**Bilingual manual for volunteers**

**Friendly visiting program**

***Updated version April 2021 by Serbian social services and support inc.***

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Friendly Visiting Program

What Friendly Visiting Program is?

The Serbian Social Services and Support Inc. (**SSSS Inc**.) receives funding from the Department of Health **(DoH)** to provide a Social Support Program (**Social Support Group – SSG and Social Support Individual – SSI**), which is run by the Coordinator/Assistant Coordinator who are responsible for recruiting and training volunteers.

The goal of **Friendly Visiting Program (FVP)** as a part of **SSI** is to contribute to maintaining and enhancing the security, independence and emotional, social and intellectual wellbeing of frail older people, as well as those with disabilities and their carers who are assessed for eligibility of support.

The role of the volunteer in a **FVP** is to provide basic support in a mutually rewarding relationship. They can, also, provide understanding and encouragement to consumers of the service in neighbourhood affairs and in wider issues.

Volunteers endeavour to establish continuing relationships based on respect and mutual trust.

Who is the Target Group?

**FVP** is targeted at the frail aged people **65+ years** and their carers, where because of the level of disability, these people are at risk of premature or inappropriate placement in residential care or are at risk of becoming socially isolated, lonely and house bound.

Many older people find that their social networks have been lost over time due to mobility problems, illness, and the passing away of relatives and friends. Gradually people become lonely, isolated and may lose their ability to interact socially.

**FVP** is aimed at re-establishing people’s community links whether it be with family, friends, neighbours or the wider society. These links are important in terms of maintaining people’s confidence to remain living within the community.

Volunteers

Volunteers are highly valued service providers within the organisation. They have the option of working in the office or directly with the clients.

**A person who can become a volunteer is a person who:**

* Is not a **SSSS inc.** staff member
* Is **18 years** old or older
* Offers their services to the organisation
* Provides services on the invitation of the organisation and not solely by the invitation of a client
* Is a person who has, or is reasonably likely to have, unsupervised interactions with clients
* Speaks Serbian and understands Serbian culture
* Is interested in the Serbian Social Services and Support Inc. **(SSSS inc.)**
* Is interested in making new friends
* Is interest in providing companionship to frail elderly people with disabilities
* Enjoys helping people
* Wishes to use some spare time in a useful way
* Wants to develop new skills
* Is willing to take part in volunteers’ meetings
* Can commit to at least two to three hours per week to visit **FVP** clients

**Mandatory Requirements**

It is mandatory for each volunteer:

* To hold a valid **Police Check** (which is not more than three years old) for aged care, and
* To have a **Statutory Declaration** (signed by a Justice of Peace)

Volunteer Position Description

A volunteer for **FVP** visits a client at his or her home, hospital or retirement home if they are on respite.

A volunteer agrees to dedicate at least two to three hours per week and visits at a time mutually agreed on by the client and the **Program** Coordinator/Assistant Coordinator.

**Role of the volunteer:**

* To provide companionship
* To encourage participation in community activities
* To encourage independence, self-esteem and dignity of the client
* To assist the client with his or her needs e.g. assistance with shopping, going to the bank, attending doctor’s/hospital appointments
* If working in the office, they will be answering phones, taking messages, photocopying/shredding, paying bills/invoices at post office/bank, completing their timesheets
* Calling clients and checking their wellbeing during a pandemic (e.g. **COVID-19**)
* **Logging Client Contact Record** while contacting them via phone regarding their wellbeing, booking an appointment, completing forms.
* Reviewing and reading notes from webinars, hence writing reports from the notes given to them
* Mutually agreed (especially during a pandemic e.g. **COVID-19**) visitation to clients e.g. assistance with shopping, delivering medical supplies, taking them for doctor’s appointments and other health professionals

**Qualifications / skills required:**

* An interest in providing companionship to frail, elderly or disabled Serbian people
* Previous experience in working with the elderly is desirable
* Good intentions
* Reliability
* Respecting confidentiality rules and client’s personal views and values

**Training:**

* For all new volunteers there will be an orientation session providing information about the aims, objectives and activities of the **FVP**
* Regular additional training will be provided if needed
* Information regarding training dates and topics will be distributed to all volunteers

Volunteer Rights

**As a volunteer you have the right to:**

* Receive accurate information about the **SSSS Inc.**
* Receive a current version of the “**Manual for Volunteers**” which provides an outline of the program and volunteer activities
* Be seen as part of the team involved in the **Program**
* Be seen as an individual, deserving of individual support while performing role as a volunteer
* Receive adequate information (even confidential information if it is necessary to carry out your role as a volunteer) about the client
* Receive structured training/orientation by **SSSS Inc.**
* Be covered by insurance
* Make suggestions regarding the program and exercise your freedom of choice
* Say “No” (e.g. if there is conflict of interest or conflicting personalities)
* Know who to turn to with any arising issues
* Request a different person to visit
* Withdraw from **the program**

Volunteer Responsibilities

**As a volunteer you should:**

* Be honest and reliable
* Take part in all the information sessions/activities provided by the **SSSS Inc.**
* Inform the client if you are unable to keep the time of your visit
* Inform the Coordinator/Assistant Coordinator if you are unable to keep the time of your visit
* Give notice of your intention to resign as a volunteer minimum **2 weeks in advance**
* Respect client’s confidentiality and adhere to Privacy Laws
* Respect client’s personal views and values (e.g. religious, political, etc.)
* Respect client’s and the **SSSS Inc.** employee’s rights
* Cooperate with **the Program** Coordinator/Assistant Coordinator and inform him or her about all relevant matters
* Inform the **SSSS Inc**. about changes to your address, telephone number etc.
* Adhere to the decisions of the **SSSS Inc**. employees and the Management of Committee in relation to the volunteer services

Volunteer Reimbursement

The SSSS Inc. makes provision for appropriate reimbursement of volunteers’ expenses associated with travel or other necessary client-related expenses.

Volunteer reimbursements are being refunded by SSSS Inc. These reimbursements should be completed and submitted to the Coordinator/Assistant Coordinator on a bi-monthly basis. The reimbursements are being calculated by using data from DEX (Data Exchange) Time recording tables for Social Support Groups and Social Support Individual. Each volunteer claiming reimbursement is asked to indicate the date of the visit and whether he or she travelled by car or by public transport. Volunteers utilizing public transport receive a refund for their Myki card. Receipts for the payment on the Myki card are to be attached to the table. Volunteers traveling by their own car are paid a flat rate of $20.00 per visit and if the expenses are more the organisation will reimburse them.

If the forms are not returned on time the reimbursement process will be withheld until the following pay period which occurs every three months.

Insurance

All **SSSS Inc**. volunteers in the **FVP** activities are covered for:

* **Public Liability – Ansvar Insurance (Department of Premier and Cabinet)**
* **Personal Accident – Workcover – EML Insurance**

The Department of Premier and Cabinet (**DPC**) offers insurance cover for volunteers of non-government organizations providing services funded by the Department.

The insurance cover provides protection against legal liability, personal injury and or property damage claims made by the third parties resulting from an accident occurring in connection with Social Support Services. The insurance cover, also, provides income protection, medical and death benefits to Serbian Social Services and Support Inc. volunteers in the event of an accident while performing voluntary work or traveling to and from the location during voluntary work.

The activity must be authorized by the Social Support Services and Support Inc. Coordinator/Assistant Coordinator.

It is vital to report any accident directly after its occurrence. Circumstances of the accident will be recorded on the **Incident Report Form**, which will then be posted by the Coordinator/Assistant Coordinator to the Insurer.

* Motor Vehicle Insurance

Compulsory Third-Party cover taken out at the time of vehicle registration provides insurance cover for any person injured in a vehicle accident. This means that in the event of a vehicle accident resulting in injuries to volunteers, clients and other parties, all persons will be covered by the TAC (**Transport Accident Commission**).

Volunteers are encouraged to privately ensure their vehicles, **as damage to third party property is not covered by the TAC.**

How the Friendly visiting program works

The Coordinator/Assistant Coordinator organizes orientation sessions for new volunteers during which they get to know the aim, objectives and activities of the **FVP**. The orientation session also covers the role of the volunteer, relationship with client, confidentiality, how to respond and tackle individual situations etc.

The Coordinator/Assistant Coordinator introduces a volunteer to a client who is to be visited on a regular basis. Volunteers attempt to develop a good relationship based on mutual trust and friendship. Quite often they become the most trusted and valued friend of the client for the rest of the client’s life.

It is very important to match volunteers and clients according to their needs, interests, background and preferences. Volunteer work can bring satisfaction not only to lonely isolated people but to the volunteer as well.

They have an opportunity to meet people, make new friends and find new values in life. Volunteers also have an opportunity to function within a group which meets regularly for personal and professional development and for social interaction. They are given an opportunity to participate in the planning of the program, to share experiences with each other and with their Coordinator/Assistant Coordinators.

Home Visit Procedures

1. The client is referred to **the Program** by **My Aged Care (MAC),** a doctor, a member of the family, another referral source (friend) or self-referral.
2. The Program Coordinator/Assistant Coordinator makes an initial visit in order to assess the client.
3. The Program Coordinator/Assistant Coordinator selects a suitable volunteer who will be able to assist the client.
4. The Program Coordinator/Assistant Coordinator introduces the volunteer to the client and explains the role of the volunteer.
5. The Program Coordinator/Assistant Coordinator monitors the progress of each visit by maintaining contact with the client and the volunteer as well as the client’s family and a person who has the **Power of Attorney**. Sometimes other people may be contacted (e.g. doctor, social workers and other service providers).
6. Any obstacles or difficulties in the running of the program have to be reported to and resolved by the Coordinator/Assistant Coordinator.

Preparing for your First Visit

As with any first visit to someone’s home, you are going to be on unfamiliar ground. Have an idea before you arrive at the client’s home of some of the things you might like to ask, share or see on your first visit.

**For example, you might like to:**

* Have a look around the home in the company of the person you will be visiting
* Ask about the activities of the person. This may give you an idea about the present routine of the person you will be visiting and will enable you to plan future visits
* Consider some of the questions you might like to ask the person you will be visiting
* Be prepared to say a little about yourself, the person you are visiting will be as interested in you as you are in him or her

**First visit:**

* Make your first visit within 7 days of being introduced by the Coordinator/Assistant Coordinator
* Identify yourself with a **SSSS Inc.** **card authorised by the SSSS Inc. workers’ signature.**
* Ask for permission before entering the house, check if there are any obstacles for entering the property (e.g. guard dog or different entrance etc.)
* Keep the first visit short – no longer than an hour
* Establish the best time for regular future visits
* Report the outcome of your first visit to the Program Coordinator/Assistant Coordinator

Suggestions for Indoor Activities

* Compile and label a new photo album
* Have a talk about the “good old days”
* Suggest playing cards, chess, dominos or other games
* Listen to music relevant to client’s preferences
* Look through magazines or papers together e.g. **Age Pension News, Serbian Voice, Vesti,** listen - Radio Stations **SBS Radio** and **3 ZZZ** Community Broadcasting Radio.
* Offer to write letters to family or friends especially the ones who reside overseas
* Try out some of your favourite recipes together, e.g. bake a cake, biscuits
* Share a hobby e.g. knitting, sewing, crocheting, embroidering, painting/sketching (any expenses will be reimbursed by SSSS Inc.) etc.
* Discuss gardening e.g. how to take cuttings of plants, how to care for plants etc.
* Watch TV (overseas programs) together and discuss the program
* Take a photo of you and your new friend/client
* Take a friend or a relative with you after obtaining permission from the person you are visiting
* When conducting home visits during a pandemic (e.g. **COVID-19**) all staff and volunteers must follow the most recent advice and recommendations from the Department of Health (e.g. wearing a mask, gloves, social distancing etc.)
* Watch/Interact with Online Internet activities (e.g. **Facebook**, **You Tube**, various web sites etc.) on their **Computer/Touch Pad, or Mobile Phones**
* Organising video calls with family and friends via **Skype**

Suggestions for Outdoor Activities

* As a client, volunteer and a member of **SSSS Inc.** you can attend:
  1. Planned Activity Group (**PAG**) in St Albans every **second Tuesday** from **2 pm–6 pm** at **Errington Community Centre**, **on 33 Princess St, St Albans VIC 3021**
  2. Planned Activity Group (**PAG**) in Dandenong every **second Tuesday** from **12 pm-4 pm**, **at Palm Plaza on** **2 McCrea St, Dandenong VIC 3175**
  3. City of Casey activities/outings which can only be attended by the clients who live in the Municipality of the **Council City of Casey** every **second Tuesday.**

Visit a Senior Citizens’ Clubs, there are a few Serbian Pensioners’ Clubs in the Western Region of Melbourne Metropolitan area:

1. Serbian Senior Social Club “**Nikola Tesla**” Inc. which meets every **second Friday**, **at Errington** **Community Centre, on** **33 Princess St, St Albans VIC 3021**
2. Serbian Pensioner Group “**King Peter**” Inc. which meets every **second Thursday**, **at Errington** **Community Centre, on 33 Princess St, St Albans VIC 3021**
3. Australian Serbian Pensioners Club of **“St George Church**” Inc. which meets every **second Tuesday**, at church hall in St Albans, **on 6 Kate St, St Albans VIC 3021**
4. Serbian Senior Citizens & Pensioners Club “**Tsar Lazar**” Inc. which meets every **second Tuesday** at the Saint Petka Church hall in Rockbank on **1188-1210 Leaks Rd, Rockbank VIC 3335**

Visit a Senior Citizens’ Clubs, there are a few Serbian Pensioners’ Clubs in the South Eastern Region of Melbourne Metropolitan area:

1. Serbian Australian Pensioners Group which meets every **every second Thursday** at **St Stefan** **the Archdeacon Serbian Orthodox Church** hall, on **115 Church Rd, Keysborough VIC 3173**
2. Serbian Pensioners Club “**Ravna Gora**” which meets every **second Thursday** at the Serbian Orthodox Church **St Steven of Dechany** on **672-682 Frankston Dandenong Rd, Carrum Downs VIC 3201**

Suggestions for Outdoor Activities (cont.)

* Go to the local library to borrow books, tapes, magazines etc.
* Go shopping together at a large indoor shopping centre – some shopping centres have wheelchairs you can hire (expenses will be reimbursed by SSSS Inc.)
* Go for lunch or just a coffee at a local café (expenses will be reimbursed by SSSS Inc.)
* Invite your friend to your home for a meal (expenses will be reimbursed by SSSS Inc.)
* Go to a cinema or a theatre (expenses will be reimbursed by SSSS Inc.)
* Visit an art gallery, museum or the “Independent Living Centre” (expenses will be reimbursed by SSSS Inc.)
* Go for walk in the Botanical Gardens, along a beach or to a local park (expenses will be reimbursed by SSSS Inc.)
* Go to the Church or church dance
* Visit a TV studio when recording popular programs such as ‘The Living Room’ - costs will be reimbursed by SSSS inc., Invoices should be attached.
* Follow shows or shows (for example, fashion shows) - costs will be reimbursed by SSSS inc., Invoices should be attached.

Aged Care Quality Standards

Organisations providing Commonwealth subsidised aged care services are required to comply with the **Aged Care Quality Standards** (Quality Standards).

**Standards from 1st July 2019**

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

**SSSS Inc.** provides Social Support Individual (SSI) - including Friendly Visiting Program (FVP) and Social Support Group (SSG) - including Planned Activity Group (PAG) to our consumers (clients).

Social Support Group is assessed on all standards **except standard 3**.

Social Support Individual is assessed on all standards **except standards 3 and 5**.

**There are 8 individual standards**

1. **Consumer dignity and choice**

***Consumer outcome:*** *I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.*

1. **Ongoing assessment and planning with consumers**

***Consumer outcome:*** *I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.*

1. **Personal Care and clinical care**

***Consumer outcome:*** *I get personal care, clinical care, or both that is safe and right for me.*

1. **Services and supports for daily living**

***Consumer outcome:*** *I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.*

1. **Organisation’s service environment**

***Consumer outcome:*** *I feel I belong, and I am safe and comfortable in the organisation’s service environment. An organisation’s service environment means the physical environment through which care and services are delivered but does not include an individual’s privately owned or occupied home at which in-home services are provided.*

1. **Feedback and complaints**

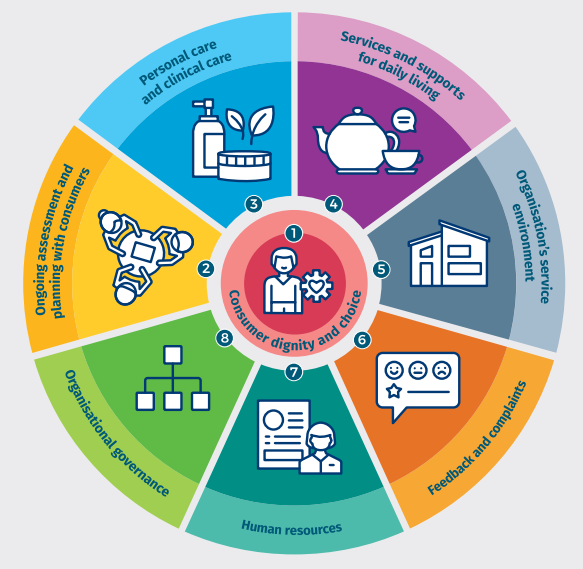
***Consumer outcome:*** *I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.*

1. **Human resources**

***Consumer outcome:*** *I get quality care and services when I need them from people who are knowledgeable, capable and caring.*

1. **Organisational governance**

***Consumer outcome:*** *I am confident the organisation is well run. I can partner in improving the delivery of care and services.*



Bibliography

1. **Commonwealth Home Support Program – CHSP Manual 2020/2022**
2. **SSSS Inc. Policy & Procedure (New updated version 2021)**
3. **Human Services (1996)**

*Insurance Guide for non-Government Organisations*

1. **Health and Community Services (1995)**

*Social Support Coordinators Handbook*

1. **Health and Community Services (1994)**

*The Victorian Home and Community Care Program Manual*

1. **Do Care (1993)**

*Do Care Manual*

1. **Commonwealth of Australia (1991)**

*Getting it Right. Guidelines for the Home and Community Care Program. National Service Standard*

Documents for a Police Check

If you want to be a registered volunteer these are the identification documents (IDs) we need to be able to complete a police check:

**Commencement ID (choose 1 ID)**

1. Australian Passport
2. Australian birth Certificate
3. Australian Citizenship Certificate
4. Australian Visa

**Primary ID (choose 1 ID)**

1. Australian Drivers Licence
2. Australian Marriage Certificate
3. Overseas Passport
4. Proof of Age Card

**Secondary ID (choose 2 IDs)**

1. Medicare Card
2. Centrelink Card
3. Credit Card
4. Bank Debit Card
5. Overseas Drivers Licence