



Australian Government  
Department of Health and Aged Care



# Aged Care Volunteer Visitors Scheme

Arranging volunteer visitors to provide friendship and companionship. Visits are available to anyone receiving government subsidised aged care services in an aged care home or through a Home Care Package (HCP).



Aged Care  
**Volunteer**  
Visitors Scheme

July 2023

# About the Aged Care Volunteer Visitors Scheme (ACVVS)

We want volunteers to be supported in their essential role in the aged care system, supporting older people to live meaningful lives and building social connections that prevent social isolation and loneliness.

- ▶ funds volunteering organisations to **recruit, train and support volunteers** to provide friendship and companionship to older people
- ▶ supports isolated and lonely people who are receiving Australian Government-funded aged care services in an aged care home or through a Home Care Package (HCP)

- ▶ operates a community of practice
- ▶ provides standardised training resources for volunteer onboarding and continual learning
- ▶ provides **diversity**, complex vulnerability and **cultural advisors**
- ▶ **encourages new volunteers** to join this meaningful and important program.

*“We often go for beach walks with my Cavoodle Alfie, as well as to the local coffee shop for a chai. I probably wouldn’t even call it volunteering! It’s something I look forward to every week.”*  
– Sarah, volunteer

## Referring an older person or becoming a volunteer

If you are interested in becoming a volunteer or want to access this service, please contact your state or territory network member.



### Network contact numbers

- **ACT, NSW, VIC** 0491 272 417
- **Northern Territory** (08) 8928 0620
- **Queensland** (07) 3017 1777
- **South Australia** (08) 8326 0020
- **Tasmania** 0477 883 942
- **Western Australia** (08) 9319 0916



**For more information visit:** [health.gov.au/acvvs](https://health.gov.au/acvvs)