

RECIPIENT FREQUENTLY ASKED QUESTIONS

How often should I expect a visit?

We ask our visitors to visit you at least once per fortnight in person. This can be more frequent depending on you and your visitor's availability.

What sorts of things will we be doing together?

It really depends on your interests. Many of our pairs play card or board games, do jigsaw puzzles, watch you tube videos, or do art and craft activities. Most of the time it's a cuppa and a chat. If you are able to go out without needing personal care you and your visitor might go for a walk, a coffee or a short drive.

What if I don't have a connection with my visitor?

Friendships are not made overnight, and it can take a few visits before you feel a real connection. The ACVVS team do their best to match you with someone that you have things in common with. If after several visits you feel it is not working, let us know and we will try and find you someone else to visit.

What happens if my visitor gets sick?

If they get sick, we ask them not to visit you so you don't get sick. Your visitor or someone at the aged care facility will let you know as soon as possible and your visitor will make another time.

What happens if I am sick or don't feel like a visit?

Please let your visit or the aged care facility staff know as soon as possible and then make another time. Sometimes you might just feel like a chat with your visitor over the phone and that is okay.

What if my visitor goes on holiday?

Your visitor will let you know as soon as possible so you are aware of the dates they will be away and unable to visit. We encourage our visitors to give you a call or send you a postcard while they are away, but this is not always possible.

Can my visitor look after my pet?

No. Your visitor is unable to look after your pet.

What if it is a medical emergency, can they look after my pet then?

No. Your visitor is not able to. You need to have a plan in place for someone to look after your pet and to let your visitor know the plan.

How long are the visits usually?

Visits are usually between 30 minutes to two hours. This depends on what you would like and what activity you are doing.

Can my visitor bring their dog over?

Yes. They can, if you would like them to, their dog is well trained, and your visitor is comfortable bringing their dog. For people living in residential aged care, we ask you have this approved with the facility staff first.

Can I meet my visitor's family?

If you live in a residential aged care facility your visitor may bring their children to visit you occasionally. Your visitor's partner or adult family members are not able to visit as they are not Lifeline WA volunteers.

Can my visitor take me to my medical appointments or to hospital?

No. Your visitor is there to provide social support and companionship and is not able to transport you to and from hospital or to any appointments. Please talk to your home care provider if you are having any transport difficulties.

What if it is a medical emergency, can they take me to hospital then?

No. Your visitor is not able to take you to hospital, but they will call 000 and wait with you until the ambulance arrives. They can also call your emergency contact and let them know what is happening.

Can my visitor pack me an overnight bag for hospital or bring me things from my home once I am admitted?

No. Your visitor is unable to go through your personal belongings or be in your home when you are not there. We suggest if you are worried about this to have a spare bag already packed.

How do I provide feedback, good or bad about the service or my visitor?

We hope that you will let us know when we have done a good job or when we can do better. Please contact the ACVVS Coordinator or Funded Services Manager on (08) 9261 4444 and they will help you through the process.

If you are struggling or experiencing a personal crisis, our highly trained, non-judgmental and devoted Crisis Support volunteers are available 24/7 to help you.

Call 13 11 14 | Text 0477 13 11 14 | Chat online [lifeline.org.au/crisis-chat](https://wa.lifeline.org.au/crisis-chat)

<https://wa.lifeline.org.au/services/aged-care-volunteer-visitors-scheme/>