

## East Wimmera Health Service Friendly Visiting Program

The Friendly Visiting Program provides social support and companionship to isolated people living in their own home or an aged-care facility who have few or no social connections.

### What is involved in the program?

The program carefully matches a volunteer visitor to a community member ensuring compatibility, companionship and the growth of a genuine friendship. The visitor and the community member then choose a mutually convenient time to meet each week. During this time they may sit and talk, cook, watch television or go out, thus helping the community member maintain an interest in the local community.

### What is not involved in the program?

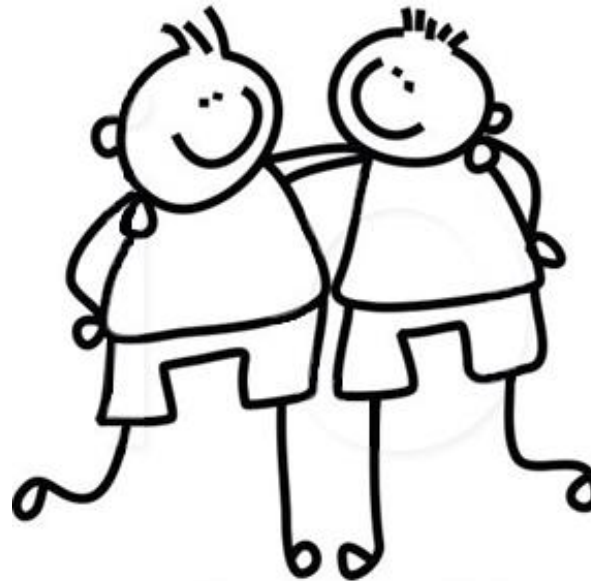
The volunteer visitor will not carry out nursing duties such as administering medication or changing dressings, cannot accept monetary gifts, manage the client's financial affairs or give medical, legal or religious advice.

### Is there a cost involved?

The East Wimmera Health Service Friendly Visiting Program is a free service funded by the Department of Health.

### Who is eligible?

If you feel isolated, rarely see your friends or family and live in the East Wimmera Health Service catchment area the Friendly Visiting Program may be for you.



Availability of this service is dependent on the availability of suitable volunteers.

### How can I access the Friendly Visiting Program?

All enquiries and referrals for the Friendly Visiting Program are through our Central Intake service.

You will have a brief telephone conversation with a Community Health Nurse at a time that suits you and, if you agree, a referral will be made.

Once your referral has been processed the Volunteer Coordinator will contact you and explore your needs, interests and hobbies. You will then be matched with a suitable volunteer visitor.

### Contact us

If you would like more information or wish to access the Friendly Visiting Program please call into any campus reception or contact us on the details below:

**Phone:** 5477 2222

**Fax:** 5477 2131

**Email:** [intake@ewhs.org.au](mailto:intake@ewhs.org.au)



**Our Mission:** To provide health services that support healthy communities.

**Our Vision:** To be one of the healthiest communities in rural Victoria.

Our **Compliments, Concerns or Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person
- Obtain a Feedback Form from any Campus Reception
- Download a Feedback Form from our website [www.ewhs.org.au](http://www.ewhs.org.au)

**Culture, Communication and Language:**

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

**Privacy and Confidentiality:** We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected
- Share it with only those that you give consent to.

*These services are jointly funded by the State and Federal Governments.*

## Campuses are located at:

**Birchip Campus**

28 Duncan Street  
Birchip 3483  
Ph: 5477 7100

**Charlton Campus**

4 Learmonth Street  
Charlton 3525  
Ph: 5477 6800

**Donald Campus**

1A Aitken Avenue  
Donald 3480  
Ph: 5478 6200

**St. Arnaud Campus**

52 North-Western Road  
St. Arnaud 3478  
Ph: 5477 2100

**Wycheproof Campus**

19 Grandview Street  
Wycheproof 3527  
Ph: 5478 0700



East  
Wimmera  
Health  
Service

*Cultivating Healthy Communities*

## Friendly Visiting Program

Phone: 5477 2222

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Email: [intake@ewhs.org.au](mailto:intake@ewhs.org.au)



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