

Our volunteer visitors want to make a difference because they care

Older people who feel lonely or spend too much time alone are at greater risk of serious health problems such as heart disease and depression.

Changes in health and circumstances can lead to people becoming isolated as they age. When that happens, having a regular visit is something to look forward to, and makes a real difference to the health and happiness of an older person.

Our visitors

Our visiting service volunteers come from a wide range of backgrounds and age groups. If you are:

- Over 18
- Warm and friendly
- A good listener
- Interested in spending time with an older person
- Respectful of confidentiality and other peoples' cultures and ways of doing things
- Able to give about one hour per week on a regular basis
- Keen to receive ongoing support and training

We want to hear from you.



To become a visitor

Before you can be matched to an older person, you will need to have an interview, pass police and reference checks, and complete orientation training.

Being a visitor

When you are matched, the aim is for you and the person you visit to get to know each other and enjoy conversation and shared activities. You are there to offer company and friendship, and to support the person you visit to extend their social activity in their own way and in their own time.

We also ask that you keep a record of your visits and report these to Age Concern on a regular basis.

Our commitment to you

We are committed to ensuring that our volunteer visitors have a rewarding, safe, and enjoyable experience. We do this by:

- Providing clear information about your role
- Prioritising your health and safety
- Matching you with care to a compatible person
- Keeping in touch with you and the person you visit
- Working to resolve any issues
- Providing ongoing support and training
- Valuing your contribution and feedback

As a result, our annual visitor surveys show that over 95% of our volunteers would recommend others to volunteer for the service.

To find out more about the Age Concern Visiting Service call us now, pop into our office, or visit the Age Concern New Zealand website.



If you or anyone you know needs our help, please contact your local Age Concern 0800 65 2 105 or visit www.ageconcern.org.nz

Our website is full of great information and resources.

It will help you learn:

- more about Age Concern
- information on our services
- how you can change disrespectful attitudes towards older people
- how you can support the work of Age Concern.

Do you want to volunteer for us?

We would love to hear from you so please contact us today.

Everyone is welcome and valued.



**AGE
CONCERN
NEW ZEALAND**

He Manaakitanga
Kaumātua Aotearoa

PO Box 10-688, Wellington 6143

P +64 4 801 9338 or 0800 65 2 105

F +64 4 838 3309

M 027 229 9040

E national.office@ageconcern.org.nz

www.ageconcern.org.nz

© 2022 Copyright Age Concern New Zealand



**AGE CONCERN
NEW ZEALAND**
VISITING SERVICE

Do you have time for older people?

