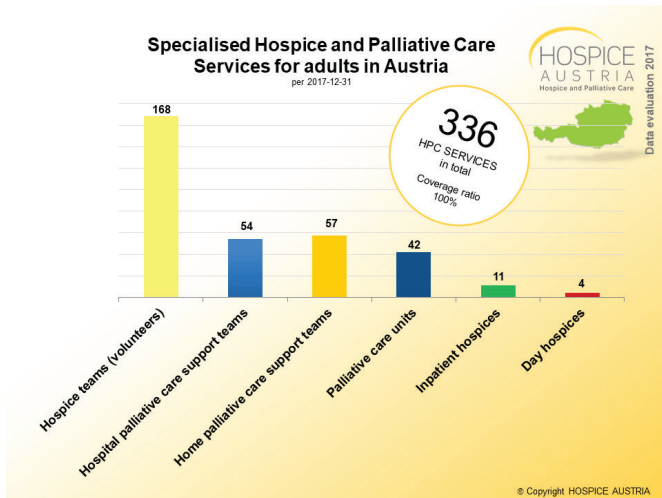


Volunteers in Hospice and Palliative Care for Adults in Austria



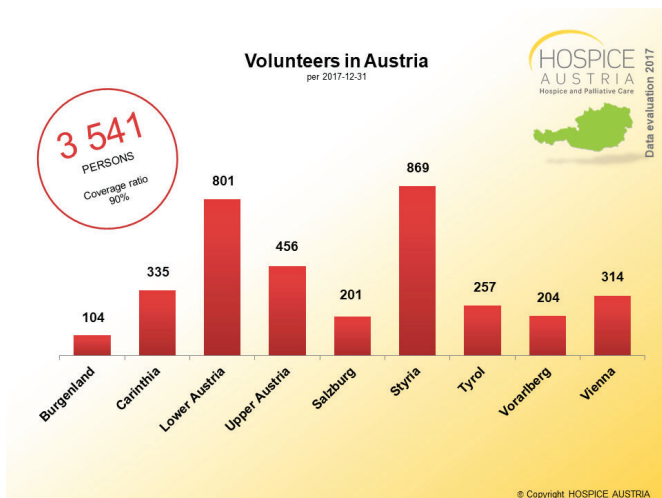
Teams

1 team = 0.5 FTE* coordinator + 10-20 volunteers

Austria had 168 hospice teams in 2017.

Volunteers are offered supervision and training.

Costs like phone calls and transportation are covered by the organisation.



Training

All volunteers are trained according to the curriculum of Hospice Austria (80 hrs + 40 hrs work experience).

Volunteers have to have an ongoing training of 8 hours per year.

Hospice Austria has issued a curriculum for Volunteers in children's hospice teams in 2013.

The National Organisation for Bereavement Support (Hospice Austria is a member) has issued a curriculum for bereavement support.

Challenges and Future Development

- ⇒ Recruiting new volunteers
- ⇒ Retaining volunteers
- ⇒ Nourishing the „spirit“ of hospice volunteering in a highly structured system of volunteering and health/social care.

Patient Care

2 801 volunteers cared for 13 119 patients. Patients' family members are not included in this number.

The main place of care are the patient's home and palliative care units, followed by nursing homes and hospitals.

2 437 people received bereavement support by volunteers.

Levels of Hospice and Palliative Care

	Hospice and Palliative Care		
	1 st level primary health care setting	2 nd level specialists for support	3 rd level specialists for care
acute care	Hospitals departments, wards, ambulatories	Hospice teams (volunteers)	Hospital palliative care support teams
long term care	nursing homes, residencies		Home palliative care support teams
at home	family doctor, specialists, home care, social worker		Day hospices
			Palliative care units
			Inpatient hospices

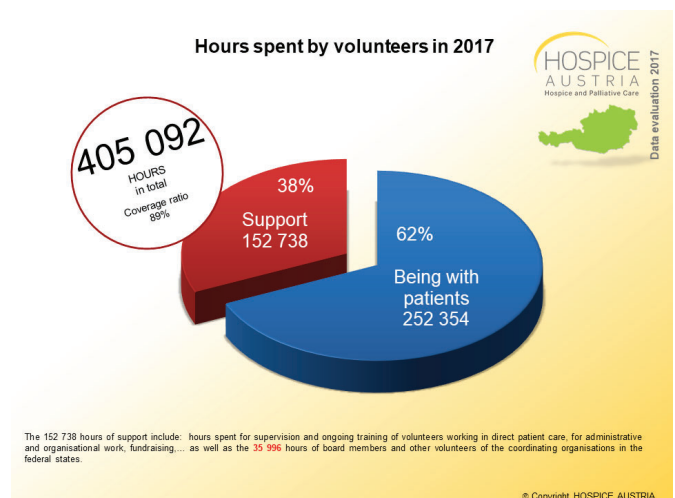
Published 2006 by GÖG/ÖBIG Mag. Leena Peltari, MSc – Hospice Austria

Roles

2 974 volunteers (86% female, 14% male) are in direct patient care.

387 volunteers work in organisational and supportive roles in administration or fundraising.

180 of them belong to one of the 9 Austrian regional hospice organisations and are volunteering as board



The 152 738 hours of support include: hours spent for supervision and ongoing training of volunteers working in direct patient care, for administrative and organisational work, fundraising, ... as well as the 35 996 hours of board members and other volunteers of the coordinating organisations in the federal states.

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