

## What our volunteers and clients say

I wanted to become more involved in the LGBTI community in a productive way. By being a volunteer visitor I feel like I am taking an active role in helping a member of our community. I have seen positive changes in my client and this makes me happy as I feel like I'm making a difference.

**It's so good just to be able to be myself!**

I think that I get as much out of the experience as the client does. It's a great way to learn about others and share stories.

**I look forward to each visit and outing. My visitor is a very nice person.**

### Find out more



Ask about being matched with a visitor



Refer a new client to the service or



Enquire about volunteering as a visitor

### Contact

#### LGBTI Seniors Community Visiting Service

(07) 3017 1763

[amatson@quac.org.au](mailto:amatson@quac.org.au)

or

#### QuAC reception

(07) 3017 1777

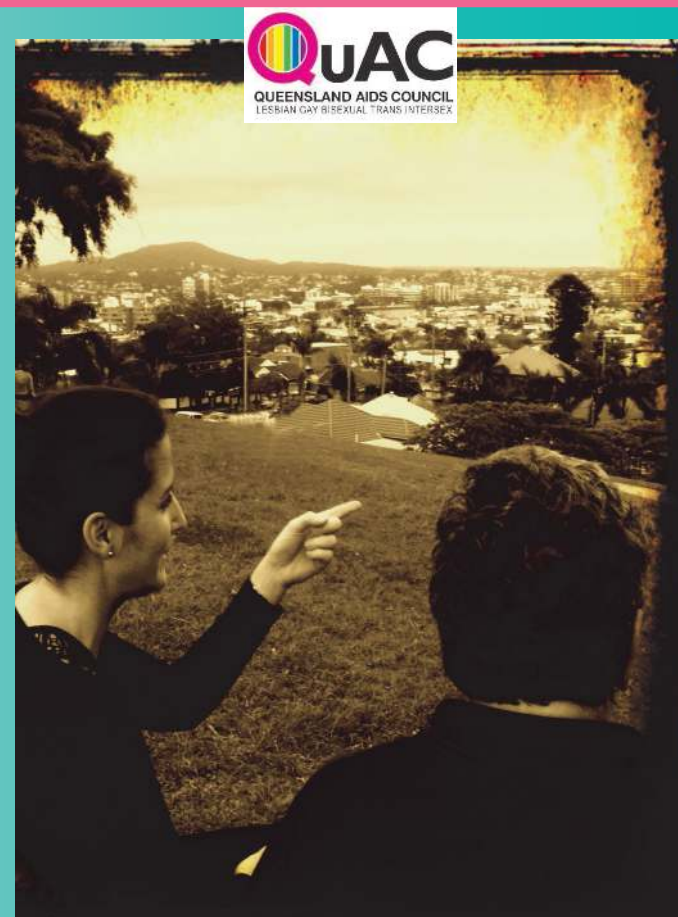
30 Helen Street, Teneriffe, QLD, 4006

P.O. Box 1372, Eagle Farm BC, QLD,  
4009



Community Visitors Scheme –  
an Australian Government Initiative

# LGBTI Seniors' Community Visiting Service



## About the Visiting Service

The Seniors' Visiting Service is part of QuAC's Healthy Communities Program, supporting the health and wellbeing of Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Queenslanders.

The service matches trained volunteer visitors with LGBTI seniors who feel alone or isolated from their community due to health, mobility, identity or other issues.

It aims to support seniors to stay connected with their community through having regular contact with their visitor for conversation and outings.

Face-to-face visits can be arranged with clients across Brisbane, the Sunshine and Gold Coast regions. The service operates alongside but not in place of other in-home care and support services that clients might receive or be seeking to access from other home care service providers.

## Who is it for?

QuAC's Client Services Charter upholds the valuing and respect of all clients. The Visiting Service embraces diversity and is committed to maintaining discretion and privacy in its service delivery, as well as providing an understanding service that is responsive to LGBTI clients.

## How does it work?

Seniors can contact QuAC to request a visitor or home care service providers and others may refer a client who needs help to access the service. QuAC will then arrange for a worker to visit for an intake appointment to assist in suitable matching with one of the volunteer visitor team.

All volunteers are trained and undergo a national police check prior to matching. They commit to spend time with their client on a regular basis (minimum of 1 hour per week or 2 hours per fortnight) and over a minimum period of 6 to 12 months.

How clients and visitors spend time will depend on the health and situation of each client but generally includes conversation, a shared hobby, listening to music or watching a favourite film together, going to a cafe or on an outing.

Visiting Service staff play an active role both in matching visitors to clients and in keeping communication ongoing among all parties so that appropriate client-visitor matches are maintained.

## How do I access a visitor?

Whether you or someone you know lives alone or with others, is isolated from their community due to ageing, health, culture or mobility concerns and is seeking an LGBTI service, contact us about arranging a visitor.

