

About ACVVS

About the Aged Care Volunteer Visitors Scheme

Overview

The Community Visitors Scheme (CVS) has supported volunteer visits to provide friendship and companionship to older people for over 30 years. From 1 July 2023, the CVS expanded and was renamed the Aged Care Volunteer Visitors Scheme (ACVVS) in response to the Royal Commission into Aged Care Quality and Safety.

Aims

The ACVVS is a free service that aims to:

- provide friendship and companionship to older people
- help develop social connections.

It focuses on the needs of older people at higher risk of feeling isolated, including the special needs groups under the *Aged Care Act 1997*.

Intended participants

Visits are available to anyone who receives government-subsidised residential aged care or Home Care Packages, including care recipients approved or on the National Priority System for residential and Home Care Packages (HCP).

The ACVVS is a free service available for aged care residential or Home Care Package recipients who:

- are socially isolated, including if they belong to a diverse, complex vulnerability or cultural group; and
- do not have regular and reasonable frequent positive and engaged contact with friends or relatives; and
- feel isolated and lonely; and
- have frailty, mobility or communication impairment that prevents them from participating in social or leisure opportunities;
- have been approved for, or are in receipt of government residential aged care or HCP; and
- do not participate in social support group services funded by a Commonwealth subsidised aged care program.

Access

Anyone can refer an eligible care recipient to an ACVVS auspice. The recipients of ACVVS may be identified through the Aged Care Assessment, Aged Care Specialist Officers, Care Finders, by their aged care provider, a family member or friend, or may have self-identified as a person who is socially isolated and would benefit from volunteer visits.

State Network Members assist with the management of referrals to the relevant area/auspice coordinator. In addition, they assist the area/auspice coordinators to match ACVVS volunteers to eligible care recipients who have been nominated to receive an ACVVS volunteer visitor.

A list of ACVVS Network Members is on the Department of Health and Aged Care website health.gov.au/ACVVS. Click or tap here to enter your Auspice contact details.