

## South Australian Community Visitor Scheme (CVS)

### 2023-24 Annual Report

The Principal Community Visitor is sharing the Annual Report.

The Principal Community Visitor is the leader at the CVS.

This report shows what we did last year to help people needing support in mental health and disability services.



### What We Do

We visit people who

- Get care from mental health services
- Get support from **Disability Services** in their home
- **Disability Services** is run by the Department of Human Services
- Have the Public Advocate as their Guardian and a National Disability Insurance Scheme (NDIS) plan.

## CVS Role

- **Independent:** We have our own rules and guidelines.
- **Human Rights:** We check people have their human rights met. Human Rights are like rules about how services should treat everyone.
- **Human rights means you are safe, treated well and free to make choices**



## How CVS Works

- Volunteers check services and report problems.
- The volunteers are called Community Visitors
- If a problem cannot be fixed, we talk to managers of the service



## CVS Advocates

CVS helps people speak up for themselves.

We have volunteers who listen to people and protect human rights.



## Our Achievements

In 2023-24, we:

- Made **753** visits to mental health and disability services.
- Made **506** reports.
- Found **369** issues that need fixing.
- Made our computer systems work better.



**Easy Read**

## **Disability Services, Department of Human Services**

Disability Services helps people at **223** places.

CVS visited **250** places that support **582** clients.

Not all clients were there during every visit.

We reported **144** issues that needed fixing.

**CVS also visits when you or your supporters ask us to.**

In June 2023, Disability Services became a registered NDIS provider.

This means they follow new rules.

Some families were worried about changes in support.

Disability Services spoke with them to explain how they can help.



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## At the visits we saw things that needed to change

- Clients wanted to do more things in the day
- Disability Services now being part of the National Disability Insurance Scheme, was hard for some clients and families to like
- These changes affected staffing and access to activities.
- Disability Services started a new system for keeping client records.
- They help people move from hospitals to homes through a program called Transition to Home (T2H).
- Some living areas in the houses need more light and repairs.



## **Mental Health**

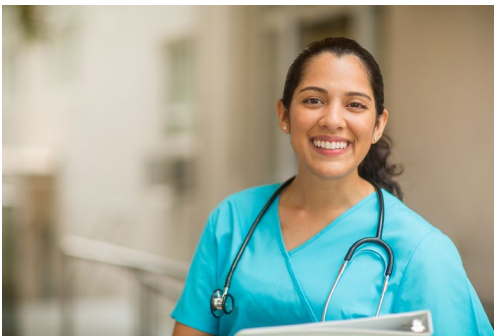
In 2023-24, CVS visited 78 mental health places.

442 visits were done in one year.

Some places, like James Nash House, need repairs to help people feel better.

Young people aged 16-18 need more support when moving to adult services.

Some areas do not have enough help for them.



## **Emergency Departments**

Emergency Departments have long waits for mental health patients.

Some wait a long time like 24 hours or more.

In March 2024, CVS visited the Royal Adelaide Hospital.

Mental health patients waited a long time for care.

We want security staff to have mental health training.

## Clients of the Public Advocate

In 2023-24, CVS

- Made 61 visits.
- Found 35 issues needing fixing.



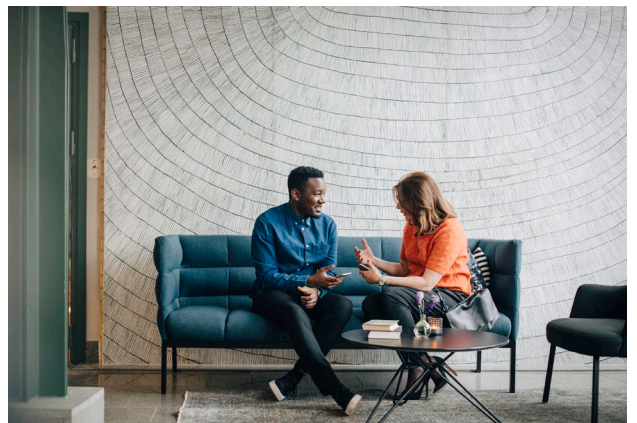
## Volunteer Community Visitors

### Volunteers spend a lot of time visiting

They visit services, talk to clients, and write reports.

Volunteers work hard

We thank our volunteers for the great things they do for CVS.



## Looking Ahead

Next year, we will keep visiting more people in houses and hospitals.

CVS will continue to listen to people and report problems to be fixed.

## Thank You!

Thank you to everyone who helped us this year: clients, families, guardians and staff.

Your trust and support are very important to us.



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This version uses clear, everyday language.

Created October 2024