

WeVisit FAQs

How does it work?

In a nutshell, families sign up an older family member to get a visitor (called a “WeVisitor”) or an older person can sign up themselves. You can find the right service for you by calling us on 0800 WEVISIT or looking at our website (www.wevisit.co.nz/service). Services vary in the amount of time the WeVisitor spends each week and the types of things they work on. We then match you or your loved one with a WeVisitor based on mutual interests and personality. A visit ranges from 45 minutes to two hours depending on the service chosen, providing valuable help around the home and meaningful social contact.

During these visits, the pair may get up to a range of activities from **chatting, baking and puzzling to taking walks and gardening**. WeVisitors can help with tasks around the house, such as changing a lightbulb, moving boxes and teaching **how to use technology**.

WeVisitors are also there to learn about you or your loved one’s experiences, passions, skills and talents. WeVisitors understand that part of the frustration of aging is not feeling useful and they therefore value what their elders have to offer.

If desired, we share a summary of each visit with the family to keep them connected. We check-in frequently to make sure everyone is happy, as well as to receive feedback that could help your WeVisitor do a better job.

Following a natural disaster, we mobilise to check on you or your loved one. Upon request, we can also visit following a personal emergency (e.g. burglary, minor fall or health scare).

Where in the country are WeVisit’s services available?

We are based in Canterbury but make matches all around New Zealand, so no matter where you or your elderly loved one lives, we can find a WeVisitor!

What level of care can a WeVisitor offer my loved one?

WeVisitors’ primary role is to offer genuine companionship and a little help with odd jobs around the house. They know what to do if something goes wrong but are not caregivers. Therefore, they do not replace professional care services, but know how to handle situations should they arise.

How can a WeVisitor help following a natural disaster?

We will mobilise a WeVisitor to check on you or your loved one as soon as possible after a natural disaster. When they arrive, they will do their best to make contact - without

breaking in - check health status and respond appropriately. They check the residence for hazards, ensure they have the appropriate supplies, provide information to emergency and civil defence services and keep families in the loop if communications services are available.

How does the matching process work?

We get to know the interests, personality, availability and location of the person we will visit and compare this with our WeVisitors. If we don't have someone we think is a good match already on board, we will specifically recruit until we find the right young person. Once we find the perfect WeVisitor, we will call to arrange the first visit. The recruiting, vetting and matching process can take 2-4 weeks. After the first few visits we will contact everyone involved to check that all parties are happy with the relationship.

Do I have a say in who gets matched with myself or my family member?

Absolutely. We consider it extremely important to have you or your loved one matched with the most suitable WeVisitor, so we will do our best to make sure the fit is right. However, if at any point the WeVisitor isn't the right match, we will find a better suited person.

I see WeVisitors get paid, why?

We pride ourselves in offering a professional service and a part-time job opportunity for young people in NZ. Youth underemployment is a global problem that is causing major societal issues. We offer reasonable compensation and a leadership/skill development program to our WeVisitors that helps prepare them for the future. We appreciate your help in creating a valuable part-time job for a young person.

What information do you share about the visit?

Our goal is to help keep families connected, especially if they live apart. Therefore, we share stories and updates from our visits with family members, if that is something the person we visit is OK with. Our visit reports usually contain a photo and a few sentences about what you or your loved one did with the WeVisitor. Our #1 priority is the special relationship between the WeVisitor and their match, so we only share information if given the OK. We are mindful of the trust that is key to the relationships we facilitate.

What if I subscribe and decide I no longer want a WeVisitor?

No problem, we understand that circumstances can change. You are welcome to cancel your subscription at any time.

How does payment work?

Go to the services page of our website at www.wevisit.co.nz/service and choose the

subscription or one off package that's right for you. For the subscription services, the first month will need to be paid for upfront. Once the match is made and visits commence, payments for following visits will be billed monthly. You can pay via credit card or bank deposit. If you elect bank deposit, we will send you an invoice with the necessary details.

Why do we need WeVisit?

We address three significant current issues. 1) People are living longer and want to maintain a strong sense of purpose and productivity as they age, 2) there is a shortage of part-time jobs that teach young people important relational skills and 3) older people's families don't always live close enough to visit often, help around the house and teach new skills like technology. Thus, WeVisit was designed to be a win-win-win. Older people get an extra set of hands and help with technology to stay connected to their families, young visitors learn valuable life skills and families can be more connected to their older family members through technology and extra home support.

Who is WeVisit for?

WeVisit can help a wide range of people with diverse situations. We can directly help older people with technology, as well as those everyday things. So far we have had older people sign-up themselves, only-children sign-up their parents to support them on days or at times they can't visit, adult children collectively signing up their parent so they can get a bit of youthful help with the computer and people who live overseas or in another city who want a trusted person to visit and help their parents live their lives. There is something for everyone with our services.

Can my loved one receive one-off visits?

Yes. Please enquire to work out visiting for a fixed duration (e.g. while you are away on holiday).

I don't currently live in New Zealand. Will that be an issue?

No, our processes are designed to keep families connected to the service and their loved one no matter where they live.

What days of the week and times do WeVisitors visit?

We have a diverse range of WeVisitors, all with different schedules. We will work with the older person to find the time that works for both parties.

What are WeVisit's opening hours?

We are able to take your calls 9am-6pm, Mon-Sat. To visit our office, please call or email to schedule a meeting.



Contact us
Phone: 0800 WEVISIT
Email: hello@wevisit.co.nz
Web: www.wevisit.co.nz

Will personal information be kept confidential?

Yes. It is our policy that no information about visits or anything related will be shared beyond the staff at WeVisit.

How old are WeVisitors?

WeVisitors are young people mostly aged between 20 and 30, but can extend to 35.

Are WeVisit's services available to those living in retirement homes and those living in their own homes?

Yes.