

### Key points

- Exclusion recommendations are in place, including for certain areas in Sydney and Victoria
- Staff who have been in Shepparton are no longer excluded
- There remains a risk of community transmission in NSW and wearing of masks provides an additional barrier of protection. As a precaution NSW Health recommends over the next week all services plan for all staff to wear surgical masks when providing home care services.
- Monitor <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw> for venues where cases have been recently

Dear Home Care Service Providers

All home care services must maintain vigilance to prevent the introduction of COVID-19 into the sites where services are provided.

### COVID-19 safety measures for home care services

- **Minimise staff working across multiple settings** (such as in home and residential care). Where ceasing staff movement across settings is not practical, additional measures should be put in place, such as maintaining records of staff and work locations and increasing use of Personal Protective Equipment.
- Ensure a **surgical mask is worn by all staff** who work, reside, or have visited in the last 14 days Lakemba (suburb), [Liverpool LGA](#), [Camden LGA](#), [Bayside LGA](#), [Waverley LGA](#) and [Randwick LGA](#). This includes when undertaking **any tasks** where physical distancing from others cannot be maintained.
- Ensure staff actively ask clients about symptoms on arrival. If staff become aware of a client with symptoms, that client should be isolated from others and arrangements made for COVID-19 testing.
- In the next week, all services across the state should plan for all staff to wear masks when caring for clients.

### Access restrictions

**Exclude all staff from home visits who have:**

- **fever** 37.5°C or higher, or any COVID-19 **symptoms**<sup>2</sup>, even if mild
- **been in Victoria** in the previous 14 days, except for staff in NSW/VIC border communities with a valid COVID-19 border region resident permit.
- visited any of the venues listed on the NSW Government website at the same time as a COVID-19 case (<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>)

<sup>1</sup> Services that support people with disabilities and aged and frail in the community

<sup>2</sup> Symptoms include: fever, cough, sore/scratchy throat, shortness of breath, runny nose, loss of taste or smell, **fatigue, headache, diarrhoea**

**Additional advice:**

- The Commonwealth Department of Health has issued a Guide for Home Care Providers to assist staff in reducing the risk of COVID-19:  
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-guide-for-home-care-providers>.
- More detailed advice for services who provide care in the home is at:  
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/community-outpatient.aspx>
- Please seek the advice of your local NSW Health Public Health Unit if you are in doubt about how to appropriately mitigate risk when providing home care services.

If you would like more information about this guidance please contact your local NSW Health Public Health Unit on 1300 066 055.

For more information about NDIS-related issues, including any funding issues relating to compliance with these measures for NDIS participants, contact:

- the NDIA on 1800 800 110 or <https://www.ndis.gov.au/coronavirus>
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- email [MOH-NDIS@health.nsw.gov.au](mailto:MOH-NDIS@health.nsw.gov.au)

Yours sincerely



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