



Community Visitors Scheme

Part 1

Background





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.

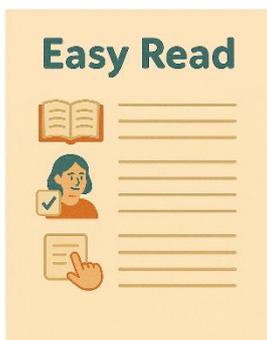
Bold

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.



We can answer any questions by email.

Email us

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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About this document



There are **2 parts** to this document.



Part 1 talks about

- The work being done on 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.



Part 2

- Has questions for you to answer.

What is the Community Visitor Scheme



STATES AND TERRITORIES

CVS is done by state and territory governments.



CVS was made before the NDIS.

People with disability have more choice where they can live now.

This means CVS needs to

- Change to keep people safe in all the different places they live.



CVS normally visits people who live in

- **Group homes**

Group homes are places where people with disability live together.



- Mental health units



- **Boarding houses**

A boarding house is a home with lots of people living together.

You

- Rent a room
- Share other spaces like the kitchen.

A person looks after the building.

You might **not** know the other people who live there.



Sometimes that means people living there

- Have different power than others

This is called a **power imbalance**.



- Do **not** spend much time in the community.



This can mean the **risk** of harm is higher.

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



CVS workers can

- Talk to people with disability



- Check the homes are being looked after properly



- Check people are getting the right support



- Look at records.



They can have private talks with people with disability.



It is important to know what CVS can

- Do
- **Not** do.

This helps build trust with the people who are visited by CVS.

Why we want to make changes to CVS



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.



FEDERAL **STATE**

- Australian Government
- State and territory governments

Are working on this.

What we have heard so far



In 2025 we did a **consultation**.

Consultation is the governments way of working with the disability community.

It makes sure that the government is listening to communities.

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



The consultation had

- A **survey**

Surveys have questions about your ideas.



- Interviews.



We heard from

- People with disability



- Families



- Carers



- **Advocacy** groups

Advocacy is when someone supports you to speak up for your **rights**.



- People who do disability services



- Governments.



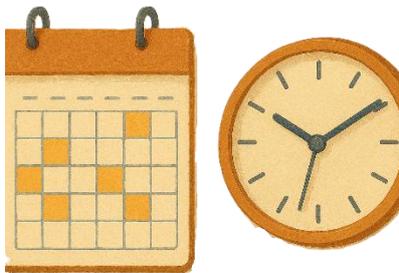
People said CVS is important for stopping **harm**.

Harm means that something bad might happen to you.



People said the rules in different areas are different for

- Who can visit



- How often they can visit.



People said CVS workers need to

- Have the right skills



- Be trained well



- Be **culturally responsive**

Culturally responsive means respecting peoples

- Rights
- Cultures
- Traditions.

This helps people feel safe to be themselves.

It can also be called **cultural safety**.



People said they were **not** sure how CVS works with

- **Regulators**

Regulators are government organisations that keep people safe.



- People who fix complaints



- Advocacy services.

Principles



The state and territory governments listened to the ideas from the consultation.

They made **5 principles**.

Principles say how CVS **should work**.



The principles will help CVS

- Be more the same across Australia



- Still work for different communities.



We want to know what you think about the principles.

Principle 1



Principle 1 says that CVS is

- The same across all of Australia



- **Flexible** for local communities

Flexible means something can change easily for different people.



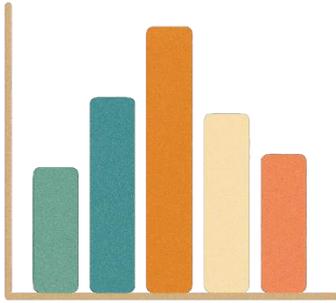
This includes CVS having the same

- **Powers**

Powers means what they can do.



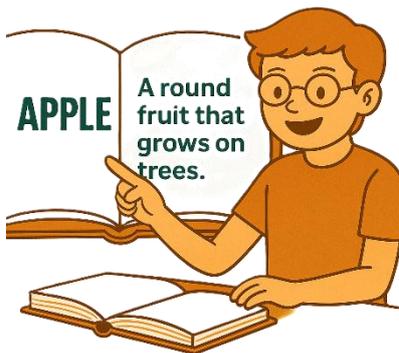
- People who can use CVS



- **Data definitions**

Data is

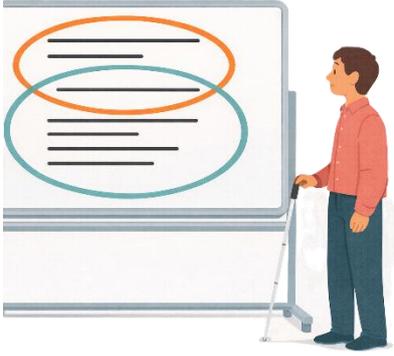
- Facts
- Information
- Records.



Definitions explain what a word or idea means.



- Reports.



Each area could make some small changes if they needed to.

Like they could have

- More
- Less

Than what is agreed on.



It is important for there to be enough workers.



They can make sure there are enough workers by

- Having **consistent** training

Consistent means doing things the same way each time.



- Making sure the right people are **hired** to be workers

Hire means to choose people to work for them.



- Workers are checked before they start.



This will make sure there are enough workers.

Principle 2



Principle 2 says that CVS

- Protects peoples rights



- Builds good relationships



- Is culturally responsive.



CVS workers have good relationships with the people they visit.



This can be done by respecting

- **Consent**

Consent means you agree.



PRIVACY

- Privacy



- People having all the information to make a choice

This is called **informed choice**.



- Someone **not** wanting a visit.

You do **not** have to have a visit if you do **not** want to.

You can choose.



It is important for visits to

- Feel safe



- Be respectful



- Understand different cultures.



CVS workers need to come from different backgrounds.

This will help them support lots of different people.

Principle 3



Principle 3 says that CVS

- Keeps people safe.



CVS will use ways of knowing what **higher risk** is

- For all of Australia



- In different areas.



They will also look at areas where safety is more of a worry.

People might **not** be protected properly.



CVS workers will understand by listening to

- People with disability



- Families



- Carers.



Things might change over time.

This could change how often they visit someone.



It is important for CVS to

- Spend more time where it is needed most.

Principle 4



Principle 4 says that CVS workers need know what

- Their job is



- They can do.



CVS workers do **not** do investigations.



CVS workers need to know

- How to help with complaints
- Who to tell the complaint to.

They will **not** fix the complaint themselves.



CVS workers will talk to

- People with disability



- Families



- **Providers**

Providers get money to help support you.

You might use money from your NDIS plan to pay them.



CVS will be separate from the government.

But they will work with other areas like

- **NDIS Quality and Safeguards Commission**

We call it **NDIS Commission** for short.



The NDIS Commission

- Makes sure NDIS providers are doing a good job
- Listens to **complaints** about NDIS services.

Principle 5



Principle 5 says that CVS will

- Be honest



- Share what they learn.



CVS will collect information in the same way.

This will help them see patterns.



CVS must follow the **law**.

Laws are **rules** for how we live.



PRIVACY

CVS will protect your privacy.



CVS will only share information if they have to.

Like if someone is being hurt.

They might need to share some information to help the person.

Your ideas



We want to hear from you.



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

consultations.health.gov.au/community-visitor-schemes-cvs/strengthening-disability-safeguards-through-commun/



It says how you can take part in our consultation.

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March 2026.