



1/04/2020

Dear ANHF Community Consumers , Tenants, and Carers

RE: Protecting Older Australians: ANHF Home Care Program, Commonwealth Home Support Program & Community Housing.

As you are aware, our Commonwealth Government has introduced a range of assistance in the form of a stimulus package, health, and safety measures to control the spread of the COVID-19 pandemic. NSW has issued the NSW Public Health (COVID-19) Restrictions on Gathering and Movement Order 2020. Concurrently, ANHF has been developing and implementing our COVID-19 Preparedness and Response Plan to ensure your health and safety is at the forefront of our minds at this unprecedented time. ANHF is also vigilant to ensure our workforce is protected, competent and trained to continue to provide services to you safely in the current climate. ANHF staff are issued with personal protective equipment (PPE) and also trained on how and when it is appropriate to use and dispose of PPE when they come into your homes. In addition, ANHF has posted a host of reliable advice, information on our website if you wish to know how the organisation is responding and managing the pandemic.

<https://www.anhf.org.au/resources/covid-19-news/>

Home Care Program

On 27th March, the Government announced to delay the implementation of the Home Care subsidy payment that was supposed to come into effect from 1 July 2020. This means Home Care recipients will continue to receive their daily home care subsidy in advance and essentially no change.

The government also understands that at this time, there are multiple reasons why a consumer, or their carers, may ask to stop receiving care and services. If your circumstances have changed due to your concerns about COVID-19, our Home Care Advisors can offer to review your care plan and adjust their package of care and services of home care services, as consumers are electing not to have any direct form of services coming into their homes.

Our Home Care Advisor can carefully explain to you and your carer who decide they do not want to receive care and services to suspend, or 'take leave' from their package. This qualifies as 'social leave' and is subject to the usual provisions. Under the "social leave" conditions, as a Home Care recipient, you are entitled to up to 28 days of "social leave" in a financial year. The government will continue to pay the full basic study and any supplements. However, when a home care recipient exceeds more than 28 days of "social leave" within a financial year, the subsidy is payable at 25% of the basic subsidy rate.





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ANHF Home Care is looking at new ways where we can offer assistance to you while complying with the Public Health Order. In addition to normal shopping service, we are able to include access to Asian groceries, including access to order a limited supply of masks, toilet paper from our approved suppliers with delivery by our home care workers. Our Home Care workers will carefully pack and deliver the ordered supplies in sanitised and clean containers to your homes. Our dedicated Home Care team can assist in organising of transport to medical appointments, assistance to access telehealth services, prepared meals, flu immunisation clinics at specially arranged sites. Our Home Care advisors will contact you and share more information about these services.

Commonwealth Home Support Program

In accordance with the Department of Health's directive on 23rd March, ANHF temporarily suspended our Senior Wellness Program for four weeks. This suspension will be reviewed pending Department's advice and other current Public Health orders. At the same time, the Dept has encouraged all CHSP providers to exercise flexibility in the provision of support to their consumers. ANHF CHSP team is currently working creatively to respond to increasing demand for critical services, including using workforce towards other services such as welfare checks, access to meals and groceries, delivery of meals, phone-based social connections, guided telehealth wellness exercise over the phone and adhering to social distancing where possible. The ANHF Domestic Assistance, Personal Care & Social Support Individual (DAPCSSI) service is operating as usual, with minor modifications to service delivery in line with the government recommendations.

Community Housing Program

Our dedicated Housing officers will continue to offer onsite support where possible. In addition, they will be conducting welfare checks to ensure all our tenants are safe, and we can support them to meet their ongoing needs and the living environment, common areas, dining, reception, lifts are regularly cleaned, sanitised and maintained. We have introduced health screening as well as an e-register of all visitors coming onto our ANHF community sites to ensure they are screen prior to entry.

In summary, please be assured that the ANHF Community team is committed to working with you and your families closely in line with the Government and relevant authorities to control and respond to the COVID-19 pandemic. We will endeavour to provide further information as we receive updates from relevant authorities. Alternatively, you may visit our website at <https://www.anhf.org.au> for details on how we are managing the COVID-19 pandemic across our services.





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Should you require further information, please do not hesitate to contact me or the following ANHF Community Care team.

Home Care Program

Ms. Alison Wong – Home Care Manager
Email: alisonwong@anhf.org.au
Phone: 9784 0858 / M: 0435 860 309
Home Care General inquiries : 9784 0840

Commonwealth Home Support Program

Ms. Rebecca Yee – Community Services Manager
Email: rebeccayee@anhf.org.au
Phone: 9784 0866 / M: M: 0411 228 057

Community Housing

Mr. Jacky Chan – Housing officer
Email: jackychan@anhf.org.au
Phone: 9784 0888 M: M: 0448122143

Thank you for your support and understanding of these challenging times in aged care. Together we will overcome this crisis.

Yours sincerely,

James Lim

General Manager Community Care

