

# Age Concern Visiting Service

## Do you have time for older people?

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 volunteers**

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.

### **The difference it makes - sharing Di's story**

Di (not her real name) was referred to Age Concern's Visiting Service after her husband passed away.

Over time, she had become increasingly isolated. Her children had moved out, and she was spending much of her day alone. She rarely cooked for herself, slept often, and no longer took part in community activities. Her confidence was low, and she was feeling deeply lonely.

With support from the Visiting Service, things began to change.

Our coordinator arranged a Total Mobility assessment to help Di get out and about more easily. She was also matched with a volunteer who spoke her language. At first, they connected by phone, as Di felt unsure about meeting in person.

Gradually, trust grew. Di invited her volunteer over for coffee, and over time, they began going out together. Now, they attend an art class regularly and stay in touch by phone. With renewed confidence, Di has also started going to an exercise class with her neighbour. She is more active, more connected, and feeling much better in herself.

**This is the difference connection can make, and the impact volunteers can have in supporting older people to feel part of their community again.**

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## Being a volunteer visitor

### **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 99% of our volunteers would recommend others to volunteer for the service.

We would love to hear from you, so please contact your local Age Concern to talk about it further today.

**Together, we can make Aotearoa  
New Zealand a great place to age**