



Australian Government

Department of Health, Disability and Ageing

# Community Visitors Scheme

## Part 1

## Background



Easy  
Read





**Australian Government**

**Department of Health,  
Disability and Ageing**

The Australian Government Department of Health Disability and Ageing wrote this.

We say **DHDA** for short.

When you see the word **we** it means DHDA.



We wrote this in an easy to read way.

We use pictures to explain some ideas.

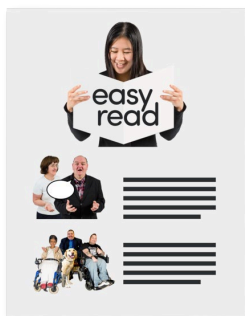
**Bold**

We have some words in **bold**.

Not bold

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.

This means it has the most important ideas.



You can send any questions by email.

Email [CVSproject@wheretoresearch.com.au](mailto:CVSproject@wheretoresearch.com.au)



You can ask for help to read this document.

You can ask

- A friend
- Family members
- A support person.



We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on.



They were the **first people** to live on and use the

- Land
- Waters.

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# What is the Community Visitor Scheme



The Community Visitor Scheme visit people with disability.

We call it **CVS** for short.

CVS make sure people with disability

- Have their **rights** respected
- Are able to make **complaints**.



Rights are **rules** about treating everyone

- Fair
- Equal.



Complaints are when you tell someone they have **not** done a good job.

Everyone has the right to make a complaint.



CVS is done differently depending on where you live in Australia.



The **Disability Royal Commission** looked at how people with disability are treated.

We call it **DRC** for short.



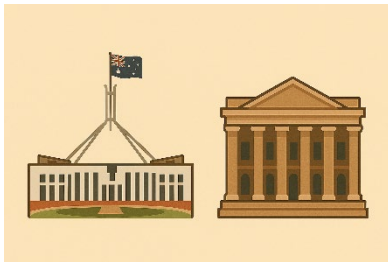
DRC wrote a report.

The report had **recommendations**.

Recommendations are ideas to do things better.



1 DRC recommendation is to make CVS more the same across Australia.



- Australian Government
- State and territory governments

Are working on this.



# What does CVS do



CVS was set up to give people with disability a voice.



CVS

- Look at how people with disability are treated



- Make sure workers are doing the right thing.



CVS are in most states and territories.





CVS can support you by

- Listening to your problems



- Making sure workers respect your rights



- Helping you make a complaint when you need to

# What we have found so far



The Australian Government have been working with a company called **WhereTo** since March 2025.

WhereTo does **research**.

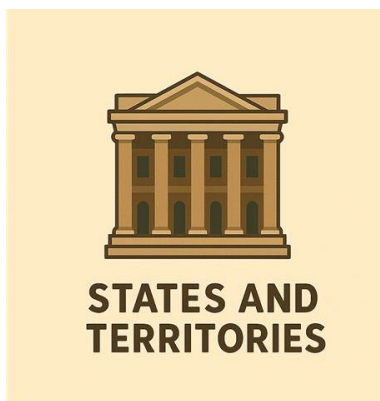
Research means



- Finding out what people think about things
- Using the information to **help others**.



They wanted to see if everyone can agree on what to make more the same about CVS.



They have been talking to

- State and territory governments



- **Disability Representative Organisations.**

We call them **DRO** for short.

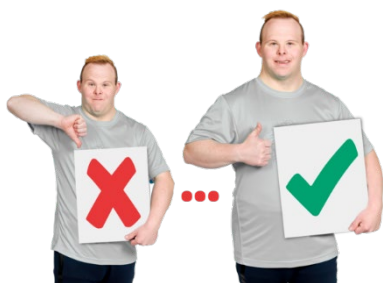


DROs are a group that

- Speaks up for people with disability



- Listens to what people with disability want and need



- Works to make life better for people with disability.



They found 6 important things to work on.



1. Who should have CVS visits



2. CVS **powers**

Powers means what CVS workers can do.



3. The skills of CVS workers



4. Who CVS workers should visit most

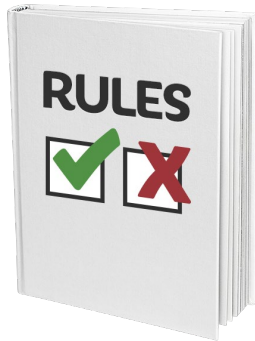


5. The way CVS workers do their visits



6. How often CVS workers will visit.

# Who can have CVS



Every state and territory have their own **laws** for CVS.

Laws are rules that tell people what they can and can **not** do.



CVS check in on people living in group settings with **high support needs**.

This means you need a lot of help doing things every day.



You could have lots of workers supporting you.



This means there might be a **risk** of **abuse**.

Risks are the chance that something bad might happen to you.



Abuse is when someone treats you badly.



# CVS powers



CVS workers can visit where you live.

They do **not** have to tell you they are coming.



They can have private talks with you.

That means the staff at your home can **not**

- Watch



- Listen

To what you say.



They can also look at paperwork.

This might be things like files that have information about you.

# CVS skills



CVS workers have skills to make sure

- Your rights are respected



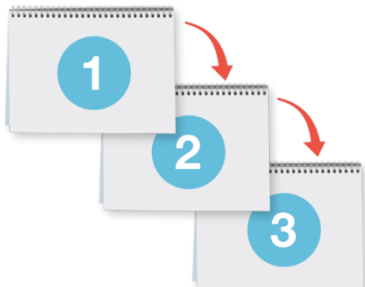
- You are being looked after.



CVS workers know who to tell if workers are **not** doing the right thing.

They can ask other people to help fix the problem.

# Who CVS workers should visit most



CVS workers have lots of people to see.

They can **not** see everyone they would like to each year.

They make a plan of who to visit.

They can choose who to see.



Sometimes they change the plan.

They do this if they are worried about a home.



They might **not** come if they think everything is okay.

# The way CVS workers do their visits



CVS workers have rules they **must** follow.



There are rules about

- Sharing your information



- Who they can talk to



- Fixing complaints



Governments are talking about what rules are important for all CVS to follow.

# How often CVS will visit



Visits in every state and territory are different.



CVS workers will visit

- If they are worried



- To check you are safe.



They need to think about what time to visit.

Some times are busier than others.

Like at dinner time.

# Your ideas



We want to hear from the community.

This is called **consultation**.



It makes sure that the government is listening to communities.

This helps the government make better plans to support people with disability.



We want to hear from

- People with disability





- Their families



- Their carers



- Disability service providers



- People in the community.



You can read more about the CVS questions in **part 2** on our website.

[consultations.health.gov.au/community-visitor-schemes-cvs/community-visitor-schemes-public-consultation/](https://consultations.health.gov.au/community-visitor-schemes-cvs/community-visitor-schemes-public-consultation/)



You can share your ideas with us.

This will help make CVS

- Better
- More the same across Australia.

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