



Advice to home care service providers

As of 21 January 2021

Key points

- **Until further notice all staff across NSW must wear a surgical mask during home visits.**
- **Exclude staff who:**
 - **have been in any of the**
 - **latest COVID-19 locations** (including the **casual contacts** list) in NSW at the times and dates listed, except for the **monitor for symptoms list**
 - to the interstate areas and times of concern*
 - have a fever (37.5°C or higher) or symptoms of COVID-19
 - are a close contact of a person with confirmed COVID-19 and are within their self-isolation period
 - are waiting for a COVID-19 test result.
- Regularly visit the **NSW COVID-19 website** on areas of active community transmission
- All home care service providers must maintain vigilance to prevent the introduction of COVID-19. This is because COVID-19 is still circulating in some areas, particularly in some areas of Sydney.

***Interstate areas and times of concern are:**

- Anyone who has been in the following Queensland Local government Areas since 2 January 2021: **City of Brisbane**, **Logan City**, **City of Ipswich**, **Moreton Bay Region**, **Redland City**, **Lockyer Valley Region**, **Scenic Rim Region** or **Somerset Region**
- Anyone who has been to the Grand Chancellor Hotel in Brisbane since 30 December 2020.

The Interstate areas and times of concern will be removed at 1:00am on 22 January 2021. Please check the Queensland COVID-19 case locations on **NSW COVID-19 website** for further advice.

COVID-19 safety measures for home care service providers

- **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 (PPE).
- All staff across NSW are required to wear surgical masks during home visits for the entirety of the visit. Face shields are not accepted as a substitute.

- 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.

Guidance on staff restrictions

- Exclude all staff from home visits who:
 - have a fever (37.5°C or higher) or any symptoms consistent with COVID-19 infection, even if mild. Symptoms of COVID-19 include fever, cough, headache, fatigue, runny nose, sore throat, shortness of breath, and loss of taste or loss of smell. Other reported symptoms of COVID-19 include acute blocked nose (congestion), muscle pain, joint pain, diarrhea, nausea/vomiting and loss of appetite
 - during the last 14 days have been:
 - a close contact of a person confirmed with COVID-19 and are within their self-isolation period
 - to the interstate areas and times of concern.
 - living in a household with a person who is a close contact or is otherwise currently self-isolating
 - in any of the [latest COVID-19 locations](#) (including the [casual contacts](#) list) in NSW at the times and dates listed, excluding the [monitor for symptoms list](#)
 - are waiting for a COVID-19 test result

Exceptional circumstances

In exceptional circumstances, it may be possible for excluded staff to continue to work if exclusion will result in significant compromise to patient care. This could include situations where staffing numbers are significantly impacted by exclusion criteria. Please contact your local Public Health Unit (1300 066 055) for advice as to how to appropriately manage these situations. Staff with symptoms, or who have been identified as close contacts of someone with COVID-19, should not be exempted.

Additional advice for all home care service providers

- The Commonwealth Department of Health has issued a [Guide for Home Care Providers](#) to assist staff in reducing the risk of COVID-19.
- More detailed advice for services who provide care in the home is at: [Guidance for risk screening and assessment for home visiting health services](#).
- 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 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:
 - NDIA on 1800 800 110 or via [their website](#)
 - NDIS Quality and Safeguards Commission on 180 035 544 or [via their website](#)
 - Ministry of Health on 9391 9858 or via email MOH-NDIS@health.nsw.gov.au

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Contact page owner: [Health Protection NSW](#)