

AVS works!

Research shows that loneliness and social isolation are as bad for health as smoking, and can contribute to serious health problems like heart disease and depression.

Having a visitor can make a real difference in the health and happiness of an older person.

Here are some things older people have told us about having a visitor:

Sometimes she is the only person to visit from week to week.

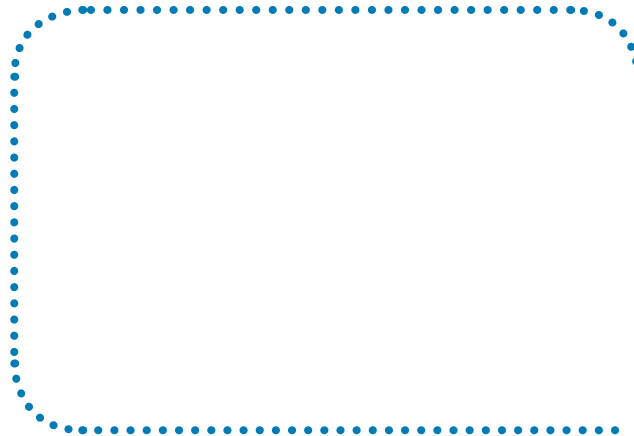
I was lonely, with no light at the end of the tunnel, and didn't want to be here. Completely alone. No family. My visitor is a good listener, and we have become good friends. I look forward to her visits.

I love her weekly visits and the news of the world she brings to me. We are both interested in the same things. It's very special.

I have someone of my own.



To find out more about becoming an Age Concern Accredited Visiting Service volunteer contact us or visit our website:



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Do you have time for older people?

Ko te aroha te mea nui

You could be a volunteer visitor



You could make a real difference in the life of an older person

Are you:

- Warm, friendly, and do you enjoy a chat?
- Keen to spend time with an older person?
- Able to give about one hour per week on a regular basis?
- Respectful of confidentiality and of other cultures and ways of doing things?
- Ready to be part of a team and experience ongoing support and training?

If this is you, you could be an Age Concern Accredited Visitor

Ma tō rourou me tāku rourou ka ora tātou katoa



Becoming a Visitor

These are the steps:

- Attend an interview
- Pass a police check and reference check
- Complete orientation training
- Be matched with an older person and get to know them
- Support them to increase their social activity in their own way, at their own pace
- Provide records of your visits
- Regularly review with your coordinator how the match is going.

Our commitment to you

Volunteers are the core of our service. If you become an AVS visitor, we are committed to ensuring that you have a rewarding, safe, and enjoyable experience. We do this by:

- Providing clear information about your role
- Taking great care to match you with a compatible older person
- Regularly checking in to see how things are going
- Working to resolve any problems or issues
- Prioritising your health and safety
- Providing ongoing training and support
- Seeking and valuing your feedback on the service.

Our visitor satisfaction surveys show that over 98% of our visitors enjoy, and feel that they benefit from, their role. Visitors have told us:

The lady I visit is very frail. I try to do something nice for her each week. We have great chats and she is a lovely friend.

I am very happy I made the decision to become a visitor. The person I visit has had a huge impact on my life.

Lovely to see his face light up when I arrive, and makes me feel happy too.