

5<sup>th</sup> May 2020

Dear ANHF Home Care & Commonwealth Home Support Program in home consumers and carers,

RE: Safe Work Australia: Workplace principles and practice : In Home services during COVID-19

On 22<sup>nd</sup> April, Safework Australia released a guideline and safe practice for “in House Service” for employers, contactors, sole traders. “In House Service” relates to parties coming into your home to provide a service. The guideline and practice have been recommended to ensure all parties, including you and your family, visitors, contractors or staff performing in house services are safe and protected. It will help to mitigate potential risk of infection.

During the COVID-19 pandemic, the ANHF Community team are taking reasonable steps to make sure everyone can stay healthy and safe when we visit your home. Our workers are trained in infection control, COVID-19, hand washing technique, sanitising, coughing etiquette, correct usage and disposal of personal protective equipment (PPE). I’m also pleased to advised that our workers also participated in the 2020 National Influenza Immunisation program. In addition to these stringent requirements, all our frontline workers and volunteers will complete a daily health screening declaration prior to the commencement of their shift.

We are seeking your help to comply with the recommended guideline and safe practice from Safe Work Australia. Unless you have informed the ANHF Home Care /CHSP team prior to the worker arriving at your home for services, our workers are obliged to ask the following questions:-

- Have you or anyone in your household returned from overseas, cruise ship or interstate in the last 14 days?
- Have you or anyone in your household been diagnosed with COVID-19 ?
- Do you or anyone in your household suspect of having COVID-19 or is awaiting results?
- Have you or anyone in your household been, or has potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested); or
- Do you or anyone is your household experience any symptoms linked to COVID-19 such as fever, cough, sore/scratch throat or shortness of breath?

In the event of a yes reply to any of the questions, our worker will not enter the house and will immediately notify the Home Care office.

Details of the new guidelines and practices from Safe Work Australia can be found in the link below.

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services>

Should you require further information, please do not hesitate to contact your relevant manager/ coordinator

Home Care Home Care Advisor or Alison Wong, Home Care Manager [alisonwong@anhf.org.au](mailto:alisonwong@anhf.org.au) 9784 0858 / M: 0435 860 309. Commonwealth Home In home Service: Care Advisor or Rebecca Yee Community Services Manager [rebeccayee@anhf.org.au](mailto:rebeccayee@anhf.org.au) 9784 0866 / 0411 228 057





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Thank you for your support and understanding of this unprecedented time in aged care.

Yours sincerely,

James Lim

**General Manager Community Care**

