



# Do you have concerns about visiting someone in aged care during COVID-19?

We recognise that during this time seeing family and friends is important, and that we all need to balance safety with respecting the rights of older people.

OPAN aged care advocates walk alongside older people to support them and their representatives to raise and address issues relating to accessing and interacting with aged care services.



**1800 700 600**

# We're here to help.

The Aged Care Visitor Access Code has been developed to help balance safety and the rights to visitation.

This Code aims to provide a consistent industry approach, so that aged care residents have the opportunity to receive visitors, while minimising the risk of COVID-19 being introduced or spread within a residential care home.

You can read the Code by visiting: [www.cota.org.au/policy/aged-care-reform/visitor-access-code](http://www.cota.org.au/policy/aged-care-reform/visitor-access-code)

If you're a family member or friend that has concerns about the implementation of the code or require assistance negotiating visitation access, OPAN is here to work with you and your aged care provider.

Call us today 1800 700 600 8am-8pm (AEST) Monday to Friday

[www.opan.com.au](http://www.opan.com.au)

OPAN service delivery organisations by state or territory

ACT



VIC



NSW



TAS



WA



QLD



NT - Top End



NT - Central



SA

