

# Official Community Visitor scheme

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## Case study

### A new phone for Maggie

Maggie spoke to the OCV during a visit and described how frustrated she was that her application to her financial manager for a new phone had been rejected.

The OCV discussed with Maggie her daily routine of travelling to the shops on the bus and how she enjoys walking around the town, chatting with locals, and browsing through op-shops. This was important to Maggie, but following some recent medical concerns, she had a reduction in her confidence about doing this independently and wanted a phone in case of emergency.

Maggie was resigned to the view that since her request had not been approved by her financial manager, and she would not be able to request a phone again. The OCV asked Maggie if she would like support from staff to discuss this further with the financial manager.

Maggie agreed and the OCV spoke with the accommodation Team Leader who advised that they had not supported Maggie in her requests as she had not asked them, and she appeared to be independent in this area.

The OCV asked whether the provider could speak further with Maggie about her concerns and assist her to provide the financial manager with relevant information that would support her application. The provider assisted Maggie in identifying and gathering quotes for a suitable phone that could also have a protective case installed. The provider gave feedback to the financial manager to support Maggie's application and Maggie had her application approved.

On a following visit to Maggie's home, she explained to the OCV that she continues to go to town most days and loves the security of having her own mobile phone for emergencies. Maggie has now joined Facebook and is beginning to take photos during her trips to town.

