Australian Government

Department of Health, Disability and Ageing

GO7752 Aged Care Volunteer Visitors Scheme (ACVVS)

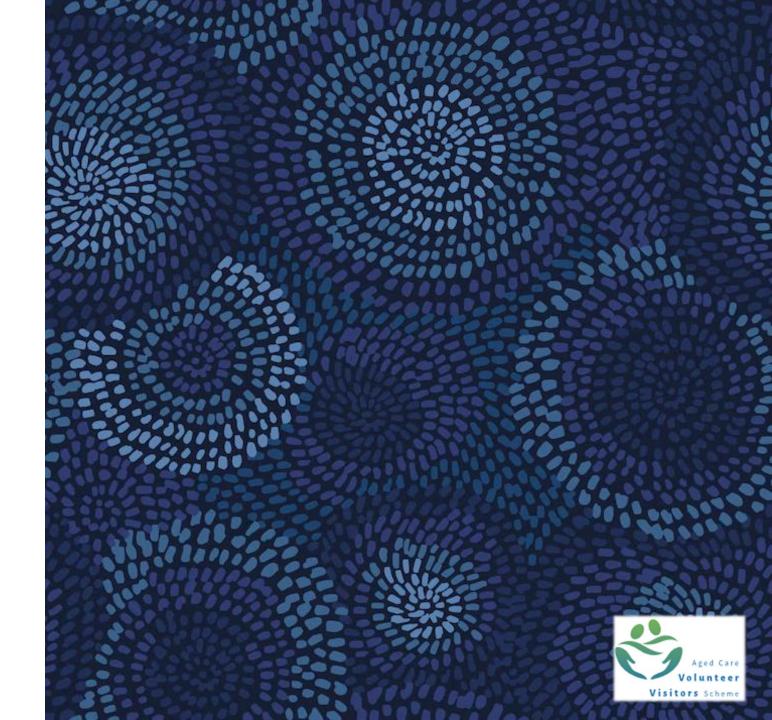# Grant Opportunity 2026-27 to 2030-31

Industry Briefing

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Aged Care
Volunteer
Visitors Scheme

Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout Australia, and pay our respects to Elders past, present and emerging.

We extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples with us today.

About ACVVS

- **Commenced**: 1 July 2023
- **Replaced**: Community Visitors Scheme (CVS)
- **New Grant Round:** 1 July 2026 to 30 June 2031
- **Reach to date:**
  - Over 650,000 visits
  - Across 18,163 funded placements.

Aged Care Volunteer Visitors Scheme

About ACVVS

- **Aim:** to enhance the quality of life for aged care recipients by providing regular volunteer visits that foster companionship and genuine social connection.

- **Key target groups:**
  - lonely or at risk of social isolation
  - individuals from diverse, vulnerable or cultural backgrounds.

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GO7752 ACVVS Grant Activities

The open competitive grant round will offer:

- **Activity 1:** delivery of the ACVVS to Residential Aged Care and Support at Home

- **Activity 2:** Aged Care Volunteer Visitors Scheme (ACVVS) network members

- **Activity 3:** Community of Practice (CoP) Coordinators.

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ACVVS Funding

$186.04M

Total funding (2026/27 to 2030/31).

$1,970

For each ACVVS visitor placement (Activity 1).

$20,000

Per annum per network member (Activity 2)

* $5.25 levy per ACVVS visitor placement   * Additional travel allowance per annum.

$20,000

Per ACVVS Community of Practice Coordinator (Activity 3).

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Who is eligible for ACVVS

ACVVS is available to:

- recipients of Australian Government subsidised residential aged care or Support at Home services

- recipients approved, and on the waiting list, for these services.

Volunteer visitors:

- must be aged 18 years and over.

Types of visits:
- **Support at Home:**
  - one-on-one in-person visits

- **Residential aged care:**
  - one-on-one in-person visits
  - one-on-two in-person visits (aka dual visits).

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The Aged Care Act 2024

An ACVVS volunteer is defined under the *Aged Care Act 2024* as an *'aged care volunteer visitor'*.

"[An] ***aged care volunteer visitor*** means a person who …visit[s] individuals accessing funded aged care services to provide companionship, social support or friendship to those individuals who are socially isolated or are at risk of social isolation".

Under the *Aged Care Act 2024*, aged care providers are required to facilitate aged care volunteer visitor access to care recipients.

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Activity 1: Service Delivery

Minimum placements

- Community organisations must provide a minimum of forty (40) ACVVS visitor placements per annum.

Placement flexibility

- Flexibility to service type allocation is permitted.

- 25% of executed agreement placements can be flexible placements.

Aged Care Planning Region (ACPR) exemption

- Community organisations can be allocated state/territory rather than ACPR placements if:
    - they have 75 or less ACVVS visitor placements
    - 80%+ of their ACVVS visitor placements target a single diverse, vulnerable and/or cultural group.

Activity 1: Service Delivery

Placements outside of organisation

- At least 50% of visitor placements must occur outside of the community organisation, if the community organisation is also an aged care provider.

- Applicants who are unable to do so due to exceptional circumstances, must submit an exemption request.

- Community organisations must report on placements inside and outside of the organisation every six months.

Complexity Placement Levy (CPL)

- An additional 10% funding will be awarded to some complex placements.

- Up to 50% of total awarded ACVVS visitor placements can be nominated for CPL.

- CPL funding capped at 1,000 volunteer visitor placements.

- Organisations are not required to apply for CPL – this is optional.

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Activity 1: Service Delivery

Exceptional circumstances placements

- Non-face-to-face visits are permitted under exceptional circumstances.

- Examples of exceptional circumstances include: geographical distance, recipient illness, recipient request for non-contact volunteer visits.

- Examples of non-face-to-face visit mediums include: virtual platforms, phone, email, letter.

Temporary substitution of face-to-face visits

- Non-face-to-face visits can be supplemented for face-to-face visits under particular circumstances.

- Examples include: recipient exposure or potential exposure to a virus, the recipient is unable to attend visit location in-person.

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Activity 1: Service Delivery

Performance Indicator	Measure
Number of ACVVS visitor placement visitations to older people receiving Australian Government subsidised residential aged care or Support at Home (min. of 40 ACVVS visits per recipient p.a.).	90% of the visitations funded to be completed.
Number of ACVVS visitations delivered to cultural and diverse recipients.	90% of nominated cultural and diverse placements as per AWP.
All volunteer visitor and recipient matches are delivering the objective of genuine friendship and companionship.	100% compliance achieved.
Activity work plan (AWP) producing effective outcomes and service delivery.	100% compliance achieved.
Compliance to all terms and conditions of the grant agreement, and associated legislation and regulations.	100% compliance achieved.

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Activity 2: Network members

- ACVVS network members support community organisations to deliver the program in their jurisdiction.

- One network member is assigned to each of the following six (6) jurisdictions:
    - New South Wales and the Australian Capital Territory
    - Queensland
    - South Australia and the Northern Territory
    - Tasmania
    - Victoria
    - Western Australia.

- Successful Activity 2 applicants must nominate an individual for the role of network member.

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Activity 3: Community of Practice (CoP) Coordinators

- CoP Coordinators support the functionality and delivery of the CoP portal.

- This role is applicable to community organisations who have been awarded the network member role.

- Successful community organisations must nominate an individual to undertake both roles.

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Reporting

- Community organisations must submit reports in line with terms of grant agreement.

- Reporting templates are available via the ACVVS CoP portal.

- Network members and CoP Coordinators must also undertake reporting.
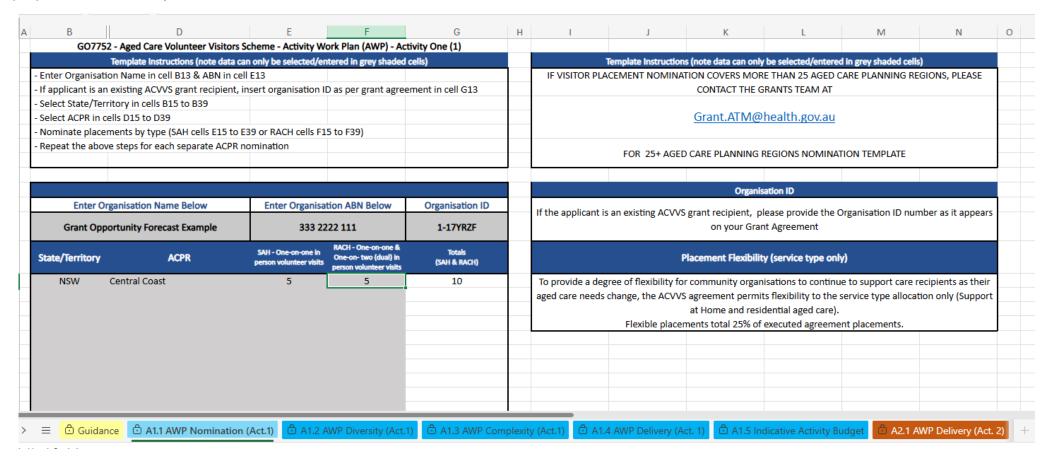
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Applicant top tips

- Refer to the GO7752 ACVVS 2026-27 to 2030-31 FAQs for detailed guidance.

- Submit applications at least 3 hours before closing time. Late submissions will not be accepted.

- You may submit up to three applications (one per grant activity). For activity 2 and 3, enter '0' under compulsory placements and 'both' for service types.

- If more than one application is submitted for the same grant activity, in the same location, the latest valid application submitted before closing time will progress to the next stage.

- The application form does not support formatting – copying from documents may cause issues.

- Only one user can edit the form at a given time.

- Unanswered webinar questions will be published on the FAQs.
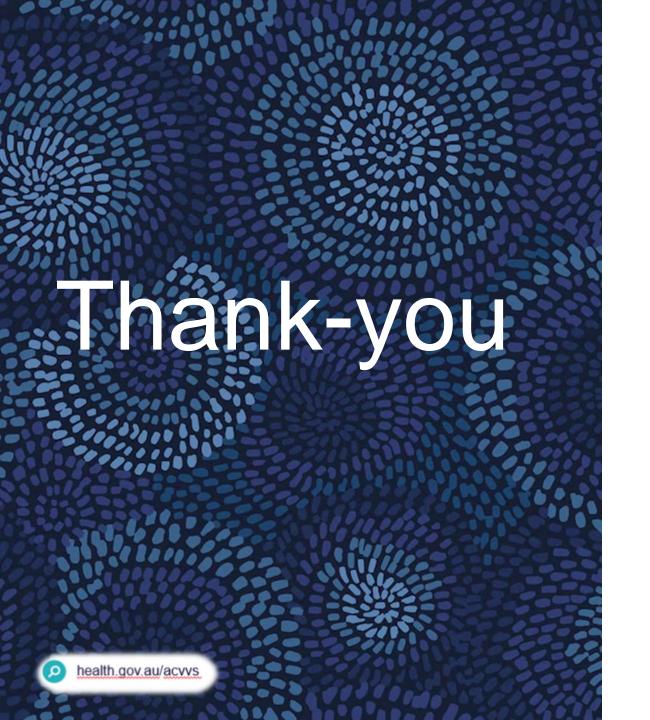 health.gov.au/acvvs

Applicant top tips

- Refer to Sections 7.1.1, 7.1.2 and 7.1.3 of the Grant Opportunity Guidelines for specific instructions on which application tab to complete for each proposed AWP activity.

Thank-you

Contact Information

Technical Assistance (GrantConnect HelpDesk)

Offers support with submissions once applicants have registered with GrantConnect

- **Phone:** 1300 484 145
- **Email:** GrantConnect@finance.gov.au

Application Support (Department of Health, Disability and Ageing)

Helps with the application process and errors in applications submitted before closing time

- **Email:** Grant.ATM@health.gov.au

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Webinar survey

Thank you for attending the **Aged Care Volunteer Visitors Scheme 2026/27 to 2030/31 grant opportunity webinar.**

Please provide your feedback by answering 4 short questions.