



Australian Government

Department of Health, Disability and Ageing

Community Visitors Scheme

Part 2

Questions





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.

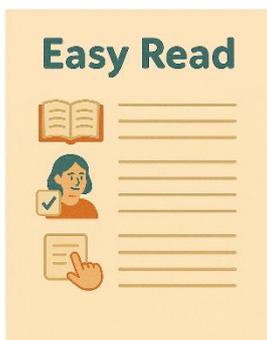
Bold

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.

How to answer our questions



There are a few ways you can take part.

You can



- Fill out a **survey**

Surveys have questions about your ideas.

You can answer as many questions as you like.



You can go to the website to do it online.

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

It is **not** in Easy Read.



- You can type your answers



You need to

1. Keep this document open
2. Open a new Word document



3. Type your answers and save the document
4. Email it back to us.

CVSproject@wheretoresearch.com.au



- Write your answers



You need to

1. Keep this document open
2. Write your answers on a blank piece of paper



3. Scan it into your computer or take a photo
4. Email it back to us.

CVSproject@wheretoresearch.com.au



You can also send us

- An **audio file**

An audio file is speaking only.



- A video file.

You can put them in on our website.

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

Questions



We have **5** questions.

You can answer these instead of the survey questions.



You can answer as many as you want.

There are **no** right or wrong answers.

You do **not** have to answer them if you do **not** want to.



Question 1

Do you think the **principles** say the most important things for people with disability.

Principles say how CVS **should work**.



The principles talk about

- Safety



- Rights



- **Dignity**

Dignity means

- Being treated with respect
- Feeling important
- Being listened to.



- **Wellbeing**

Wellbeing means that you are

- Happy
- Healthy.



Do you think there is anything missing.



Question 2

Do the principles say

- What CVS does



- How CVS is different from other people who keep people with disability safe.



Other people like

- People who fix **complaints**

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

Everyone has the right to make a complaint.



- **Regulators**

Regulators are government organisations that keep people safe.



- **Advocates**

An advocate is someone who supports you to speak up for your **rights**.

It can also be called **advocacy**.



Are there any parts that could be **confusing**.



Question 3

Do the principles make sure visits are

- **Respectful**



- About the person



- About listening to people with disability.



Question 4

Do the principles respect different cultures.



Including

- First Nations people



- People from different cultures



- People who speak different languages.



What else could make this better.



Question 5

What are the most important areas of CVS that should be the same across all Australia.



Thank you for answering our questions.



If you wrote your answers on paper you need to

1. Scan it into your computer or take a photo
2. Email it back to us.

CVSproject@wheretoresearch.com.au



If you wrote your answers on the computer you need to

1. Save the document
2. Email it back to us.

CVSproject@wheretoresearch.com.au



You need to send your answers back to by before

3 April 2026

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You must **not** share or copy any of the images without permission.

March 2026.