

# Responding to OCV visit reports for service providers

Fact sheet No 2

## Who are Official Community Visitors (OCVs)?

OCVs are appointed by the Minister for Families, Communities and Disability Services under the Ageing and Disability Commissioner Act 2019 (ADC Act) and the Community Services (Complaints, Reviews and Monitoring) Act 1993 (CS CRAMA) to identify issues affecting the quality of service provision for people living in full-time care. Visitors are independent of the services they visit and the Ageing and Disability Commission (which coordinates the scheme).

## Why OCVs send a visit report?

Visitors send a visit report within seven days after each visit they conduct. The visit report is the main way that OCVs raise issues that affect one or more residents or the conduct of the service. In raising issues in the visit report, your service has the opportunity to act on and resolve the issues. The Visitor may also use the visit report to provide feedback to the service about issues that have been resolved, or to comment on examples of good practice. Urgent issues will be raised immediately with the service provider and followed up in the visit report.

## How do I respond to a visit report?

Each OCV visit report has the name and email address of the OCV who conducted the visit and is raising the issues. Service providers are encouraged to contact the named OCV directly with the service's response.

Under each issue, the OCV will ask some questions. Answering the questions will assist the OCV to understand the situation and action the service is taking, or will take, to resolve the issue.

Responses should be provided within the timeframes indicated on the visit report under each issue. The Visitor may not immediately contact you after receiving the service response as they may need to wait until they next visit the service to see if the situation has improved.


## What happens if you do not respond?

If your service does not respond in any form within the timeframe allocated, the Visitor will contact you to check that the visit report was received and if you are preparing the service response. If the Visitor does not receive information about how the service is addressing the issues raised, the Visitor may bring the matter to the attention of the Ageing and Disability Commission or NSW Ombudsman.

## Who should respond to visit reports?

OCV reports are sent as an email attachment to a primary and secondary contact within the service. The contact names have been provided by the service provider and are generally positions at management level. It is the service's responsibility to determine who else needs to have access to this information apart from the primary and secondary contact, and how that is to be provided.

The Visitor only has capacity to provide their visit report to two contacts. We suggest that services identify a specific person to receive and respond to the visit reports. It may be useful to track the progress



of issues raised by Visitors by keeping a register of visit reports received and the dates that service responses are returned.

OCVs and the ADC hope that the visit reports provide valuable feedback and assist the service to continually improve the services provided to residents.

Please contact the Official Community Visitor team on 02 9407 1831 or on [OCV@adc.nsw.gov.au](mailto:OCV@adc.nsw.gov.au) if you would like to:

- contact an OCV
- ask about the operation of the scheme or
- discuss concerns about the conduct of an OCV.

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## Contact us for more information

Our business hours are:  
Monday to Friday, 9am–5pm

General OCV scheme inquiries - 02 9407 1831

Level 6, 93 George Street  
Parramatta NSW 2150


**Email** [OCV@adc.nsw.gov.au](mailto:OCV@adc.nsw.gov.au)

**Web** [www.ageingdisabilitycommission.nsw.gov.au](http://www.ageingdisabilitycommission.nsw.gov.au)

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