

Can you be banned from visiting an aged care resident?

Fact Sheet: Elder Rights in Residential Aged Care

Australian Capital Territory (ACT)



“My sister has banned me from seeing my Mum since she moved into her aged care facility. I’m devastated. Is she allowed to do that?” Jodie, ACT.

Aged Care Justice (ACJ) has received enquiries from relatives and friends who have been banned or restricted from visiting an aged care resident (**Resident**) in an aged care facility (**Facility**), usually by a family member.

This fact sheet will provide information on whether you can lawfully be restricted from visiting a Resident, the role of the Facility, and what you can do about it.

Key Points:

- If a Resident cannot make their own decisions, each State and Territory has a legal process that must be followed for another person to make decisions on their behalf.
- In the ACT, a person who holds an EPOA with authority to deal with ‘personal’ matters may be able to make decisions on who can associate with the Resident.
- Where an EPOA has been appointed to make decisions on ‘personal’ matters, this may include the power to determine who can associate with the Resident.
- If a person is unfairly prevented from visiting a Resident, they can make a complaint to the Facility, or apply to the [Tribunal](#) to challenge the decision.

Can you be restricted from visiting an aged care resident in the ACT?

1. Residents are presumed to have capacity to make their own decisions, including on personal matters such as limiting or excluding visitors. The genuine personal wishes of the Resident should be followed by the Facility and the family.
2. When it has been determined that a Resident cannot make their own decisions, this is legally known as ‘impaired decision-making capacity’. In the ACT, a medical certificate is evidence of capacity or lack of capacity.
3. If a Resident cannot make their own personal decisions, the person(s) that can make decisions for a Resident must be named in an EPOA document for ‘personal’ matters. This may include determining who can associate with the Resident.
4. When making decisions for the Resident, an EPOA must abide by the Resident’s express wishes as set out in the EPOA document and Health Direction, if one is in place. The EPOA must seek and consider the Resident’s current or previous views regarding visitors and the importance of maintaining the Resident's existing supportive relationships. Although not mandatory, the EPOA may consult with other persons who have information on the wishes of the Resident.
5. The capacity to make decisions may be fluid, that is, a person diagnosed by a medical practitioner with ‘impaired capacity’ may have periods where they can make their own decisions. When a Resident appears to have capacity to make a decision regarding visitors, their preferences are of prime importance.
6. If there is no EPOA and the Resident has impaired decision-making capacity, an application may be made to the [ACT Civil and Administrative Tribunal \(Tribunal\)](#) to appoint a Guardian. A Guardian can make decisions to restrict access to the Resident if they consider it necessary for their protection, subject to the [Guardianship and Management of Property Act 1991 \(ACT\)](#).

What is the role of the Facility when a person is banned from visiting?

1. The Facility has a duty of care to consider the wishes and views of the Resident. Consideration should be given to the protections provided to Residents under the [Charter of Aged Care Rights](#).
2. When a person makes a decision to ban a visitor, the Facility should consider if that person has legal authority to make that decision. This may include evidence of the Resident's impaired decision-making capacity and authority to ban visitors.
3. If a Resident has not appointed an authorised decision maker and has impaired decision-making capacity, the Facility must consider the wishes and views of the Resident when restricting visitors. This may require speaking to family or friends. The Facility or a concerned person may apply to the [Tribunal](#) to appoint a Guardian to make decisions for the Resident.
4. The Facility has the right to determine who may enter its premises and may set rules and conditions as to standards of conduct. The agreement between the Facility and the Resident may also refer to restrictions in entering the Facility.
5. The Facility may be empowered by other laws, such as health legislation, to restrict visitations.

Questions to ask if you have been banned

- Why was the decision to restrict access made, and by whom?
- Does the person have power to make decisions relating to the 'personal' matters of the Resident, including who they can associate with?
- Has anyone read the legal document that gives a person authority to ban visitors?
- Does the Resident lack decision-making capacity, and is there supporting documentation?
- Does the decision to ban or restrict you from visiting reflect the decision the Resident would have made?

What can you do if you have been banned from visiting a Resident?

- You can make a complaint to the Facility, referencing the Charter of Aged Care Rights, and/or the principles in the [Powers of Attorney Act 2006 \(ACT\)](#).
- You can also apply to the [Tribunal](#) to challenge decisions of an EPOA or a Tribunal-appointed Guardian.
- Disputes can be referred to the [ACT Public Advocate](#).
- If a Resident has capacity, they can revoke the appointment of the EPOA.
- Contact [ACJ](#) if you are unsure of your rights for a free consultation with an aged care lawyer.



Contact Aged Care Justice if you would like a free legal consultation:

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DISCLAIMER: This fact sheet is for general information purposes only and does not represent legal advice. As it is not intended to be comprehensive in relation to the topic, other inclusions or exemptions may apply. Quotation is fictional. The law and policy referred to in this document was in force on the 01/07/24.