



**CLAN WA**  
**FAMILY SUPPORT HOME VISITING SERVICE**  
**Information for Volunteers**

**Frequently asked Questions:**

**Q1 How will I know what to do on my first visit?**

A1 Your Coordinator will be with you for your first visit (called the Link) to introduce you to the family and develop an action plan.

**Q2 Do I have to do practical jobs like babysitting or washing dishes?**

A2 No. You are there for a specific purpose, to provide support, encouragement and companionship. You may wish to occasionally help with housework or gardening, as often it is easier to talk if you are both doing something together.

**Q3 Will I be required to take the family on outings or to appointments?**

A3 There may arise situations where you feel this might be necessary or appropriate. Please discuss this with your Coordinator.

**Q4 What if the family is going through a crisis?**

A4 We are not a crisis service. However, sometimes a crisis may occur during the link. Then your Coordinator would be available to assist the family and volunteer to identify the resources needed. At times, the link will be put on hold until the crisis is over.

**Q5 What kind of people use Family Support?**

A5 All sorts of people for various reasons. Some families are just after information; some are grappling with particular issues.

**Q6 What are the risk factors involved, for example encountering an abusive spouse?**

A6 Your Coordinator would not put you into a family where there was any risk of danger to you. CLAN WA has policies in place which deal with critical incidents and this will be discussed in the training.

**Q7 How long will I be involved with each family?**

A7 A link, on average, will last 7 months. However, sometimes you might be there longer and sometimes your stay will be shorter. This will be decided between the parent, yourself and the Coordinator.

**Q8 Exactly how much time will be involved?**

A8 It's difficult to say; however, there is a time commitment of about 2-4 hours per week, including home visiting, support meetings and training.



**Q9 What if I can't attend a visit?**

A9 We ask that you contact the family to let them know and to make another appointment.

**Q10 What if I just do not feel confident enough?**

A10 Part of your Coordinators job is to get an appropriate match between the volunteer and the family. This means that your Coordinator would not link you to a family if they did not feel it would work. Your Coordinator is always happy to support and encourage you to ensure you feel confident and comfortable in your role.

**Q11 I have no formal qualifications; does this matter?**

A11 Absolutely not. The training course will prepare you for your role.

**Q12 I am studying in the Human Services field; how will this help me?**

A12 This program will give you some practical experience. In some cases you may be able to use your volunteer work towards placement requirements.

**Q13 What kind of training is provided?**

A13 CLAN provides many opportunities for training, some in-house and some through other means. There are usually 4 to 6 training opportunities per year. Volunteers are encouraged to attend and participate.

**Q16 How much supervision and support will I have?**

A16 Your Coordinator will keep in touch with you on a regular basis. There will be support meetings and individual supervision as required.

**Q17 Do I have to go to these meetings?**

A17 Yes. To support you in your role, provide opportunities for debriefing and increase your skills. Support meetings will provide you with opportunities to share ideas and connect with your peers.

**Q18 What if a link doesn't work?**

A18 A part of your Coordinators job is getting a match between family and volunteer. However, there may be times when this may not happen; you then need to discuss this with your Coordinator.

*We hope this has helped answer some of your questions. Your Coordinator will answer any concerns you may still have.*