

## Client Frequently Asked Questions

### Am I eligible to receive a volunteer visitor?

If you are getting an Australian Government Home Care Package or on the wait-list that is the first step. If you don't have regular contact with family and/or friends, or have the ability to socialise we would like to hear from you. We also are here to support you if you belong to a culturally diverse group or have a complex vulnerability, you may be eligible as well.

### I am receiving a Home Care Package (HCP) or am waitlisted for a HCP, can I receive a volunteer visitor?

Yes, providing you meet the additional eligibility criteria: you are feeling lonely or isolated, don't have regular and reasonable frequent positive and engaged contact with friends or relatives (including people who have limited contact with people who speak their language or share a cultural background) and/ or have frailty, mobility or communication impairments that prevent you from participating in social or leisure opportunities.

### I am receiving a Commonwealth Home Support Package (CHSP) - can I receive a volunteer visitor?

Unfortunately, you are not eligible to receive a volunteer visitor under a CHSP, but if you have the capacity, you can become a volunteer and provide ACVVS visits to those receiving a HCP or waitlisted for a HCP.

### I am in a residential aged care home, can I receive a volunteer visitor?

The ACVVS does provide volunteer visitors for people in residential aged care homes, however Intereach is not a funded provider for these placements (unless you start a relationship while on a HCP and transition to residential aged care). To receive a volunteer visitor while in a Residential Aged Care Home please go to the [ACVVS website](#) to apply and your referral will be sent to the appropriate provider.

### I am not receiving an Australian Government Aged Care Package, can I still receive a volunteer visitor?

The Aged Care Volunteer Visitors Scheme (ACVVS) is for older people aged 65 and over currently waitlisted for or receiving Aged Care Services. Unfortunately, if you are not a recipient of these services, we cannot provide the ACVVS to you at this time. If your circumstances change, please reach out. Also, you may consider the possibility of becoming a volunteer under the scheme to provide ACVVS visits to others.

### How can I receive a volunteer visitor?

You can refer yourself via the Intereach website by filling out the [ACVVS Client Referral Form](#). You can ask friends, family, a care provider, or your aged care service provider to fill this out on your behalf if you require assistance. Additionally, you can contact the Intereach Volunteer Team Leaders directly and they can take your referral via phone, email or in person.

### What happens once my referral is received?

We look at the information you have provided and match this information as closely as possible to our volunteer list. We aim to pair up people with common interests, similar backgrounds, and any other information you have provided. If we don't have a volunteer that we think may be suitable, we will look for one. Once we think we may have someone suitable, we will contact you to make a time to introduce you to your volunteer. If you and your volunteer find one another suitable after an initial meeting, then you may continue to engage on a regular basis on days/times that suit you both.

### What sort of things can I do with my volunteer visitor?

It could be a cup of tea and a chat, card games, walks, watching the footy or engaging in a shared hobby. If you are independent with your personal care needs and are independently mobile, you may like to go out for coffee, visit a park or maybe visit your local community group to undertake a hobby or class together.

### What can't my volunteer visitor do?

They can't do anything that is a paid service within your Home Care Package – such as domestic assistance, personal care, meal preparation, home maintenance etc. Your volunteer visitor must also maintain professional boundaries and therefore cannot do your banking, handle your bank card, shop for you, pick up medications, sign any legal documents for you or offer medical advice. If you are unsure about what your volunteer visitor can and can't do, please contact an Intereach Volunteer Team Leader.

### What sorts of things do you take consider when matching me with a volunteer visitor?

When we receive your referral, we note any of your interests, language preferences, the gender you prefer to visit with, the age group you prefer to visit with, and any other important information that you have shared. We will contact you and, if appropriate, your referrer (if you aren't self-referred), to chat about what you want from the visits. This will help us match you with someone who has similar interests and background.

Of course, we also talk to you about a potential match so you will be comfortable in meeting your new volunteer.

### What checks and training does a volunteer visitor undergo?

Intereach checks volunteers the same way we do staff. Each volunteer has a National Criminal History Check as well as a reference check and screening interview. Your volunteer also undergoes an induction and training process before we introduce you, which has a strong focus on Privacy and Confidentiality, as well as training on the role of the Aged Care Quality and Safety Commission, and the role of volunteers in upholding the Aged Care Quality Standards. We also offer our volunteers extra training and support to maintain an ongoing relationship with you.



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### Who can I ring if I need to cancel my visit?

You can contact your volunteer visitor directly if you need to cancel your visit, or you can contact the Intereach Volunteer Team Leader to cancel. Your volunteer visitor will also use this approach if they need to change plans with you (direct contact or via an Intereach Volunteer Team Leader).

### Why does my volunteer visitor need to record our visits?

After a visit, you may notice your volunteer record the date/time, location and activity you undertook in a confidential Intereach Booklet. This booklet is sighted by an Intereach Volunteer Team Leader monthly to ensure you are receiving the appropriate number of visits, the service is adequate to your needs, and so we may report de-identified data to the Australian Government as the funding body of the ACVVS, to show we are meeting our commitment. We will sometimes pass feedback to your Aged Care Service Provider/Care Coordinator if there is a change in your circumstances or wellbeing, so we can ensure you are receiving optimal care and we are meeting our duty of care requirements.

### My volunteer visitor is going away for a while, can we still keep in touch with postcards and phone calls?

We would encourage you to talk with the volunteer about regular contact if they are away. It may not be practical for contact during those times, but we encourage you to have a chat about options that may present, including phone calls, writing letters or postcards, and social media as ways of keeping in touch.

### What if I don't get along with my volunteer visitor?

If the match isn't working or you feel uncomfortable at any time, we will immediately stop visit from your volunteer. If you still want to continue with the ACVVS, we will match you with another volunteer as soon as possible.

### What if I don't want to participate in the ACVVS anymore?

That's perfectly fine. Contact the Intereach Volunteer Team Leader and we will inform your volunteer. If you decide to participate at a later date, please contact the Intereach Volunteer Team Leader who can advise you what to do next.

### I'm in hospital for a short stay, can my volunteer visitor visit while I'm here?

Yes that's perfectly fine if your health condition allows it. If you have a contagious condition, we can arrange for telephone or video calls to make sure that both you and your volunteer are kept safe.

### I want to move from my home into a residential facility, can my volunteer still visit?

Absolutely. An Intereach Volunteer Team Leader can help with the transition from visiting in your home, to visiting in the residential facility that you move to.

### What if I don't want to participate in the ACVVS anymore?

You can exit the ACVVS at any time. Please contact an Intereach Volunteer Team Leader and we will inform your volunteer.

### English is my second language, can I have a volunteer visitor who speaks my language?

Intereach Volunteer Team Leaders will make every effort to find you a volunteer match who meets your social needs. This includes matching a volunteer based on shared language, ethnicity, or other considerations. We will use services such as interpreters where they are available to assist if we need to or target-recruit a volunteer for you, with your permission.

### I have hearing difficulties; can I still have a volunteer visitor?

Absolutely. We will match you with someone who can accommodate any physical issues you identify, including loss of hearing, physical challenges or loss of abilities.

### I want to give my volunteer visitor a gift, is that ok?

Your volunteer visitor cannot accept money or gift cards but can accept a small gift under the value of \$50 in certain circumstances. For example, you can say thank you or celebrate a special occasion/holiday with a small token of appreciation such as a homemade cake, a birthday card or flowers picked from your garden. If you are in doubt, please contact an Intereach Volunteer Team Leader to discuss what is appropriate.

### If I have any questions, who can I contact?

If you have any questions that we haven't answered, please reach out to an Intereach Volunteer Team Leader, we are happy to answer any questions you have.

### How can I make a complaint, or give positive feedback about my experience with the ACVVS?

Please know that we welcome feedback and complaints, it helps us improve our services. It is your right to have your voice heard and your complaint fixed. You can make a complaint or provide feedback through the [Feedback, Complaints and Compliments page](#) on our website: [www.intereach.com.au/feedback-and-complaints/](http://www.intereach.com.au/feedback-and-complaints/) or by calling us on **1300 488 226**.

