

What's New ACLS COVID-19 Update 5

2nd June

Industry Code for Visiting Residential Aged Care Homes during COVID-19 – Snap Shot

Number of confirmed cases in Australia as of 6am this morning



What is the Code About?

The 'Code' was released on Tuesday 12th May. It sets out how aged care providers will ensure people will have the opportunity for visitors during the COVID-19 pandemic while minimising the risk of COVID-19 coming into and spreading through the service.

Remember each State and Territory has emergency and health directives relevant to agedcare.

Everyone Has Responsibilities Under the 'Code'

Here is a snap shot of the rights and responsibilities of Aged Care providers, those living in residential aged care and their visitors.



Aged Care Provider Rights and Responsibilities

Rights

Refuse anyone coming to the service or requesting they leave the service if there is a justifiable reason based on the risk the person presents.

Increased visitor restrictions when an infectious illness outbreak (including non COVID-19) occurs or there is a local outbreak or other circumstances requiring greater restrictions.



Responsibilities

Appropriate workforce support for visitors and written policies and procedures to follow.

Provide additional ways for people to connect, to make up for shorter and less frequent visits. Making sure people or their legal representatives know about, are supported to and have easy access to OPAN (Older People's Advocacy Network) or other advocacy agencies at all times.

Making sure people or their legal representatives know about and are supported to make a complaint to the Aged Care Quality and Safety Commission by calling 1800 951 822 at any time (free call) or by visiting <https://www.agedcarequality.gov.au/making-complaint>.

Keeping the older person and/or their legal representative up to date with any relevant information or government directives.

When an outbreak occurs information must be regular, clear, outline the plan, consistent and fairly communicated to all involved.

All staff must be vaccinated to comply with State/Territory Directives and Australian Government Guidelines.

State/Territory Health authorities have a responsibility to inform providers when there is a COVID-19 outbreak near their service and it must then follow State/Territory directions.



People Living in Residential Aged Care and Their Visitors

Rights

Visitors and access to aged care homes is based on the entry requirements.

Everyone will receive regular updates and information in a timely manner about what is happening and more frequent communication about local COVID-19 infections and transmission risk.



Contact with others including groups, communities, participating in religious or cultural activities should be maintained by other means including online and phone calls.

People will be provided with additional ways to connect with those who are important to them. This may include video conferences or telephone calls in addition to limited in-person visits.



Delivery of gifts, clothing, food and other items must be allowed.

Transfer to other accommodation or another home, in line with any public health directives, the person's wishes and consideration of support needs.



People should be supported to make a complaint either directly to the home or to the Aged Care Quality and Safety Commission, and have the support of an advocate of their choice including support to access OPAN.

Responsibilities:

No one is to visit when they are unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms. Visitors must give truthful answers to COVID-19 screening questions.

All workers, management and others must be treated with respect and courtesy, and instructions must be followed. The home must be contacted by visitors before visiting, to make an agreed good time to visit.

Visiting requirements must be followed including:

1. Evidence of up to date influenza vaccination
2. Infection and prevention control measures: hand hygiene and other measures as directed
3. The visit taking place in the way and place as instructed
4. Following social distancing requirements



More Help and Information

[Aged Care Quality and Safety Commission - Making a Complaint](#)

[OPAN - Contact Us](#)

[Industry Code For Visiting Residential Aged Care Homes During COVID-19](#)