

# Job Information Package

2026

**OCV**  
Official Community Visitors

**This OCV Job Information Package contains the following items:**

1. Letter to applicants
2. Vacancy notice – selection criteria
3. Application advice to OCV applicants
4. So you want to be an Official Community Visitor (information)
5. OCV factsheet 1 – Who are OCVs?



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

Dear Applicant

Thank you for your interest in the role of Official Community Visitor (OCV). I enclose the job information package, which includes:

- a brief overview of the OCV role, in a vacancy notice
- advice for applicants on how to apply for the role
- an information sheet: 'So you want to be an Official Community Visitor?'

If you decide to apply, please ensure that you send your CV and a two-page Expression of Interest outlining your suitability and interest in the role.

Applications can be submitted online through [I Work for NSW](https://www.workfor.nsw.gov.au) at. You will be advised by phone or email if you have been successful in obtaining an interview.

**Unsuccessful applicants will be advised by email when the selection process has been finalised.**

If you are considering applying for the role, please read all the information provided in this package.

More information about the OCV scheme can be found on the [NSW Ageing and Disability Commission website](https://www.adc.nsw.gov.au), including fact sheets and OCV annual reports.

Please contact me on 0448 588 141 or [OCV@adc.nsw.gov.au](mailto:OCV@adc.nsw.gov.au) if you have any questions about the position.

Yours sincerely

Pam Cuelho  
Manager, OCV Scheme



## VACANCY

### Official Community Visitor (OCV)

**Salary:** Part-time/Sessional work: \$36.58 per hour, plus expenses

#### **Make a difference in your community**

We invite you to apply to become an Official Community Visitor (OCV) and help ensure the rights of children, young people and adults living in residential care are upheld and their voices are heard.

#### **What is an OCV**

OCVs are appointed by the NSW Minister for Families and Communities, and Disability Inclusion under the *Ageing and Disability Commissioner Act 2019* and the *Children's Guardian Act 2019*.

OCVs visit children and young people in residential out-of-home care (OOHC) services, and adults living in disability supported accommodation services and assisted boarding houses in NSW. OCVs play a critical role in undertaking visits to residential services and seeing what is happening for individual residents.

#### **What are the benefits of being an OCV?**

- You will visit children, young people and adults living in residential care in a high impact and resolution focused role.
- You will receive support, training and ongoing professional development to fulfil this important role.
- You can work flexibly in this part-time sessional role (typically between 15-40 visit hours per month). Weekend and evening visits are encouraged, when residents are more likely to be home.
- OCVs are usually allocated services to visit within the geographic area in which they live.
- You will manage your own schedule to ensure allocated visits are completed.

#### **Who we are looking for**

- We are keen to ensure OCVs represent the diversity of our communities. We actively promote the employment of people with disability, older people, First Nations, LGBTIA+ and other diverse groups.
- We are looking for passionate individuals who have lived or learned experience in understanding the issues relating to the needs, rights and interests of children and young people and/or people with disability living in residential care
- Skilled communicators who can put people at ease and connect with people with communication support needs, as well as prepare written reports which are objective and factual.
- Organised and self-motivated individuals with the ability to work independently, plan and prioritise tasks
- Previous experience in complaint handling, issues resolution or problem-solving roles is welcome, but not required.

## Locations:

There are a number of OCV positions available to visit services in the following areas:

- Sydney metropolitan area (Western and South-Western Sydney)
- Northern NSW (Ballina)
- New England (Armidale)
- Hunter (Newcastle)
- Western NSW (Bathurst/Orange)
- Murrumbidgee (Wagga/Albury)

## Essential requirements

- Appointments are subject to reference check and pre-employment check clearances:
  - National Criminal History Record Check
  - Working with Children Check clearance in accordance with Child Protection (Working with Children) Act 2012

## How to apply:

Please submit an application online via [I Work for NSW](#) and include:

- a cover letter (maximum 2 pages) outlining how you meet the requirements of the role
- an up-to-date résumé (maximum 3 pages).
- your contact details, including the geographic area you live in
- the names and contact details of two (2) referees

**Applications close by: 22 March 2026 at 11.59pm**

## Note:

***People employed by the Ageing and Disability Commission, the Office of the Children's Guardian, or the Department of Communities and Justice are not eligible to apply. In addition, a person will not be engaged as an OCV if:***

- 1. they are employed by a visitable service (ie: a residential out-of-home care service; disability supported accommodation provider; or assisted boarding house), and/or***
- 2. they have full-time employment.***

## More information on the role

Please review the factsheets: 'A week in the life of an OCV' and 'Interview with an OCV' for information from OCVs about what the role is like:

<https://ageingdisabilitycommission.nsw.gov.au/official-community-visitors.html>

[Click here](#) to view the OCV scheme factsheet.

If you experience technical difficulties when submitting your application, please contact 'I Work for NSW' on 1800 562 679.

The ADC encourages applications from people with disability and will provide reasonable adjustments in our recruitment processes and in the workplace. If you need an adjustment in the recruitment process, please call or email the contact person listed below, and also advise us of your preferred method of communication.

**Information packages:**  
**Job Inquiries:**

OCV Information Package  
Pam Cuelho, [OCV@adc.nsw.gov.au](mailto:OCV@adc.nsw.gov.au) or 0448 588 141

# Advice to Applicants

## Official Community Visitor role

Thank you for giving consideration to applying for the role of Official Community Visitor (OCV). Please read the following information before submitting an application.

### 1. Your Application

**Your application should include:**

#### **Your current CV**

A CV is a history of your employment and work experience and should cover the following areas:

- Your employment history.
- Details of the positions you have held, including the name of the employer, employment dates, capacity in which you were employed (e.g. position title, full-time, part-time, casual), and a brief outline of the main duties and responsibilities.
- Your educational qualifications.
- Information about any relevant training courses you have recently completed.

#### **Referees**

Details of two referees should be included with your CV. At least one referee should be a supervisor or manager from your recent or current employment.

You should:

- Supply each referee's name, position, organisation, contact telephone number/s and email address.
- Contact your referees with the details of the role you are applying for so they can be prepared to provide a verbal or written referee report.

#### **Expression of Interest**

As part of your application, you **must** include a two-page Expression of Interest outlining your suitability and interest in the role of Official Community Visitor, addressing the questions outlined in the vacancy notice under 'Who we are looking for'.

### 2. Submitting Your Application

Applications should be submitted online at [I Work for NSW](#).

## **The interview**

Some applicants will be shortlisted for interview. You will be contacted by phone to be invited to interview. The interview allows the applicants to expand on the information provided in their written application.

Applicants not chosen for interview will be notified by email at the end of the recruitment process. This can be at least three months after close of applications.

The interview will be conducted by a panel, which will generally consist of two people. The panel will ask each applicant the same set of questions related to the role. However, supplementary questions may be asked of each applicant to clarify or gain additional information in relation to the role. You may also ask questions of the panel.

## **What should I bring to the interview?**

If you are selected for an interview, you should bring the following information with you:

- Any vetting forms you were required to sign as part of your application.
- Questions you would like to ask the interview panel.
- You can also bring information that may assist you during the interview.

## **What happens after the interview?**

The panel will assess the applicants interviewed to determine the applicant/s considered to be most suitable for the role.

In some cases, the panel may decide that none of the applicants interviewed are suitable for the role, and decide not to make an appointment. This does not happen often.

Once the panel has agreed on preferred candidates, referee checks and pre-employment vetting checks, such as Working with Children Check and criminal record checks, are undertaken. Following this, recommendations are made to the Minister for appointment to the role.

Unsuccessful applicants following interview will be advised in writing.

## So you want to be an Official Community Visitor...

### Information for Applicants

This information is to help you make an informed decision before applying to become an Official Community Visitor (OCV).

### Role

OCVs are independent, statutory appointees of the Minister for Families and Communities and Disability Inclusion. OCVs visit a range of accommodation services for children and young people, and adults with disability in NSW. Visitable services include residential out-of-home care (OOHC), disability supported accommodation, and assisted boarding houses.

OCVs play a critical role in undertaking mainly unannounced visits, seeing what is happening for individual residents, and raising issues of concern that require resolution. The OCV role is generally one of local resolution in the first instance, by speaking with residents and staff, reviewing records, and bringing issues of concern to the attention of the service provider to enable early and quick resolution, wherever possible. OCVs are not case workers, auditors or investigators.

The NSW Ageing and Disability Commission (ADC) administers the OCV scheme, and provides strategic and practical support and training to Visitors.

### Nature of the role

The visiting role is one that requires excellent **communication, negotiation and diplomatic skills, and persistence**. Visitors must have the capacity to work independently, and have good planning and time management skills. The role calls for knowledge of the needs of, and issues affecting, the vulnerable people being visited and an awareness of the standards and expectations of the different visitable sectors.

The nature of the role means that you will **primarily be working alone**, although there are occasions when you may visit with another Visitor. The scheme offers opportunities for you to meet with other Visitors at meetings, conferences and training days and to have ongoing contact with the OCV team at the ADC. However, you will need to be comfortable working individually from your own home and in the community.

You will need to be available to visit when residents are available, which is usually late afternoons after their day programs, work or school finish, and on weekends.

**Significant travel time may be required**, depending on the area of NSW you are visiting in.

As a Visitor, it is important that you are **flexible in the role**. A Visitor does not work a 9am – 5pm work day and is expected to visit services when residents are at home. **This is typically in the evening and on weekends.**

Successful applicants must be able to demonstrate that they have the capacity and commitment to plan their visiting so that it is undertaken in a regular and consistent manner over the six-month schedule period. That is, **visits must be conducted on a regular basis throughout the year** and not ‘squashed’ into one or two months. Visitors are expected to complete all visits allocated to them.

## **Expectations**

The role and functions of a Visitor require that they **regularly visit** supported accommodation services according to the schedule provided by the OCV team. This schedule is developed in consultation with a Visitor and recognises the availability and skills of the individual.

Visitors are typically allocated between 15 and 40 hours per month to visit services and complete visit-related administration, including submitting visit reports. This translates to approximately three hours per visit. However, the OCV role involves additional time commitments for travelling (travel time can be significant, depending on the geographical location of the OCV), and activities such as training, meetings and peer support.

We allocate services to Visitors based on their experience, capacity and geographic area. Because of the nature of the work, we are **not able to guarantee a set number of hours** for any Visitor for a number of reasons. For example, we do not have control over the opening and closing of services, leading to a variation in the amount of work that is available.

## **Can you be a Visitor if you work full-time?**

No. In our experience, it is very difficult to successfully combine full-time employment (or other significant commitments) with being an OCV. In addition to visiting, the role requires **a large amount of time for travel, administration and training.**

As such, if you have full-time work commitments that you plan to maintain, you will **not** be eligible to be an OCV. While the OCV role has some flexibility, you have to be able to visit on a regular and consistent basis, and meet the time commitments and timeframes required by the role.

## **Conflicts of interest**

A conflict of interest occurs when your private interests conflict, or appear to conflict, with your public duties.

OCVs cannot be employees of the ADC, the Office of the Children’s Guardian or the Department of Communities and Justice (DCJ). Due to the difficulties of managing the conflict of interest, we also do not engage or retain OCVs who work for a visitable service (i.e. a residential out-of-home care service; disability supported accommodation provider; or assisted boarding house).

For the protection of individual Visitors and the integrity of the scheme, you are required to declare any actual, potential or perceived conflicts of interest you may have as an OCV. For example:

- personal relationships with staff or residents of visitable services
- other employment in the community services sector
- animosity or grievances with another person or organisation.

NB: while these may constitute issues to be aware of, they do not of themselves mean you are ineligible to apply.

## **Payment**

Visitors are statutory appointees of the Minister. The Department of Premier and Cabinet sets the fees and has determined that Visitors will be paid under category D of the NSW Public Service Commission's Guidelines – Boards and Committees. Information about this payment can be found on the [Public Service Commission website](#) . Visitors are paid an hourly rate, with travel and other expenses reimbursed.

## **What the Visiting role is not**

OCVs are not caseworkers, complaint handlers or auditors. They play a critical role in undertaking mainly unannounced visits, seeing what is happening for individual residents, and raising issues of concern.

If appointed, you will need to agree to and must comply with the following performance measures:

- Undertake visits on a regular basis throughout each six-month schedule.
- Complete the visiting schedule as negotiated with you by the OCV team at the ADC.
- Comply with the policies and procedures for OCVs about how your work is to be conducted.
- Maintain an up-to-date NSW Working with Children Check.
- Provide reports and claims to the ADC on a regular basis, usually fortnightly, and at least monthly.
- Attend training, conferences and regional meetings as required.

More information about the OCV scheme can be found on the [ADC website](#)

# Official Community Visitors

Fact sheet No 1

## Who we are

Official Community Visitors are statutory appointees of the Minister for Families, Communities and Disability Services under the *Ageing and Disability Commissioner Act 2019* (ADC Act) and the *Children's Guardian Act 2019*.

We visit accommodation services for children, young people, people with disability, and people living in assisted boarding houses, throughout NSW. We actively encourage the speedy resolution of issues at a local level. We report serious concerns to the Minister, the Ageing and Disability Commissioner, and to the Children's Guardian.

We are independent from the services we visit.

We have diverse backgrounds that enable us to directly relate to children, young people and people with disability. OCVs include people with disability, people from culturally and linguistically diverse backgrounds and people with professional experience in community services.

## Our role

We promote the rights of children, young people and people with disability in care, and help to resolve issues of concern by raising them with services.

## We visit services

We visit accommodation services where residents are in the full time care of the service provider, including children and young people in residential out-of-home care (OOHC) and people with disability in accommodation operated by providers funded under the National Disability Insurance Scheme (NDIS); as well as assisted boarding houses.

OCVs may visit some services every three months, but other services are visited less frequently.

## Our functions

- Informing the Minister, the Ageing and Disability Commissioner and the Children's Guardian about matters affecting residents.
- Promoting the rights of residents.
- Considering 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.
- Helping to resolve complaints or matters of concern affecting residents as early and as quickly as possible by referring those matters to the service providers or other appropriate bodies, such as the NSW Ombudsman, the NDIS Quality and Safeguards Commission and the Children's Guardian.

## We have the authority to

- Enter and inspect a visitable service at any reasonable time without providing notice of our 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.
- Provide the Minister, the Ageing and Disability Commissioner and the Children's Guardian with advice and reports on matters relating to the conduct of the service.



### When visiting services, we

- 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 services to improve the quality of residents' care and resolve matters of concern by identifying issues and bringing them to the attention of staff and management.

### How we help to resolve issues

We bring a fresh pair of eyes to situations and provide a voice to those living in supported accommodation who may be unable to speak up and raise issues of concern on their own behalf. We seek to apply a 'community standard' and look at what is reasonable.

Our role is generally one of local resolution in the first instance, by bringing issues of concern to the attention of the service provider. We document issues in a visit report, which we must complete after each visit. Through these reports, we inform the service provider about particular issues we have identified during our visit, and seek information and advice from the service provider about the issues, and the actions that are being taken to resolve them.

OCVs are not auditors, investigators, complaint handlers or case workers.

### We must always

- Respect the privacy of individuals.
- Take all reasonable steps to consider the wishes of the person before inspecting any document directly relating to them; however, we are not bound by their wishes.
- Ensure the confidentiality of any information obtained during a visit, and not disclose information without good cause.

The ADC Act and Children's Guardian Act provide protections for people who make, or propose to make, a complaint to an OCV.

### Want more information about Official Community Visitors?

Call the OCV team at the Ageing and Disability Commission to:

- Contact an Official Community Visitor.
- Ask about the operation of the Official Community Visitor scheme.
- Discuss concerns about the conduct of an Official Community Visitor.

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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)