

OUT & ABOUT COMMUNITY VISITING SCHEME: INFORMATION FOR AGED CARE PROVIDERS



SWITCHBOARD VICTORIA 2017

Table of Contents

About	3
What is Switchboard Victoria?.....	3
What is Out & About?	3
Eligibility	3
How to refer a LGBTI client to Out & About	3
Out & About visits	5
The first visit	5
What do the visits involve?.....	5
Our volunteers	6
Volunteer screening	6
On-going Professional Development.....	6
Monthly Reports	6
Important information	7
Confidentiality, privacy and dignity.....	7
Limitations	7
Raising concerns and issues	8
Further resources.....	9
Appendix A: Request promotional material.....	10
Appendix B: New client referral form.....	11

Acknowledgement of Country

Switchboard is based on the lands of the Kulin nations, always and forever the home of the Wurundjeri, Boonwurrung, Wathaurong, Taungurong and Djadjawurung peoples. We acknowledge that our work takes place on lands that are under colonial occupation and that Kulin Nation sovereignty was never ceded here. We hope to pay our respects to Kulin Nation elders, past and present and wish to extend this respect to any and all Aboriginal and Torres Strait Islander People.



Dear Aged Care Provider,

Switchboard Victoria is delighted to present to you the *Out & About LGBTI Community Visitors Scheme*.

Out & About is a Victoria-wide community visiting service for older LGBTI people. This service is free for all LGBTI people living in Government-funded residential care or receiving a Home Care Package. Referrals to the service can be made by Aged Care Providers, LGBTI people, or their friends and family.

Out and About aims to foster friendships between LGBTI older people (“recipients”) and their matched volunteer visitors (“volunteers”) with the intent of reducing social isolation and improving the recipient’s quality of life. Our volunteers make a significant commitment to this program and have agreed to visit their recipient weekly or fortnightly for a minimum of 12 months.

This manual outlines the Out & About program, eligibility, referral pathways and further resources. It also details volunteer recruitment, screening and training.

We would love to work with your organisation should our service suit the needs of your clients. Please contact us to make a referral, for more information, or to have a member of our staff visit your workplace to discuss how our program can add value to your existing services.

Kind regards,

Ada Castle

Out and About Coordinator, Switchboard Victoria

PO Box 21291, Little Lonsdale st, Melbourne 8011

03 9663 2474 | 0466 218 921 | outandabout@switchboard.org.au

www.switchboard.org.au/out-about



About

What is Switchboard Victoria?

Since 1991, Switchboard Victoria has provided a peer based telephone counselling service to Victoria & Tasmania's lesbian, gay, bisexual, transgender and intersex (LGBTI) communities. Switchboard was founded by volunteers and for many years was completely volunteer run.

Twenty-six years on, Switchboard remains a volunteer organisation, supported by one full time, and three part time staff members. We provide a range of services for the LGBTI communities, the family and friends of LGBTI individuals as well as to the health, disability and aged care sectors.

What is Out & About?

Out & About is part of the national Community Visitor Scheme (CVS), funded by the Federal Government. This free service provides companionship to socially or culturally isolated people living in Government-subsidised aged care homes or receiving a Home Care Package. Switchboard is the only CVS program in Victoria which provides visitors specifically for LGBTI people.

Eligibility

Out & About is a free service open to LGBTI people, or those who are questioning their sexuality and gender, who are:

- Living in Government-funded residential care

OR

- Positively assessed for or receiving a Home Care Package

How to refer a LGBTI client to Out & About

You can refer a LGBTI client to Out & About by completing an Out & About Referral Form. Please provide as much information as possible as this will help us to match the client with an appropriate volunteer.

You are not required to provide detailed medical information about the client unless it will impact on the volunteer and the time they will spend with the recipient.

The information you provide will be kept in the strictest of confidence and only relevant information will be shared with the volunteer visitor.



Out & About visits

The first visit

This will be arranged in consultation with the relevant Aged Care Provider staff at a mutually beneficial time. The first visit will ideally involve:

- Relevant Aged Care Provider staff
- The recipient
- The Out & About Coordinator
- The volunteer Visitor

Prior to the visit, the Aged Care Provider will receive:

- Copies of the volunteer's contact details (this must be securely stored)
- A Police Check Assessment Letter providing the date of the police check and approving the volunteer as a volunteer.

The Aged Care Provider will be asked to sign a memorandum of understanding with Switchboard Victoria and provide the volunteer with orientation information about the facility e.g. emergency procedures, bathrooms etc.

What do the visits involve?

The visits involve social activities and may include talking, going for a walk, sharing life stories, reading, or watching TV.

Once a volunteer has been matched with a recipient, they will visit the person at least once per fortnight, for a minimum of a year. The days and times of the visit can be negotiated between the visitor, the recipient and, if appropriate, the Aged Care Provider staff.

The length of visits may vary from one visit to the next. There is no minimum or maximum amount of time the visitor must stay.



Our volunteers

Volunteer screening

Out & About volunteers are recruited from LGBTI communities. This includes those who identify as LGBTI themselves, the children of LGBTI people, family of LGBTI people and other LGBTI allies.

Our volunteers undergo:

- Application
- Interview
- 2 reference checks
- Other screening checks
- Induction
- Police check
- Online CVS training

Before they meet with recipients.

On-going Professional Development

Switchboard provides ongoing professional development sessions for all our active volunteers. This training may include:

- LGBTI training
- Disability
- Dementia and aged health issues
- Confidentiality

Monthly Reports

All visitors stay in contact with the Out & About Coordinator on at least a monthly basis.



Important information

Confidentiality, privacy and dignity

The confidentiality, privacy and dignity of the recipient is of utmost importance. This subject is covered in our Training, and is emphasised as a crucial part of the volunteer's role.

Confidentiality:

Volunteers are instructed to keep the recipient's LGBTI status confidential, unless specified otherwise. They're also asked to avoid discussion of the recipient's personal history and circumstances with other visitors, family and the wider community.

Privacy:

Volunteers are asked to maintain confidentiality and respect the recipient's right to control of their own privacy. This may include avoiding discussion of particular issues.

Dignity:

Volunteers are asked to support the recipient's autonomy and self-esteem by allowing the recipient to determine the level of assistance they may or may not require.

Limitations

As part of their role, our volunteers agree NOT to do any of the following things:

- Monitor standards, interfere with, or involve themselves in the Aged Care Providers' services;
- Advocate on behalf of the recipient eg. investigating or following up complaints;
- Displace the roles and relationships of the recipient's friends, family or staff. This includes nursing or personal care which is the responsibility of the aged care provider.
- Accept gifts valued over \$10, or become involved in their financial affairs;
- Engage in any physical relationship with the recipient
- Visit other residents without the approval of the Out & About Coordinator.
- Share information or photos about the recipient including on any social media platform, without their explicit permission.

Volunteers may take recipient on outings in a vehicle provided that:

- The Volunteer is willing to go on an outing with the recipient

- The recipient can transfer into a vehicle unaided and can manage their personal care needs

A walk around the block (even pushing a wheelchair) is deemed an outing and the volunteer should be trained in the use of the wheelchair by an appropriate person.

Volunteers are not encouraged to take recipients on public transport. With permission they may take the recipient in their vehicle, but a taxi is preferably to be used. The Taxi must be paid for by the recipient.

Volunteers are not permitted, UNDER ANY CIRCUMSTANCES to take recipients to their own home.

Raising concerns and issues

Should there be any concerns or issues about the Out & About program or the volunteer, the Manager or Key Contact Person needs to contact the Out & About Coordinator. The Coordinator will discuss the issue with those concerned and if concerns are not resolved, the Coordinator may refer the matter to Switchboard's General Manager and a grievance and dispute procedure may commence.



Further resources

Switchboard Victoria

Telephone and web counselling and referral service

www.switchboard.org.au

1800 184 527

Switchboard's trained volunteers can provide support and referrals for clients or Aged Care Providers

Department of Health, Ageing and Aged Care

LGBTI Ageing and Aged Care Resources

<https://agedcare.health.gov.au/support-services/my-aged-care/lgbti-ageing-and-aged-care-resources>

Provides relevant policy, factsheets and further resources

TransGender Victoria (TGV)

<http://www.transgendervictoria.com>

03 9020 464

For education and resources, including LGBTI aged care sector training, and transgender and gender diverse specific resources

GLHV (previously Gay and Lesbian Health Victoria)

<http://www.glhv.org.au/training>

03 9479 8760

Heads the Rainbow Tick Accreditation program, provides an online library, and training including LGBTI Diversity in Aged Care

Val's LGBTI Ageing & Aged Care

<http://www.latrobe.edu.au/arcshs/lgbti-ageing-and-aged-care>

For resources, reports and training materials



Appendix A: Request promotional material

Would you like to request Out & About promotional material for use at your organisation?

All resources are sent to your organisation free of charge.

Name: _____

Position: _____

Organisation: _____

Contact number: _____

Email address: _____

Postal address: _____

Date: / /

Resource	Quantity
<u>Postcard</u> "LGBTI pride comes in all ages" general program description	
<u>DL flyer</u> Aimed at potential clients; LGBTI older people	
<u>A4 full colour poster</u> Aimed at potential clients; LGBTI older people	
<u>A3 full colour poster</u> Aimed at potential clients; LGBTI older people	
<u>Business card</u> Out & About Coordinator	
Total number of items requested:	

Please send this form to:

Ada Castle, Out and About Coordinator, Switchboard Victoria

outandabout@switchboard.org.au

PO Box 21291, Little Lonsdale st, Melbourne 8011

0466 218 921

03 9663 2474



Appendix B: New client referral form

Referrer	
Date	
Name of organisation	
Referrer's name	
Position / relationship	
Email	
Phone	
Please sign to confirm you have consent from the client to provide this information	_____
What service is the client being provided?	<input type="checkbox"/> Home Care Package <input type="checkbox"/> Residential care
Provider's Emergency Contact Information	
Name	
Position	
Phone BH / AH	
Client details	
Full name	
Preferred name	
Date of Birth	
Country of origin	
Preferred language	
Home address	
Postal address (if different)	
Phone number	
Mobile phone number	

Client's emergency contact information	
Name	
Relationship	
Phone number/s	
Referral details	
Reason for referral	
Family background	
Work background	
Hobbies and interests	
Current visitors and relationships	
Suggested attributes of volunteer (age, personality etc)	
Suggested activities for client and volunteer?	
Is the client able to participate in outings without personal care support?	
Are you aware of any alerts noted on the client's file?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the client have a criminal history ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

If yes to either of the above, please provide details.	
<p>Health status: Does the client have any issues that may impact visits?</p> <p>This could include mobility, hearing, speech, eyesight, continence, dementia and/or challenging behaviour. This information is vital to ensuring a suitable match</p>	
Special Needs Groups	
<p>The following information is requested by the Department of Social Services and will be kept in the strictest of confidence.</p> <p>Does the client identify as being from a special needs group, as specified under the Aged Care Act 1997? (Please tick)</p>	
	Aboriginal and Torres Strait Islander origins
	Culturally and linguistically diverse background
	Financially or socially disadvantaged
	Care-leavers (forgotten Australians, former child migrants and Stolen Generations)
	Veteran, or spouse/widow of veteran
	Lives in rural or remote area
	Lesbian, gay, bisexual, transgender or intersex
	Homeless or at risk of becoming homeless
	Parent separated from their children by forced adoption or removal
Please send referrals to:	
<p>Ada Castle, Out and About Coordinator, Switchboard Victoria outandabout@switchboard.org.au PO Box 21291, Little Lonsdale st, Melbourne 8011 0466 218 921 03 9663 2474</p>	

Please note, Switchboard Victoria reserves the right to decline prospective clients

Out and About is a service of Switchboard Victoria switchboard.org.au and is supported by funding provided by the Australian Government