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9th July 2021

Dear Home Care Consumers,

COVID-19 Update

The latest updates from NSW government:

- New South Wales premier, Gladys Berejiklian, has announced on 7th
 July 2021 that the lockdown (<u>Stay-at-home Order</u>) for all of
 greater <u>Sydney</u>, the Blue Mountains, the Central Coast and Wollongong
 will be extended until midnight on Friday 16th July 2021.
- There are new <u>close</u> and <u>casual</u> contact locations in Greater Sydney.
- Fairfield, Liverpool and Canterbury-Bankstown LGAs have been identified as the new "focus" for health officials to urge for residents to increase alertness and stay home or limit movement. In particular 8 suburbs were names: Bossley Park, Smithfield, Fairfield, West Hoxton, Bass Hill, St Johns Park, Canley Vale and Greenfield Park.

What does this announcement mean to ANHF Home Care Consumers?

- All essential services will be continued.
- All staff must wear a surgical mask and/ or other appropriate PPE while working in the consumers' homes.
- Please note mask waring also applies to all care consumers. <u>Consumers receiving home care services in Greater</u> <u>Sydney must wear a surgical mask whilst a care / support staff is in</u> attendance.
- All staff will follow COVID-Safe screening protocols when commencing services.
- Non-essential domestic assistance service house cleaning may be rescheduled or swapped with other services such as unaccompanied shopping.
- Domestic Assistance meal preparation and unaccompanied shopping; personal care; and flexible respite service can continue to be provided as scheduled, unless consumers or carers requested otherwise.

- All face-to-face intake assessment will be rescheduled or conducted by virtual intake assessment if necessary.
- Outing activities, such as yum cha group, will be suspended until further notice.
- Accompanied shopping may need to be changed to unaccompanied shopping.
- Accompanied attendance at medical appointments (essential appointments) can continue to be provided.

We appreciate your understanding that we may have to proceed swiftly in response to the COVID-19 situation. We will use other means such as telephone call or SMS to contact you, in additional to email at times of urgency.

Please do not hesitate to contact you Home Care Advisors or Home Care Office if you have any questions.

Yours sincerely

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Jenny Chua

General Manager, Care Services