

When there is no one else available, can a staff member from the aged care facility accompany a resident to a medical appointment?

Answer

It is the responsibility of the service provider to ensure that residents are able to keep appointments with their health practitioner. If a staff member is required to accompany the resident, then the service provider may charge the resident for staff time. This applies to both high and low care residents.

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Empowering older Victorians

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note, the information in this document is general information about the law in Victoria— it is not legal advice.

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