



Australian Government

Department of Health and Ageing

COMMUNITY VISITORS – FRIENDS FOR OLDER PEOPLE

Information for visitors



WHAT IS THE COMMUNITY VISITORS SCHEME?

The Community Visitors Scheme (CVS) is a national program funded by the Australian Government. The CVS aims to enrich the quality of life of residents of aged care homes who are socially isolated or lonely, and would benefit from a friendly visitor. The CVS also helps to establish links between people living in aged care homes and their local community. A community visitor is a volunteer who is matched with a resident of an aged care home, and visits them regularly.



WHAT DO COMMUNITY VISITORS DO?

As a community visitor, you need to commit to visiting your resident friend at least once a fortnight. Visits should be spent doing something you both enjoy – you might want to read, listen to music, chat and reminisce, or watch a favourite TV program together. You may want to go for a walk together or have an outing. The activities you undertake will depend on the health of the resident.

Sharing your time and your interests with the resident will help them feel better about themselves and enjoy their life more.

WHO WOULD YOU VISIT?

Community visitors visit people living in aged care homes who have been identified as being lonely or socially isolated.

Community visitors are matched with residents by CVS auspices. An auspice is a community-based organisation which supports you and helps you to adapt to your role as a community visitor. It can offer you training and support in understanding the needs of your new friend.

An auspice will endeavour to match you with a resident appropriately, taking into account your interests and background. Auspices will also take into account other factors – for example, when you are available to visit. Most community visitors find that they enjoy the friendship as much as the resident does, and that the relationship is both positive and rewarding.

IF YOU WOULD LIKE TO KNOW MORE

If you would like to know more about the CVS, or would like to become a community visitor – or you know someone who might appreciate a community visitor – you should contact your local Commonwealth Carelink Centre on FREECALL™ 1800 052 222. Your Commonwealth Carelink Centre can refer you to the appropriate point of contact for your query.

The Community Visitors Scheme is funded by the Australian Government.

