

# Official Community Visitor scheme

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## Case study

### A new resident moving in

Nakita, Jeremy and Ali have resided together in their home for several years. The three of them enjoy living together and like that their home is quiet.

During a recent OCV visit, they raised concerns with the OCV about information they had received from their service provider that another person would be moving into the house.

They were troubled about the suitability of the new housemate, wondering whether the person would complete household chores, play loud music, or start arguments. They were disappointed with the communication by the provider, and that they had not been given an opportunity to be involved in the decision about who they would live with.

The OCV raised the residents' concerns in her visit report to the provider and sought further information. The provider acknowledged the concerns of Nakita, Jeremy and Ali, and provided advice on how they were communicating the information, and the improvements that could be made, including increasing opportunities for discussion and feedback throughout the process.

The provider has since established an accommodation panel and defined processes for managing compatibility assessments, referral/intake, and resident supports throughout any changes within their accommodation.

At a follow-up visit to the service, the OCV met with the new resident, Paul, who was settling in well.

Nakita, Jeremy, and Ali expressed thanks to the OCV for her involvement in this issue and felt that it had empowered them to speak up and be involved in the decisions on who they would be sharing a home with.

