

Aged Care Volunteer Visitors Scheme

What is the Aged Care Volunteer Visitors Scheme?

The Aged Care Volunteer Visitors Scheme (ACVVS) is a social-based program for people who could benefit from having a caring and dedicated volunteer make regular contact with them to provide friendship and company. This may involve face-to-face visiting, writing emails, letters and cards, connecting on video chat or talking on the telephone.

ACVVS is for people who:

- live in an aged care home
- live in their own home and are on the waiting list for a Home Care Package
- live in their own home and receive services through a Home Care Package.

The Aged Care Volunteer Visitors Scheme is an Australian Government Funded Initiative.

Is there a cost?

No, it is **free** to participate in ACVVS.

How do I join ACVVS?

Just fill in the Referral form below and email it to:
acvvs@era.asn.au

Being matched with a volunteer

The ACVVS team matches care recipients with volunteers who have similar interests, hobbies, background and preferences.

The ACVVS team will introduce you to the volunteer by phone or in person and will stay in regular contact to make sure you are enjoying the friendship.

When do we see each other?

Volunteers will make contact regularly (either weekly or fortnightly), at a time convenient for both of you. You might see each other face-to-face, write letters, talk on the phone, or video chat together.

'Visits with Sarah are always so much fun. There is always laughter, and we are learning more and more about each other. Having memories to share is wonderful.'



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What do we do together?

Visits are relaxed and social, focusing on conversations and having fun together. You and your visitor might choose to:

- have a cuppa and chat
- take a walk or go on an outing
- swap information about shared hobbies or interests
- watch a favourite TV show together
- do another activity that you both enjoy.



Please note that volunteers are not able to:

- provide personal or nursing care
- provide domestic assistance or undertake home maintenance
- get involved in your personal or family affairs
- engage in activities outside of their role, including running errands, shopping or taking you to appointments
- advocate on your behalf.

Volunteers are there to simply to provide companionship and friendship. If you need additional support or services please speak to your Aged Care or Home Care Package Provider, or the Elder Rights Advocacy ACVVS Team.

How do I get more information on ACVVS?

Please contact the ACVVS Team at Elder Rights Advocacy on

1800 022 887 or acvvs@era.asn.au