

25 YEAR ANNIVERSARY

NSW Official Community Visitor scheme



Since 1995, Official Community Visitors (OCVs) have played an important role in promoting and upholding the rights of children and young people living in residential out-of-home care, and of people with disability and additional needs living in supported accommodation and assisted boarding houses. **Thank you to all of the OCVs who have been part of this scheme for your valuable work over the past 25 years.**



Conducted 70,323 visits*



32 OCVs currently working across NSW



Raised 95,892 issues*



2,224 visitable services in the scheme



Made 726 referrals, notifications and complaints*



9,071 residents living in residential care across NSW

For more information on the scheme, please email ocv@adc.nsw.gov.au or visit adc.nsw.gov.au

*This information is from data collected between October 1995 - October 2020.





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The OCV scheme started in October 1995, and is celebrating its 25th year of operation this year. OCVs are independent statutory appointees of the Minister for Families, Communities and Disability Services. They operate under the *Ageing and Disability Commissioner Act 2019*, and the *Children's Guardian Act 2019*.

OCVs visit:

- residential services providing full-time care to children and young people in residential out-of-home care, and people with disability in supported accommodation
- assisted boarding houses.

The functions of OCVs include:

- informing the Minister, the Ageing and Disability Commissioner and the Children's Guardian about matters affecting residents
- promoting the rights of residents
- identifying and acting on matters raised by residents, staff, and other people who have a genuine concern for the residents
- providing information and support to residents to access advocacy services, and
- helping to resolve complaints or matters of concern affecting residents as early and as quickly as possible.

OCVs have the authority to:

- enter and inspect a visitable service at any reasonable time without providing notice of their visits
- talk in private with any resident or person employed at the service
- inspect any document held by the service that relates to the operation of the service, and
- report to the Ministers, the Ageing and Disability Commissioner and the Office of the Children's Guardian on matters regarding the conduct of the service.

When visiting services, OCVs:

- listen to what residents have to say about their accommodation and support, and any issues affecting them
- give information and support to residents wanting to raise matters with their service provider about the support they are receiving
- support a service to improve the quality of residents' care by identifying issues and bringing them to the attention of staff and management
- when needed, assist residents by linking them to advocacy support, and
- where appropriate, assist residents and their service provider to resolve any concern residents may have about their service.

