

Aged Care Volunteer Visitors Scheme (ACVVS)

An aged care resident at Collaroy, was matched with an ACVVS Volunteer through Lifeline Northern Beaches, Mosman to Kirribilli in July 2023 after expressing feelings of loneliness. Though supported by staff and occasional family visits, the resident felt increasingly isolated. The introduction of regular visits from the ACVVS Volunteer brought a profound change.

From the outset, the connection was natural and easy. The resident described the visits as “making all the difference in the world,” offering companionship, understanding, and emotional support. These interactions helped reduce stress and loneliness, restoring a sense of identity and belonging. The resident now looks forward to each visit, which often includes chats in the garden, help with technology, and shared interests like current affairs and books.

The ACVVS Volunteer’s thoughtful gestures — sending postcards, helping with gadgets, and engaging with other residents — have created a ripple of positivity throughout the facility. Staff have noted the benefits, and the resident now also supports others in the home, continuing a lifelong commitment to volunteering.

This story highlights the transformative power of meaningful connection and the vital role the ACVVS program plays in reducing isolation and loneliness whilst improving socialisation and wellbeing in aged care.

