



Te Ope Whakāora

## We ask you to ...

Provide a safe environment for your volunteer

Communicate with either your volunteer or Senior Services Coordinator if you are unable to keep an arranged appointment

Treat your volunteer with respect

“The changes in people’s quality of life can be dramatic. There’s always a hope and a prayer when you put two people together — and when that relationship clicks, it can be absolutely life-changing for the client and often for the volunteer.”

**Lisa Fe’ao**  
Senior Services Coordinator



## Can we help you or someone you care about?

### If you ...

- would like more information about The Salvation Army Senior Services Programme
- would like to become a volunteer
- know of an older person who is socially isolated

### Please contact the Senior Services Coordinator in your area:

West Auckland / Western Suburbs **ph (09) 827 3128**

Rodney / North Shore / Auckland City **ph (09) 478 2942**

Wellington City **ph (04) 389 0594**

Queenstown / Wanaka **ph (03) 442 5103**

The Senior Services Programme is a Community Ministry of The Salvation Army that serves all seniors regardless of their living situation.

**Our Message** is based on the Bible.

**Our Ministry** is motivated by love for God.

**Our Mission** is to meet human need in his name without discrimination.



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The Salvation Army is committed to non-judgemental and non-discriminatory care of people. Reaching out to help people with compassion is one way we express the love of God.

New Zealand, Fiji & Tonga Territory

[www.salvationarmy.org.nz/seniors](http://www.salvationarmy.org.nz/seniors)



## Volunteer Friendship Support for the Elderly



## Life can become a struggle as we get older

Day-to-day activities can sometimes be an effort at any age, but it can start to become more difficult if you are elderly and isolated. Life can also get lonely, especially if you live alone or don't drive anymore.

You may miss spending time with friends or being part of a club or church—but The Salvation Army can help provide the opportunity for a friendly visitor to call for a chat or drop in for a cuppa. We can also help to address any issues that may be causing you concern.

**The Senior Services Programme is a free service that arranges support to enhance the quality of life and social wellbeing of lonely and isolated older people living in our community.**



## The Senior Services Programme is committed to ...

- Recruiting and matching volunteers to provide friendship and support for elderly people in our community
- Providing ongoing support for both clients and volunteers
- Connecting clients who want spiritual guidance and pastoral care with Christian services
- Advocating for clients with government, health and social agencies
- Helping find tradespeople to address home maintenance or repair issues where possible\*
- Providing better access to transport\*

**A volunteer can become a friend, visiting regularly to provide support and contact with the local community and wider world.**

\*These services are dependant upon availability of a volunteer and location of the client and may not always be possible to provide.

## We will ensure that ...

- You are treated with dignity and respect at all times, and your personal effects and property are handled with care
- Your privacy and confidentiality is maintained at all times. You are able to access all the information kept about you by Senior Services and know how that information is used
- You are consulted in all decisions that affect you
- You are provided with services that are compatible with your cultural and personal background, belief and values
- You have the right to ask for another volunteer if you are not happy with your current volunteer*
- You can withdraw from the Programme at any time*

If any concerns do arise with either your chosen volunteer or the Programme generally, please contact your Senior Services Coordinator at any stage—in fact, your feedback is most welcome.