

**Ma tō rourou me
tāku rourou ka
ora tātou katoa**

You could be an
Age Concern
Accredited Visitor

**Your visits would
make a real
difference in an
older person's life**

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**



Becoming an Accredited Visitor

Volunteers are carefully selected, and are trained and supported by our AVS coordinators.

The six steps to Accreditation:

- 1 Contact Age Concern!
- 2 Attend an initial interview
- 3 Participate in our orientation programme
- 4 Be matched with an older person
- 5 Visit on a regular basis for at least six months
- 6 Receive accreditation

If you have doubts or concerns at any stage talk to your Coordinator. You have the right to withdraw at any time.

Being a visitor is a rewarding experience

We aim for mutually beneficial relationships between older people and visitors. Our coordinators work to make this happen by:

- Carefully matching older people and visitors
- Monitoring their satisfaction
- Working to resolve any problems or issues
- Providing ongoing training and support for Visitors

In our visitor satisfaction survey, 95% of visitors told us they enjoy their role, and 98% felt that they have benefited from being part of AVS.

One visitor wrote:

"I have learnt things through my visits and talks which I may not have learned otherwise. Knowing I am helping make someone's day is wonderful, as is seeing their eyes light up when I arrive."



AVS Works!

Research shows that social isolation and loneliness experienced by older people can lead to serious health issues such as depression and anxiety, malnutrition and weight loss.

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

Here are some of the things older people have told us about having a Visitor:

“My visitor has been very special, and a friend to me. I look forward very much to her visit.”

“We discuss everyday situations and usually talk of our families; we joke and have a good time.”

“We spend time outside together... we have swapped some cuttings. It's lovely to spend time with someone so interesting.”



To find out more about Age Concern's Accredited Visiting Service contact us now:

visit www.ageconcern.org.nz
for your local service

Our thanks to all the AVS participants who agreed to feature in this brochure.

Do you have time for older people?

Ko te aroha te mea nui

You could be a volunteer visitor

