

# ACVVS National guidelines content management change register

As per the Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines - Section 6 ACVVS National Guideline Content Management, this register details all amendments.

Version Date	Document Section/Reference	Version Amendments
<b>10/10/2022</b>	Whole of document	Released with the GO5795 ACVVS open competitive grant round opportunity
<b>04/04/2023</b>	Whole of document	ACVVS National Guidelines formatting modified to ensure compliance with the Department's accessibility requirements. Nil changes to any wording.
<b>29/06/2023</b>	Section 3.3	ACVVS volunteer visitors should not be considered as part of the aged care provider volunteer workforce and request them to undertake training or enter their personal details into a database. Amended to - ACVVS volunteer visitors should not be considered as part of the aged care provider volunteer workforce and should not be requested to undertake training or enter their personal details into a database.
<b>29/06/2023</b>	Section 4.2	Please refer - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – Appendix A 'Online Data Reporting Portal instruction manual (to be developed). Amended to - Please refer - Aged Care Volunteer Visitors Scheme (ACVVS) Community of Practice Portal – KPI Reporting - Instructions KPI reporting.
<b>29/06/2023</b>	Section 4.3	The ACVVS Logo must be used on all publications relating to the ACVVS. Whenever the logo is used, the publication or promotional material must also acknowledge the Commonwealth as follows – 'Funded by the Australian Government'. Further queries relating to ACVVS branding and/or logo should be referred to the department's ACVVS Policy team by email at: <a href="mailto:CVS@Health.gov.au">CVS@Health.gov.au</a> .

Version Date	Document Section/Reference	Version Amendments
		<p><u>Amended to</u> - The ACVVS Logo must be used on all publications relating to the ACVVS as per the ACVVS Branding Style Guidelines. Please refer – Aged Care Volunteer Visitors Scheme (ACVVS) Community of Practice portal – Logo Package.</p> <p>Further queries relating to ACVVS branding and/or logo should be referred to the department’s ACVVS Policy team by email at: <a href="mailto:ACVVS@Health.gov.au">ACVVS@Health.gov.au</a>.</p>
5/9/2023	Section 2.4.1	<ul style="list-style-type: none"> <li>veterans</li> </ul> <p>Amended to –</p> <ul style="list-style-type: none"> <li>veterans (note: Veterans Home Care (VHC) or Community Nursing (CN) recipients must also receive Commonwealth funded Home Care Package service).</li> </ul>
24/11/2023	Section 2.7	<p>Additional clarification text inserted:</p> <p>Messaging via SMS is not considered a virtual visit and cannot be counted as an ACVVS visit. SMS is permitted to be used for the arranging and confirmation of visit dates and times etc.</p>
24/11/2023	Section 4.1.3	<p>New section and additional clarification text inserted:</p> <p><b>Fundraising</b></p> <p>Auspices may choose if desired to promote that their organisation is an ACVVS provider as part of their fundraising activities as per the ACVVS Branding Style Guidelines.</p> <p>Any fundraising activities which reference ACVVS should also note ACVVS is funded by the Australian Government.</p> <p>Disbursement and expenditure of any fundraising revenue is at the discretion of the community organisations.</p>
24/11/2023	Section 5.1	<p>Additional clarification text inserted:</p> <p>(volunteers cannot be matched to a family member, relative or sibling).</p>
24/11/2023	Section 5.3	<p>Additional clarification text inserted:</p> <p>An auspice coordinator may also choose to be matched to an ACVVS aged care recipient. However, all matched visiting by a coordinator must be undertaken on a volunteer basis as per section 5.1.</p>

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14/12/2023	Section 2.9	Text removed '- Please refer to FAQ's for further information'.
14/12/2023	Section 3.6.11	Text removed '- Please refer to the FAQ's.
14/12/2023	Section 2.4	have frailty, mobility or communication impairment that prevents them from participating in social or leisure opportunities; and <b>Amended to</b> - have frailty or mobility or communication impairment that prevents them from participating in social or leisure opportunities; and
14/12/2023	Section 2.5	<p>The ACVVS is available to recipients of Australian Government subsidised residential aged care services or home care packages. This includes care recipients approved and on a waiting list/National Priority System for residential care or home care packages.</p> <p>Note: The Government pays eligible providers an amount of subsidy for each care recipient, and individual supplements to care recipients to support their care, hence the meaning of subsidised residential aged care services or home care packages.</p> <p><b>Amended to</b> - The ACVVS is available to recipients of Australian Government subsidised residential aged care services or home care packages. This includes care recipients approved and on a waiting list/National Priority System for residential care or home care packages. An ACVVS recipient who has been matched to and has received visits from an ACVVS volunteer and whom subsequently ceases to receive an eligible aged care service as per above, is deemed grandfathered and is entitled to receive ongoing ACVVS service of friendship and companionship.</p> <p>Multi-Purpose Service (MPS) recipients are also eligible for the ACVVS where they are receiving residential care or home care through the MPS. This is regardless of whether the MPS recipient is otherwise approved for home care or residential care under the Aged Care Act.</p>

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		Note: The Government pays eligible providers an amount of subsidy for each care recipient, and individual supplements to care recipients to support their care, hence the meaning of subsidised residential aged care services or home care packages.
14/12/2023	Section 3.3.1, Section 3.5 and Section 3.6.2	Broken hyperlinks re established only. Nil other changes.
24/10/2024	Section 2.4.1	Additional clarification text inserted: Auspices can deliver ACVVS to all diversity groups and ideally should be able to accommodate a referral from any cultural or diversity demographic but must ensure that genuine friendship and companionship is achieved. Auspices can use their discretion when assessing referrals in line with their organisational practice and philosophy.
24/10/2024	Section 2.7	Additional clarification text inserted: "The recommended maximum ratio of volunteers to recipients is one volunteer to three ACVVS recipients for group visits."
24/10/2024	Section 3.6.7	Additional clarification text inserted: <ul style="list-style-type: none"> <li>notifying the aged care provider when a volunteer is no longer connected to the auspice.</li> </ul>
24/10/2024	Section 3.6.9	Additional clarification text inserted: Occupational Health and Safety (OH&S) and Workplace Health and Safety (WHS) requirements. <b>Amended to</b> - Occupational Health and Safety (OH&S) and Workplace Health and Safety (WHS) requirements including at the auspice facilities and at the recipient visiting locations.
24/10/2024	Section 5.3	Additional clarification text inserted:

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		<ul style="list-style-type: none"> <li>provide an opportunity for an exit interview when the volunteer leaves the program</li> </ul>
24/10/2024	Section 5.3	<b>Amended</b> “Public Health Network” region to “Aged Care Planning” region.
21/11/2024	Section 2.8	<p><b>Included additional text:</b></p> <p>The recipient referral will be advertised by the relevant jurisdictional Network Member to auspices in that jurisdiction. Where a referral has been advertised for 21 days or more and it has not been accepted by an auspice within the ACPR, any auspice within the applicable state or territory may accept the referral as a temporary outside of ACPR placement. Allocation of the referral is on a first come first served basis.</p> <p>The Department provides automatic approval to an auspice that matches a 21 day referral outside of their organisation’s contracted ACPR/s. The temporary outside of ACPR placement approval is conditional on the placement automatically resuming within the organisation’s contracted ACPR once the friendship concludes.</p> <p>To assist the Department with tracking of temporary placements, auspices should report all placements outside of their contracted ACPR in the six-monthly KPI report comments section as follows:</p> <p><i>[Insert organisation name] is providing [insert number of placements] temporary 21 day referral/s outside of ACPR placement/s to [insert recipient postcodes] as of [insert last day of the six monthly reporting period].</i></p>