



Health

Advice to home care service providers

As of 1 April 2021

Key points

- There are currently [close](#) or [casual](#) contact locations in NSW and [close and casual contact locations](#) in Queensland.
- In Queensland there has been community transmission within the Greater Brisbane area including Brisbane City, Moreton Bay, Logan, Ipswich and Redlands
- All staff in the Northern NSW locations of located in [Ballina LGA](#) , [Byron Bay LGA](#) , [Lismore LGA](#) and [Tweed LGA](#) must wear a surgical mask when at work.
- For the remainder of NSW masks are only required if you have been to a location in [Ballina LGA](#) , [Byron Bay LGA](#) , [Lismore LGA](#) and [Tweed LGA](#)
 - Exclude staff who:
 - have a fever (37. 5°C or higher) or [symptoms of COVID-19](#)
 - have been to a [close or casual contact locations](#) in Queensland or [close](#) or [casual](#) contact locations in NSW until they have completed their 14 day self-isolation
 - have been to Greater Brisbane areas including Brisbane City, Moreton Bay, Logan, Ipswich and Redlands in the last 14 days until they receive a negative test and should wear a surgical mask until further notice
 - live in a household with a person who is currently self-isolating
 - 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](#) for updates on areas of active community transmission
- All home care service providers must maintain vigilance to prevent the introduction of COVID-19.

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).
- Staff are not required to wear a surgical mask during home visits.
- 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.

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 [NDIA](#)
 - NDIS Quality and Safeguards Commission on 180 035 544 or via [NDIS Quality and Safeguards Commission](#)
 - 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](#)