



Aged Care Volunteer Visitor Program

Volunteer Visitor Boundaries

Maintaining boundaries is a vital aspect of your role as an Aged Care Volunteer Visitor. The following guidelines are important to follow when visiting a recipient, whether in their home or in an aged care community. Please ensure you read, understand, and consistently adhere to these points throughout your time in the role.

Do:

- Only visit during the scheduled times you've agreed on with the recipient.
- Once you've been given your name badge, make sure to wear it during your visits so you can easily identified.
- Always be respectful and remember that your recipient has the right to live according to their own choices and preferences.
- When sharing information with recipients, please keep it general and avoid presenting it as advice.
- Always knock or ring the bell and wait to be invited in before entering the recipient's home or room.
- If the recipient is not available at the scheduled visit time, it is standard practice to contact the appropriate Wesley Mission Queensland Volunteer Visitor Program staff member as soon as possible to report the situation. This allows staff to follow up as needed.
- If you ever feel uncomfortable during a visit, get in touch with the Wesley Mission Queensland Volunteer Visitor Program staff to talk it through.
- Understand and respect the roles of the aged care service staff who support the recipient you are visiting.

Don't:

- Take the recipient on an outing away from their residence (home or aged care facility).
- Drive the recipient in a vehicle.
- Perform any medical, nursing, therapy, or personal care duties for the recipient.
- Access a recipient's personal or care records or give advice about medical treatment or therapy.
- Undertake housework for recipients.
- Accept payment for any tasks performed as part of your role.
- Get involved in managing the recipient's financial or legal affairs or property.
- Become involved in a recipient's personal relationships, including their family or friends, and avoid involving recipients in your own personal relationships.
- Drink alcohol or smoke during visits or visit if you are intoxicated.
- Monitor care standards provided by the aged care service.
- Interfere or have any involvement in the day-to-day running of the aged care service.
- Involve yourself in the investigation or follow up of complaints.
- Contact or visit a recipient, their family, or aged care service staff when directed by Wesley Mission Queensland Volunteer Visitor Program staff to cease contact.

Other points:

- Please do not bring children, pets, friends, or anyone else to your visit unless you have first received approval from the Wesley Mission Queensland Volunteer Visitor Program staff. Please also be aware that the recipient may withdraw their approval at any time.
- Do not give or accept gifts, except for small token items such as flowers or chocolates. Gifts of significant value must not be accepted. If you have any questions, please discuss them with the Wesley Mission Queensland Volunteer Visitor Program staff.
- Always respect confidentiality in line with the Volunteering with Wesley Mission Queensland Confidentiality Agreement.

Social Media:

- It is not appropriate to connect with a recipient as a 'friend' on social media
- To respect privacy, photos taken during shared activities with recipients should not be posted on social media.
- It is not appropriate to comment on social media about the recipient, Wesley Mission Queensland, Aged Care Volunteer Visitor Scheme, or aged care service unless prior written permission is given by the staff in the Wesley Mission Queensland Volunteer Visitor Program team.
- In today's digital age, texting and emailing may be part of your communication with the recipient. Please be mindful to always maintain clear and appropriate boundaries.
- If you feel your recipient is overstepping communication boundaries, we encourage you to contact the Wesley Mission Queensland Volunteer Visitor Program staff to discuss helpful strategies.

Summary:

To effectively maintain professional boundaries and ensure the safety of both you and the recipient, it is essential that you:

- Understand your boundaries and responsibilities.
- Maintain personal awareness.
- If you are unsure about your boundaries or feel uncomfortable in any situation, please seek guidance from the Wesley Mission Queensland Volunteer Visitor Program staff.
- If you have any questions, please contact the Wesley Mission Queensland Aged Care Volunteer Visitor Program staff on acvvs@wmq.org.au or via the call Wesley Mission Queensland Call Centre on 1800 448 448.