

Aged Care Volunteer Visitors Scheme (ACVVS): Scope of Service

ARAS delivers the Aged Care Volunteer Visitors Scheme (ACVVS), a free program that connects older people who may be experiencing loneliness or social isolation with volunteers who provide regular companionship and social connection.

Who can access ACVVS?

ACVVS is available to eligible older people living in metropolitan Adelaide's eastern or southern regions, or in South Australia's Riverland, who:

- receive residential aged care services;
- receive Support at Home services; or
- are approved and waiting for residential aged care or Support at Home services.

Accessing the program

1. Referral and Application

- **For older people:** Referrals may be made by the older person, a family member, friend, health professional or aged care provider. The older person must consent to the referral and be receiving government-subsidised residential aged care or Support at Home services.
- **For volunteers:** People aged 18 years or older may apply through a local ACVVS network organisation. Volunteers must complete a National Police Check and participate in a brief orientation or training.

2. Assessment and Matching

- **Understanding preferences:** A network coordinator speaks with the older person to learn about their background, interests, language and preferences.
- **Matching:** The coordinator matches the older person with a compatible volunteer, taking shared interests, preferences and cultural background into account.

3. Regular Visits and Companionship

- **Visits:** The matched volunteer visits the older person approximately once a fortnight, usually for about one hour. Visits may take place in the older person's home, a residential aged care service or a public place.
- **Activities:** Visits may include conversation, sharing stories, enjoying hobbies or taking a walk.

ACVVS volunteers provide:

- regular companionship;
- opportunities for conversation and social connection;
- shared hobbies and interests;
- games, puzzles, reading or listening to music;
- walks, where appropriate;
- recognition of special occasions; and
- time together based on the older person's interests and preferences.

Visits are generally one-to-one and conducted in person. Virtual visits may be available in exceptional circumstances, while group visits may be offered in residential aged care settings.

Referrals can be made by:

- the older person themselves;
- family members or representatives;
- carers;
- aged care providers;
- health professionals; or
- community organisations.

What ACVVS volunteers do not provide

- nursing or personal care;
- transport;
- household tasks; or
- personal errands.

Choice and the older person's voice

The older person's preferences, interests and individual circumstances are central to their ACVVS experience.

ARAS will listen to the older person and obtain information about their interests, background and preferences to support a suitable volunteer match.

The Aged Care Volunteer Visitors Scheme is funded by the Australian Government