



# Common questions you may want to ask your residential aged care service about COVID-19

**You, your friends and family have a right to know how your residential aged care service is responding to the COVID-19 pandemic. We have developed some common questions that you can ask your service provider during this time.**

During the pandemic, service providers have an important job to do in protecting consumers from the risk of a COVID-19 infection. In every action they take to this end, they should be caring, compassionate and proportionate, including in applying visitor restrictions. The Commonwealth Government guidelines and the legal directions issued by each state and territory allow visitors under specified circumstances.

The Industry Code for Visiting Residential Aged Care Homes during COVID-19 sets out the aged care industry's expectations on how providers should support residents being able to have visitors while also keeping them safe and protected during the COVID-19 pandemic. We hope these questions will help you to get information from your service provider to support your needs.

## POTENTIAL QUESTIONS YOU CAN ASK YOUR SERVICE PROVIDER

### Communication

- How are you providing information to residents and their families about your response to COVID-19?

### Consumer wellbeing

- What actions have you put in place to prevent social isolation and support social and mental wellbeing of residents within the service?
- My loved one has dementia; how will you ensure they understand what's happening at this time?
- How are you ensuring the quality and safety of the care and services being provided to my relative?
- Who can I contact if I have concerns at any time about the care my relative is receiving?

## Visitor restrictions

- Are you adhering to the principles laid out in the Industry Code for Visiting Residential Aged Care Homes during COVID-19?
- What are the different ways I can stay in contact with my loved one?
- Can I still take my loved one to an appointment outside of the service?
- What arrangements do you have in place for families in circumstances where their loved one is close to the end of life or is highly distressed and unable to settle in the absence of a family member?

## Infection control

- What are you doing within the service to ensure the health of staff and residents?
  - Are all staff and visitors screened before they enter the facility?
  - What procedures do you have in place if a resident, staff member or visitor presents with flu-like symptoms or contracts COVID-19?
  - Are you practising physical distancing within the service? What precautions are being taken when a nurse or personal care worker provides hands-on care for my relative?
- 

## Seek support to resolve an issue

Contact the Commission if you need help resolving a complaint with your aged care provider. Visit [agedcarequality.gov.au](https://agedcarequality.gov.au) or call **1800 951 822**

## More information

- Department of Health Fact sheet: [Information on restricted visits to residential aged care facilities.](#)
- Older Persons Advocacy Network (OPAN) COVID-19 to chat about concerns: 1800 237 981, 6am-10pm (AEDT), 7 days a week, or visit: [opan.com.au/covid/](https://opan.com.au/covid/)
- [Industry Code for Visiting Residential Aged Care Homes during COVID-19](#)