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| 2024 Victorian Public Healthcare Awards Volunteer Award criteria |
| Category 19 - Health Volunteer Team of the YearRecognising outstanding contributions from any kind of volunteer team. * Nominated teams must:

have undertaken voluntary work or a volunteer activity in a Victorian government-funded healthcare organisation, or an organisation delivering public health programs, in the previous 12 months (i.e. 8 April 2023 – 7 April 2024) that satisfies: Volunteering Australia’s definition of volunteering, being “time willingly given for the common good and without financial gain” as set out on the [Volunteering Australia website](https://www.volunteeringaustralia.org/resources/definition-of-volunteering) <https://www.volunteeringaustralia.org/resources/definition-of-volunteering>, and the criteria of the selected award category |

**Summary**

When making your entry in Award Force you will be asked to provide a brief (max. 100 words) summary of the impact the nominated volunteer/team has had on Victorian public healthcare.

The summary should be suitable for the general public and written from a third-person perspective. Should you be a finalist, this summary will be used in our communications. **Note:**This will not be assessed or scored as part of your entry.

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| Criteria question | Scoring criteria | Guidance notes | Weight |
| About the team  | Volunteer commitment    | * To what extent does the team demonstrate a commitment to volunteer activities that benefit consumers, patients, the health service and/or community?
 | 1   |
| Reason for nomination    | Enhancing care    | * Has the team committed a range of skills and expertise to benefit consumers, patients, the health service and/or community?
* To what extent has the team’s work been exceptional or gone above and beyond to enhance the care or wellbeing of patients or the community?
* Has the team made a difference?
 | 3   |
| Benefits to the community    | Benefits to the community    | * To what extent has the health service, patients and the community benefited from the contribution made by the team?
* Has the team made a significant impact on the patients, families or community?
 | 2   |
| Innovation and excellence    | Innovation and excellence    | * Are new, creative or innovative methods or approaches to volunteering or healthcare demonstrated in the nomination?
* Has the team demonstrated the best possible care or service to clients, patients or the community?
 | 3   |

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