

CVP

NT Community Visitor Program

Strategic Plan 2025–2028

1. Background and Context

The Northern Territory (NT) Community Visitor Program (CVP) is an independent statutory service, established under the *Mental Health and Related Services Act 1998* (MHRSA) and the *Disability Services Act 1993* (DSA).

The CVP's core role is to protect the rights of persons receiving treatment under both of these Acts, which, under the DSA, relates to supervised persons with complex cognitive disabilities who have been found 'unfit to plead' under the NT *Criminal Code Act 1983*.

In broad terms, the CVP has advocacy, monitoring, inspection, and complaint handling functions, working from a rights based, person-centred approach.

2. Vision

A Northern Territory where the human rights and dignity of people affected by mental illness or cognitive disability are respected, protected, and promoted.

3. Purpose

To independently monitor, advocate, and respond to the experiences of persons receiving services under the MHRSA and the DSA, ensuring rights are upheld through listening, resolving complaints, and systemic oversight.

4. Values

Value	Definition
Respect	We value diverse perspectives and uphold privacy, inclusion, and cultural safety.
Empowerment	We support people; through understanding, validation, and hope.
Courage	We speak up and act with integrity, even when it's difficult.
Independence & Integrity	We act ethically, impartially, and transparently.

5. Strategic Objectives

Sustainability

Deliver high-quality services within allocated budget (2.6 FTE).

Stakeholder Recognition

Enhance visibility and trust in CVP's advocacy role.

Monitoring Improvement

Maintain quality oversight while increasing geographic reach within the NT.

Data Optimisation

Enhance functionality to improve tracking and legislative compliance.

Reporting Efficiency

Streamline reports (from 168 p/a to less than 100)



6. Enablers of Change

- **Legislative Framework:** Fair and equitable statutory mandate under MHRSA and DSA.
- **Independence:** Located within the NT Anti-Discrimination Commission to safeguard CVP impartiality.
- **Skilled Workforce:** Skilled Community Visitors and Panel members with diverse expertise.
- **Community Engagement:** Trusted relationships with service users, families, and services.
- **Technology Infrastructure:** Digital systems to support data capture and reporting.

7. Domains of Change

Domain	Priority Focus
Service Delivery	Quality, reach, and responsiveness
Organisational Capacity	Staff structures and resource alignment
Stakeholder Engagement	Transparency, collaboration and communication
Data Management	Robust and ethical reporting systems
Policy & Procedure	Alignment with best practice and legislative requirements



8. Strategic Activation

Governance	Operational Planning	Budget Alignment
CVP Manager oversees implementation with regular reviews.	Objectives embedded into team workplans and reviewed biannually.	Prioritised actions matched to allocated budget and role realignment.
Performance Monitoring	Communication	Governance
Annual evaluation of sustainability, compliance, and stakeholder impact.	Ongoing updates and engagement forums with stakeholders.	Strategy is agile—adaptable to reforms, needs, or emerging evidence.

9. Risk Management

Risk	Likelihood	Impact	Mitigation Strategy
Reduced visit frequency impacting quality and oversight	Low	Medium	Maintain robust communication; maintain flexibility to increase visits if/when needed.
Staff adaption to new systems/schedules	Low	Medium	Provide training and support during transition.
Stakeholder concern about reduced presence	Medium	Medium	Clear communication about continued access and support.
Unexpected demand for additional visits	Medium	Medium	Preserve capacity for ad hoc scheduling.

10. Performance Evaluation

Metric	Indicator
Sustainability	Staff wellbeing, turnover, and workload distribution.
Monitoring Effectiveness	Timely responses and issue resolution; oversight coverage.
Stakeholder Satisfaction	Feedback from service users and sector partners.
Compliance	Legislative audits on inspection schedules.
Reporting Efficiency	Reduction and quality of reports produced.

11. CVP Impact Framework 2025-2028

Impact Domain	Indicator	Measurement Tool	Frequency
Stakeholder Experience	Service user satisfaction	Verbal feedback logs, case studies	Annual
Rights Promotion	Complaints resolved, systemic impact	Outcome tracking	Quarterly
Oversight Quality	Proportion of services monitored	Monitoring reports	Annual
Systemic Advocacy	Adoption of recommendations. Policy, practice or legislative changes	Outcome tracking and submission logs	Annual
Stakeholder Confidence	Perception of CVP's independence and effectiveness	Surveys, verbal feedback logs	Annual
Data Integrity	Data protected, captured and reported accurately	Internal audits	Annual

12. Action Plan

Change Area	Action	Lead	Implementation	Review Start	Ongoing Review
Database Review	Finalise functionality changes	CVP Team	Dec 2024	Mar–Dec 2025	Annual to Dec 2028
Visit/Inspection Schedule	Communicate changes to sites and staff	CVP Team	Feb-March 2025	May 2025	Annual to Dec 2028
Stakeholder Engagement	Develop materials and begin information sessions	CVP Team	June-July 2025	Aug 2025- Jan 2026	Annual to Dec 2028
Policy Review	Update procedures, review resources	CVP Manager	July 2025–July 2026	July 2026	Final: July 2027
FTE Structure	Implement realignment	CVP Manager	Feb 2025	Aug 2025	Annual to Dec 2028