

Your right to receive visitors

All aged care residents should have access to at least one visitor.

New guidelines for having visitors have been released. They indicate restrictions should occur only:

- ★ If a COVID-19 outbreak occurs in your home.
- ★ When high levels of COVID-19 are in your local community (directed by state or territory government officials).

Essential visitors should always be allowed to visit you (even when in lockdown).

Essential Visitors are any of the following:

Partner in care: A partner in care is a person who frequently visits a resident in aged care to provide companionship and aspects of regular routine care, such as support with meals. A partner in care may be someone who is a family member, friend or representative.

Named visitor: If you don't have a partner in care, you may nominate one person to be a named visitor. A named visitor can include a family member, friend, volunteer or power of attorney if you wish.

At all times end of life visits should be allowed:

End of life: Visits to residents at, or approaching the end of life, should be facilitated for anyone and not be time limited. This may include facilitating out of hours visiting.

Chat with us on 1800 700 600 if you have issues receiving visitors in your aged care home.

For more information on visitors and partners in care visit open.pub/visitsDL or scan the QR code.

