



Aged Care Volunteer Visitors Scheme (ACVVS)

Webinar for Home Care Package Providers & Residential Aged Care Providers

Kirsten Turner, Director, Consumer Support section
Craig Mastersson, Assistant Director, ACVVS

Royal Commission recommendation 44.c

*... providing additional funding and expanding the Community Visitors Scheme and changing its name to the **Aged Care Volunteer Visitors Scheme**, to provide extended support for older people receiving aged care who are at risk of social isolation.*



What is ACVVS?

- commenced 1 July 2023
- free service available to aged care recipients
- can assist home care and residential providers by:
 - connecting aged care recipients to the community
 - reducing social isolation and loneliness



Volunteer visits

- ACVVS is expanding from 4,700 volunteer visitor placements to 18,163 (with extended funding)
- visitor types:
 - Home Care Package (one-on-one)
 - residential (one-on-one)
 - group (recommended one volunteer to three recipients)



Grant round outcomes: national and by state

ACVVS OVERVIEW - NATIONAL	
ACCVS Providers	141
ACVVS New Providers	27
ACVVS total placements	18,163

ACVVS OVERVIEW – BY STATE	
New South Wales	5509
Victoria	5055
Queensland	3544
South Australia	1563
Western Australia	1542
Tasmania	443
ACT	298
NT	209
ACVVS total placements	18,163

- aimed for 5% coverage across all Aged Care Planning Regions
- all 141 community organisations can be found on our website: health.gov.au/ACVVS

Request an Aged Care Volunteer Visitors Scheme (ACVVS) visitor

Find out how to request a volunteer visitor with the scheme.

On this page

[Request a volunteer visitor](#)

[Request a volunteer – form](#)

[Privacy statement](#)

Request a volunteer visitor

We fund community organisations (auspices) to provide volunteer visiting services.

Older Australians who may not have regular contact with friends or relatives, or are feeling isolated from their culture or heritage, can be referred by an aged care service provider to a volunteer visiting network member in the local area.

It is also possible for older Australians receiving government-funded aged care services to refer themselves.

If you are interested in requesting a volunteer visitor, use this form.

Request a volunteer – form

This form is for anyone who would like to request a volunteer visitor (for themselves or someone else.)

First name (mandatory)

Last name (mandatory)

Type of aged care (mandatory)

 Home care package

Aged Care Volunteer Visitors Scheme (ACVVS)

[About the scheme](#)

[Become a volunteer visitor](#)

[Request a volunteer visitor](#)

[Resources](#)

[Contacts](#)

[www.health.gov.au/
our-work/aged-care-
volunteer-visitors-
scheme-acvvs/request](http://www.health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs/request)

Volunteer screening and access

- all volunteers are required to:
 - undertake a National Police Check
 - complete a statutory declaration

(ACVVS National Guidelines – section 3.6.7)
- volunteers are not required to undertake NDIS screening

Key contacts for providers

1. ACVVS network members

- facilitating links between community organisations (auspices) and the department
- advocacy support for auspices
- deliver peak body support to auspices
- awareness and consideration to service delivery for all diverse, complex vulnerability and cultural groups
- providing support, mentorship and information to auspice coordinators

The full ACVVS network member role description is available at the [ACVVS National Guidelines](#) section 5.2

Key contacts for providers

2. ACVVS auspice coordinators

- raise awareness of the program to aged care providers and the broader community
- recruit, train and support volunteers
- contact potential recipients within 7 days of referral
- communicate and maintain positive relationships with aged care providers and recipients

The full ACVVS auspice coordinator role description is available at the [ACVVS National Guidelines](#) section 5.3

Key contacts for providers

3. ACVVS volunteers

- working within the auspice policies and procedures
- completing training modules
- adhering to the residential aged care home rules when entering for volunteer visits
- visiting their designated aged care recipient regularly

The full ACVVS volunteer role description is available at the [ACVVS National Guidelines](#) section 5.1

Provider responsibilities

- Residential Aged Care Home and Home Care Providers are:
 - required to provide a site induction for volunteers
 - encouraged to permit visits on the weekend or after 5pm on a weekday
 - to advise auspices when a recipient passes away



Volunteer training

- ACVVS Community of Practice Portal has 130+ training resources for providers
- providers are not required to give training to volunteers
- Diversity, Complex Vulnerability and Cultural Advisory Group provides advice and consultation of training development and enhancement

Next steps

- awareness and marketing campaign
- market research
- evaluation



Key Contacts

ACVVS website

health.gov.au/ACVVS

ACVVS national guidelines

www.health.gov.au/resources/publications/aged-care-volunteer-visitors-scheme-national-guidelines

ACVVS program manager – Craig Mastersson

acvvs@health.gov.au