



Industry Code on Visiting Residential Aged Care Homes

Second Review – 3 July 2020

The Industry Code on Visiting Residential Aged Care Homes was reviewed on 26 June 2020 by consumer and provider advocates. The review:

- considered and incorporated feedback from consumers, families, advocates, providers and the public as well as through the consumer and provider peak bodies; and
- incorporated updated Australian Health Protection Principal Committee (AHPPC) advice (of 19 June 2020 available [here](#)) and the most recent state and territory Directives with which aged care providers and visitors must comply.

The review noted significant increased adoption of the Code across aged care homes and broadly positive feedback about visits being received from consumers, families, advocates, providers and the public.

The Code was updated to reflect that:

- “spouses or other close relatives or social supports” are not limited in the number of hours they spend with relatives;
- children under 16 are once again able to visit aged care homes;
- all visitors must be vaccinated against influenza;
- all visitors should practice social distancing;
- staff are required to screen visitors, educate visitors about social distancing and hygiene during their visit, but not supervise visits;
- visits should occur in a *resident’s room*, outdoors or in a designated visiting area – but not in communal areas;
- there is a maximum of two visitors per resident at any one time;
- residents are able to leave to attend small family gatherings (with providers undertaking a risk assessment prior to the outing and a screening process post);
- in the event of an outbreak of COVID-19 in the home or a local cluster in the community – increased restrictions, including supervised visits and suspension of external excursions may be reintroduced.

At the time of the review a number of suburbs have been identified by the Victorian government as “hotspots” and have been subject of a public health ‘stay at home’ order. It is appropriate for aged care homes in these “hotspot” suburbs to adopt increased visitor restrictions, consistent with the Code and the updated AHPPC advice.

Other homes across the country may apply additional restrictions, consistent with the Code, on visitors who have been in these “hotspots” over the past 14 days.

FAQs have been published to assist consumers and aged care homes use and understand the Code.

The updated Code and FAQs are available at: <https://www.cota.org.au/agedcarevisitors> or <http://agedservices.asn.au/>.

The Industry Code for Visiting Residential Aged Care Homes during COVID-19 has been developed and endorsed by:

Aged Care Provider Peak Organisations	Aged Care Consumer and Carer Peak Organisations
<ul style="list-style-type: none"> • Aged & Community Services Australia • Aged Care Guild • Anglicare Australia • Baptist Care Australia • Catholic Health Australia • Leading Age Services Australia • UnitingCare Australia 	<ul style="list-style-type: none"> • Carers Australia • Council on the Ageing (COTA) Australia • Dementia Australia • Federation of Ethnic Communities Council of Australia • National Seniors Australia • Older Persons Advocacy Network (OPAN)