

20 NATIONAL
23 VOLUNTEERING
CONFERENCE
THE FUTURE IS NOW

D4: Volunteering in health settings



Children's Hospital Foundation

Our Volunteer Community

Building a Volunteer Community

The Children's Hospital Foundation employs 3 stages of Engagement:

- Uniqueness
- Benefits
- Impact

Initial

1

- Introduction
- Communication
- Training
- Induction

Onboarding

2

- Impact
- Involve
- Inform
- Invite

Ongoing

3

Areas of focus

- Uniqueness
- Benefits
- Impact

Initial

1

- Impact
- Involve
- Inform
- Invite

Ongoing

3

Initial Engagement

Uniqueness

Benefits

Impact



Uniqueness

The Children's Hospital Foundation Volunteer Community is your chance to support sick and injured children at the Queensland Children's Hospital, a tertiary level teaching hospital that offers a full range of specialist services.

Our volunteer community offers a helping hand by providing a range of services designed to support families and the welcome distraction of fun and games to bring a smile to the face of a sick child.



Benefits

If you are looking to get involved in your community, we have a selection of volunteer roles designed to bring you face-to-face with precious moments and offer a variety of rewarding experiences.

You will be empowered to give back to your community by supporting our most vulnerable and their loved ones.

By becoming a CHF Volunteer, you will be joining a team that walks alongside patients and families to provide social connection and moments of happiness.



**Figures from FY19-20 Volunteer Engagement Survey*

Ongoing Engagement

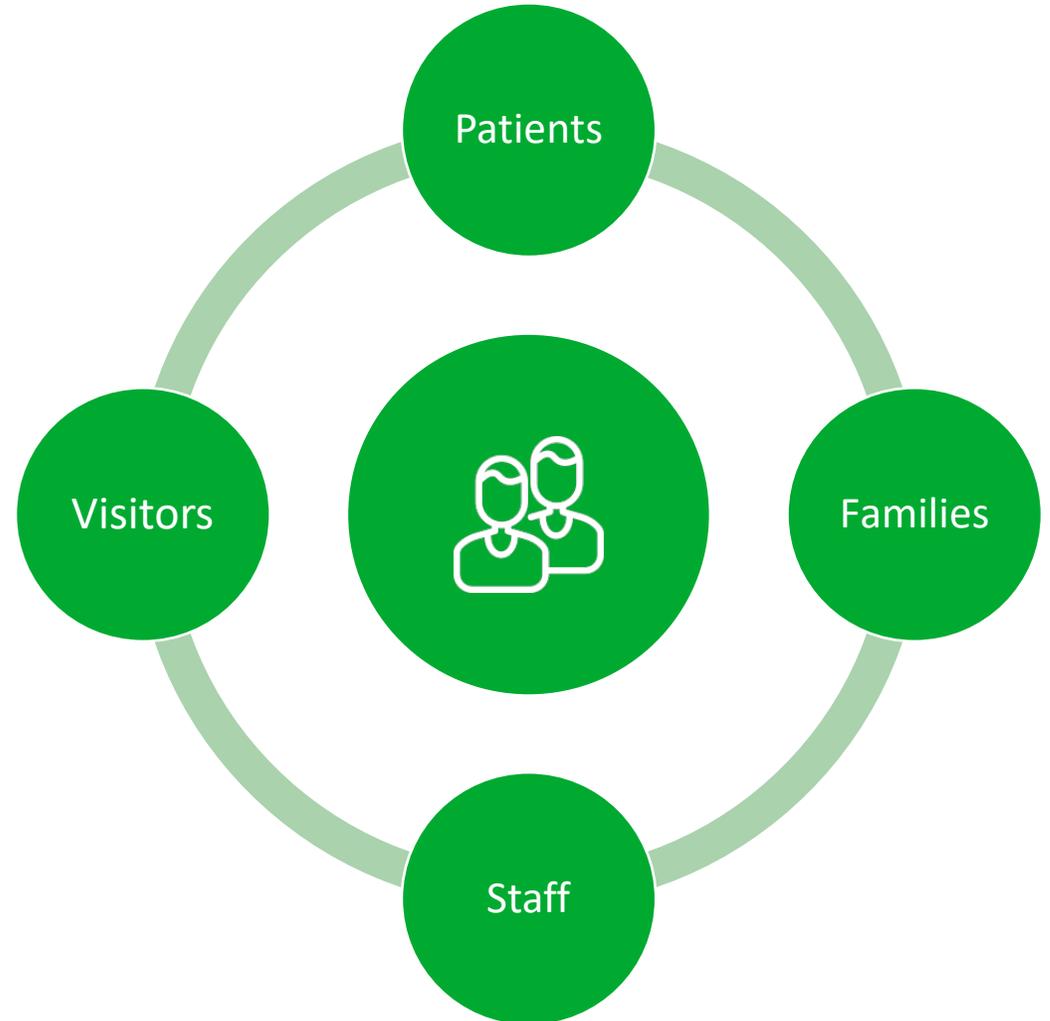
Impact
Involve
Inform
Invite



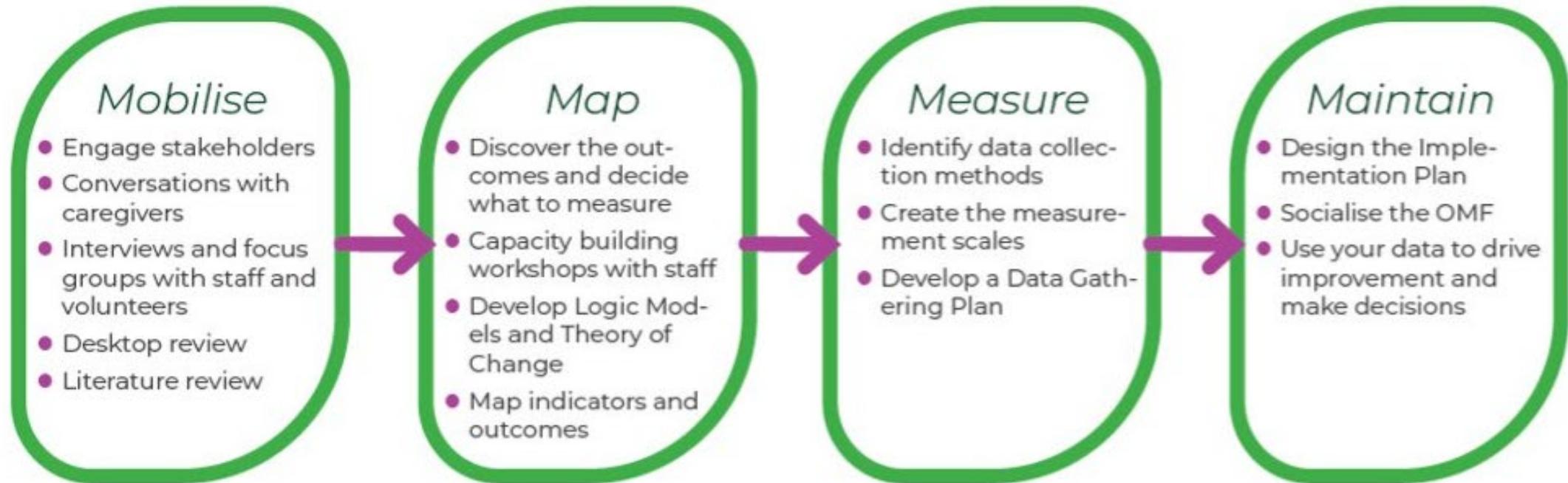
Impact

Why this is important

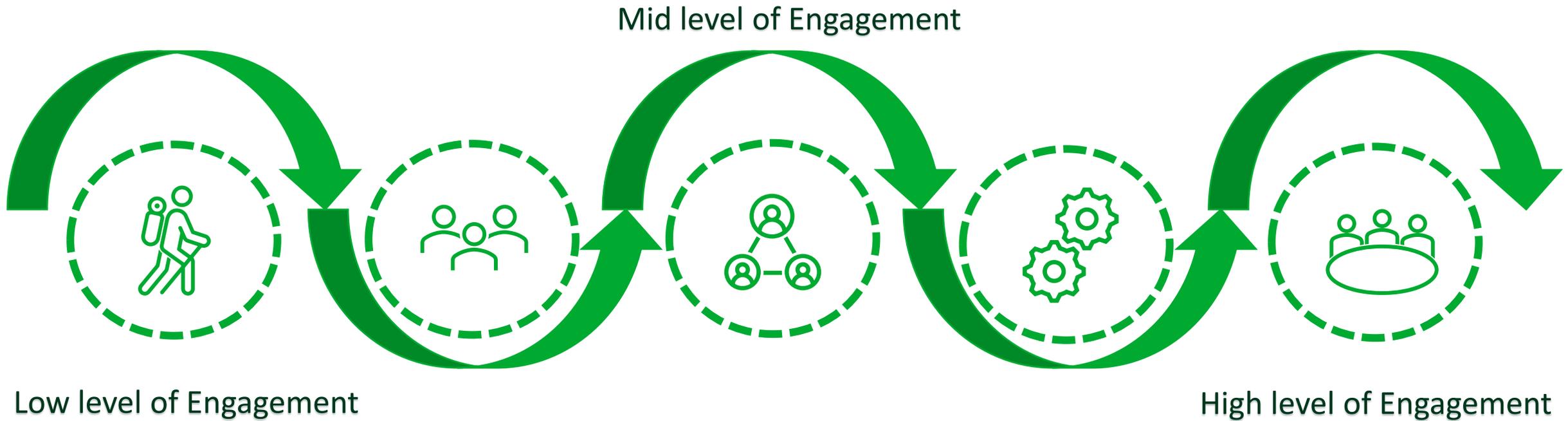
- Help articulate the relationship between your volunteers and the outcomes
- Communicate what services have the greatest impact and for whom
- Provide insights to your volunteers which can support strategic decision making
- Build confidence in your volunteers that they are making a difference within your organization
- Inform and engage internal and external stakeholders



Understand your Impact - Outcome Measurement

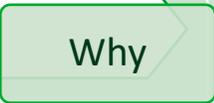
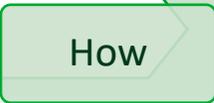
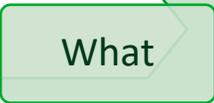
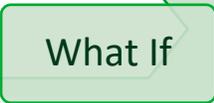
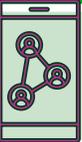


Involve



Inform

Communication Schedule			Communication Types		
					
Consistent	Timely	Planned	Verbal	Written	Visual

Communication Journey				Communication Methods			
							
Why	How	What	What If	Newsletter	Social Media	Email	SMS

Invite



Social Connection

Recognise and celebrate achievements

Encourages a cohesive team

Improves volunteer wellbeing



Suggestions

Improves process and productivity

Increased sense of ownership

Utilise areas of expertise



Recognise:

- Impact & Benefits



Data driven decisions:
Engagement & Recruitment



Utilise your networks

- Resources & Influence



Leverage your resources:

- Passions and skills

Aspire to Inspire!

Get Curious not Furious!

Thank you!

