

# COVID-19 RESPONSE FACTSHEET

Information for clients, their families and carers  
July 2022



## The safety and wellbeing of our clients and employees is our highest priority.

Over the last few years, **allcare** has closely monitored and rapidly responded to the changing COVID-19 landscape and acted accordingly within the Federal and State Government health guidelines and orders.

We understand that the ongoing COVID-19 pandemic continues to be of concern to our clients, their families and the broader community. We want to reassure you that we continually monitor the situation and are well-prepared and well-resourced to manage the situation.

The mental health of our clients and employees will always be front-of-mind. At the outset of the pandemic, we rolled out a number of measures to ensure our clients and employees felt supported and secure, which included regular updates and wellness checks. As time has gone on, we have maintained these measures for the safety of our **allcare** community.

For the safety of all, we ask all of our clients and employees to continue to monitor for symptoms of COVID-19 and test where necessary. These can be found on the Australian Government's Department of Health website: [www.health.gov.au](http://www.health.gov.au)

We will continue to complete a wellness check on a regular basis.

**Information on the current COVID-19 situation can be found here:**

- Australian Government Department of Health:  
<https://www.health.gov.au/health-alerts/covid-19>
- NSW Government Department of Health:  
<https://www.health.nsw.gov.au/infectious/covid-19/pages/default.aspx>

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**If you are unwell and require urgent medical attention you should contact your GP or call 000 for an ambulance.**

**If you need support call 1300 377 074 and we can guide you to get the help and support you need.**

## OUR RESPONSIBILITY

The Australian Federal Government Department of Health mandates for home care providers are as follows:

- **allcare** is responsible for delivering quality and safe care to clients, even during outbreaks of COVID-19.
- **allcare** has a COVIDSafe Plan that is reviewed and updated regularly, especially when restrictions or public health advice changes. **allcare's** COVIDSafe Plan outlines what control measures will be implemented to eliminate or minimise the spread of COVID-19 and ensure the health and safety of their workers, clients and others in their workplace. The workplace for home care providers includes clients' homes.

Further information on requirements for home care providers can be found on the Australian Government Department of Health website:

<https://www.health.gov.au/health-topics/aged-care/advice-on-aged-care-during-covid-19/managing-home-care>

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## FREQUENTLY ASKED QUESTIONS

We know our clients and their families have a number of questions regarding our response to the COVID-19 pandemic. To help ease any concerns we have collated some frequently asked questions for your information.

### How has allcare managed to continue operations during COVID-19?

We have strict infection control and prevention protocols in place to protect clients and our workers to minimise the risk of any infection. We have, and will continue to supply, PPE to both staff and client to ensure their ongoing safety.

Ensuring our clients don't miss out on critical care and services, and importantly, remaining connected during lockdown and restricted times, has been at the forefront of our operations. To sustain the continuance of excellent client service we have had to meet the challenging times head on and make some changes to our delivery:

- **Changes to clients' normal care teams:** Our aim is to always ensure a consistent care team for clients. We know this is important to our clients and their families. Given the NSW Government mandated isolation requirements we have at times needed to make some changes to clients' normal care team to maintain consistent service. When this has happened, to the best of our ability, have communicated to the client so they are aware of the change and who will be coming into their home.
- **Changes to clients' normal care times:** We have at times needed to make some changes to clients' normal care teams to maintain consistent care programs. When this has happened, to the best of our ability, have communicated this to the client so they are aware of the change.

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## What measures have been put in place for allcare to keep clients safe?

The following have been put in place for the safety of our clients and employees:

- **Wellness checks for all employees:** Prior to commencing appointments that day, **allcare** employees are required to complete a “COVID Wellness Form” within our internal systems to positively confirm they are able to attend their appointments that day. This system has been designed to reinforce the safety of all clients and other employees. Should the staff member not meet the reporting requirements, they are required to contact the **allcare** office and any nominated contact will be notified by email.
- **Daily temperature checks:** Employees are also required to take their own temperature in the morning, closely monitor any changes, and regularly report updates.
- **Employees wearing Personal Protective Equipment (PPE):** As rules for care delivery have changed as communicated by the NSW Government, **allcare** has responded accordingly to ensure the comfort of employees and safety of clients. We have consistently ensured all staff are wearing the correct PPE as mandated by the NSW Government.
- **Employee training:** The **allcare** team has participated in infection control training and an assessment. All employees are briefed on how to prevent the spread of COVID-19, which includes all contract and cleaning employees. Ongoing education around infection control and hand hygiene is being delivered to ensure the team remain aware of the best practice standards.

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## What happens if a client tests positive for COVID-19?

Following are the actions should a client tests positive for COVID-19:

- **Prior to their next appointment with allcare:** We ask clients or their families / carers advise the **allcare** office via the 24/7 hotline as soon as they are aware of their positive COVID-19 status. The client's Client Engagement Manager will be in contact with the client to check on their health and wellbeing and to discuss any planned services within their seven-day isolation period.
- **Within 48-hours following an appointment with allcare, if the appointment was longer than one hour:** We ask clients or their families to advise the **allcare** office by phone via the 24/7 hotline as soon as they are aware of their positive COVID-19 status. We will advise the any Community Service Worker who may be affected, and they will need to undertake a Rapid Antigen Test (RAT), provided by **allcare**. Should the employee be positive, we will contact any other clients they have provided services for during their infectious period. The client's Client Engagement Manager will be in contact with the client to check on their health and wellbeing and to discuss any planned services within their seven-day isolation period.

## What happens if an allcare Community Service Worker tests positive for COVID-19?

In line with health orders, frontline employees are required to isolate for seven days, and are not able to have contact with clients for an additional three days (making a total of 11-days).

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## **We recommend clients maintain connections with their community and keep active in a healthy and safe way.**

We recommend for clients to maintain connections with family and friends at all times, but particularly during challenging times. Following are some recommended ways to maintain connections and keep bodies and minds active if clients are isolating, or choosing to restrict going into public areas.

- ✔ Keep active around the home by undertaking tailored exercise programs to keep muscles strong.
- ✔ Collate your family recipes and make a unique family cookbook.
- ✔ Gather your family photos and create a photo album.
- ✔ If possible, get out into the garden, patio or porch to do some light gardening.
- ✔ Go for a walk or a drive.
- ✔ Pick up drive-through coffee.
- ✔ Enjoy board games, puzzles and crosswords to keep mentally active.
- ✔ Use iPads to Skype friends and family.
- ✔ Have your haircut or nails painted.
- ✔ Clean out that junk drawer.
- ✔ Listen to audiobooks and podcasts.
- ✔ Order some books through your local library's home delivery service.
- ✔ Use video conferencing technology to join a virtual cooking class or card game.

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**Please contact our friendly team on our 24 / 7 hotline if you have any concerns or questions. We are here to help.**