Form to PCSA office and any additional feedback (same day)

### Workplace Health, Safety and Wellbeing

- Ensure management of Workplace Health Safety and Wellbeing issues within the work area and demonstrate leadership and communication on these matters.

## Qualifications and experience

- Current South Australian Driver's License with no restrictions
- Skilled and experienced in counselling, social work or other health/frontline worker experience
- Understanding of privacy and boundaries in relation to palliative care
- Skilled and experienced in communicating in a palliative care setting
- Experience communicating with people who are experiencing grief and loss.

## Training Requirements OR evidence of recognised-prior-training

- Ambulance Wish South Australia (AWSA) volunteer orientation, including:
  - PCSA VoliVillage induction
  - Provision of checks and certifications
  - Professional Boundaries training
  - Cultural Awareness training
  - Manual handling training
  - AWSA volunteering induction
  - AWSA Wish Memory Pack Delivery role induction

## VOLUNTEER ACKNOWLEDGEMENT

Volunteer Full Name		Date	
Signature			
Date Volunteer Role Description Approved by PCSA CSM / CEO		Shyla Mills	30th September 2025 Version 1