

## COVID-19 movement restrictions: Carer FAQs

Last updated at 3:00pm on Friday 30 July 2021

This Frequently Asked Questions (FAQs) document addresses questions arising from Carers NSW staff and carers regarding the application of the current stay at home orders in place in Greater Sydney, including the Blue Mountains, Central Coast, Wollongong and Shellharbour.

Please note:

- This information is subject to change quickly and this document will need to be updated. Please always refer to the [NSW Government COVID-19 web page](#) as the most current, official source of advice.
- Analysis is based on Carers NSW interpretation of the public health orders, official NSW Government information publicly available at the time of writing, and subsequent clarification provided by Service NSW. This does not constitute legal advice with respect to penalties that may be issued.
- For questions regarding public health orders and exemptions in NSW, **contact Service NSW on 13 77 88** (available 24 hours, 7 days)

### Key words

**Close contact** – someone who has been close to a person with infectious COVID-19 and might have become infected with the COVID-19 virus. More information is available online [here](#).

**Greater Sydney** – here Greater Sydney includes all Sydney suburbs, the Blue Mountains, the Central Coast, Wollongong and Shellharbour. A complete list of areas is online [here](#).

**Household** – this means the people who live in the same home together.

**Public health order** – public health orders are the laws that set down specific rules relating to COVID-19 in NSW. The public health order this document refers to is the *Public Health (COVID-19 Temporary Movement and Gathering Restrictions) Order 2021*, which is being regularly updated. The most current version can always be found online [here](#).

**Reasonable excuses** – reasonable excuses are reasons that it would be considered acceptable to *not* follow certain rules. They are listed in Schedule 1 of the public health order.

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### Key message

NSW residents are encouraged to limit their movement and contact with others wherever possible to prevent the spread of COVID-19. However, in some cases this will not be possible for carers, as the safety and wellbeing of the person they care can depend on them leaving their home, accessing essential services in the community, allowing paid care workers to visit their home, and visiting the person they care for to provide care and assistance. The NSW Government understands this, so in most cases, exemptions to the rules exist for carers, and paid care services are allowed to continue where required. However, some carers may still be asked to explain their circumstances.

## Information for carers who live in Greater Sydney

### The person I care for lives in the same household as me: can I leave home for caring reasons?

Everyone in **Greater Sydney** should stay at home unless they absolutely have to leave. For some carers, leaving their home will be necessary, for example: to buy essential items for the person they care for, or to access essential services with the person they care for. These situations are covered under the **reasonable excuses** listed in the **public health order**.

**Reasonable excuses** to leave home include:

- Obtaining food or other goods and services for the person you care for. If possible, only one person in each household should leave home for this reason on a particular day. You should plan your outing to keep it short, travel directly to and from the shops, and stay within your local government area or within 10km of your home, unless the item is not available locally. People living in [certain parts of Western and South Western Sydney](#) should not travel any further than 5km from their home unless for an essential item that is not available locally.
- Obtaining medical care or health supplies (including obtaining a COVID-19 vaccination, as long as you are not a **close contact**) or fulfilling carer's responsibilities
- Providing care or assistance, including personal care, to a vulnerable person, or providing emergency assistance
- Accessing public services, whether provided by Government, a private provider or a non-Government organisation, including social services and mental health services.

People living in [certain parts of Western and South Western Sydney](#) are not allowed to travel more than 5km from their home for paid employment or shopping, however this is allowed in order to provide essential care.

Please note that from 27 July 2021 until 10 August 2021, disability day programs located in the Greater Sydney region are required to stop all group activities involving people with disability from different households.

When leaving your home for any of the reasons above:

- Avoid travelling in a car with people from another **household** wherever possible
- You must carry proof of your address and provide this to NSW Police if requested
- You must carry a face mask with you at all times and wear it in all required settings. More information is available online [here](#).
- People living in [certain parts of Western and South Western Sydney](#) must wear a mask at all times when outside their home.

### The person I care for lives in a different household from me: can I visit them for caring reasons?

Everyone in **Greater Sydney** should stay at home unless they absolutely have to leave. For some carers of people living in a different household, leaving their home to care will be necessary.

If the person you care for lives in a different **household** to you, but still lives in **Greater Sydney**, they are not allowed to have visitors in their home unless it is one visitor only on a particular day (other than in exceptional circumstances where two persons are required for safety reasons), visiting for any of the following purposes:

- To fulfil carers' responsibilities
- To provide care or assistance, including personal care, to a vulnerable person
- For compassionate reasons, including where 2 people are in a relationship but do not live together

People who live alone in **Greater Sydney** can also nominate a designated family member or friend to visit them for companionship and to reduce their isolation and support their wellbeing. The one person providing care can be a different person to the nominated companion, but they cannot be together in the person's home at the same time. People living in [certain parts of Western and South Western Sydney](#) must also only nominate someone living within the same local government area as they do, and within 5km from their home.

If the person you care for lives in a different **household** to you, and their **household** is *not* in **Greater Sydney**, they can have up to 5 visitors in their home at one time, however people aged 70 years and above and people living with a health condition are encouraged to limit the number of visitors to their home. The limit of 5 visitors does *not* include:

- Members of that **household**
- Anyone providing care to a vulnerable person or assisting in an emergency situation
- Anyone working at your home (e.g. a paid care worker).

If you need to leave **Greater Sydney** in order to provide care, you must take most direct route, only stopping elsewhere to obtain fuel or necessary supplies, to take a meal break or rest stop, or to deal with an emergency.

If you need to leave home to care for someone in another **household**, whether or not that **household** is in **Greater Sydney**, you are allowed to do so if it is for the following reasons:

- Obtaining food or other goods and services for the person you care for. If possible, only one person in each household should leave home for this reason on a particular day. You should plan your outing to keep it short, travel directly to and from the shops, and stay within your local government area or within 10km of your home, unless the item is not available locally.
- Obtaining medical care or health supplies (including obtaining a COVID-19 vaccination, as long as you are not a **close contact**) or fulfilling carer's responsibilities
- Providing care or assistance, including personal care, to a vulnerable person, or providing emergency assistance
- Accessing public services, whether provided by Government, a private provider or a non-Government organisation, including social services and mental health services

People living in [certain parts of Western and South Western Sydney](#) are not allowed to travel more than 5km from their home for paid employment or shopping, however this is allowed in order to provide essential care.

Please note that from 27 July 2021 until 10 August 2021, disability day programs located in the Greater Sydney region are required to stop all group activities involving people with disability from different households.

When leaving your home for any of the reasons above:

- Avoid travelling in a car with people from another **household** wherever possible
- You must carry proof of your address and provide this to NSW Police if requested

- You must carry a face mask with you at all times and wear it in all required settings. More information is available online [here](#).
- People living in [certain parts of Western and South Western Sydney](#) must wear a mask at all times when outside their home.

### Can I visit the person I care for in a care facility?

If the person you care for lives in a residential aged care or disability care facility in **Greater Sydney**, you can only enter:

- If you are providing an essential caring function
- To visit a person who is close to the end of their life.

If the person you care for lives in a residential aged care or disability care facility in another part of NSW, the facility will not allow you to visit if you are from **Greater Sydney**. More information is available online about entering the following:

- [Residential aged care facilities](#)
- [Residential disability care facilities](#)

### Can paid care workers come to the home of the person I care for?

If the person you care for lives in **Greater Sydney**, they are not generally allowed to have visitors in their home, however a person can visit their home to provide care services, including cleaning and maintenance delivered by aged care and disability service providers.

Disability and aged care workers from Parramatta, Campbelltown, Georges River, Canterbury-Bankstown, Fairfield, Liverpool, Blacktown and Cumberland local government areas where stricter rules currently apply are still allowed to leave their area to provide paid care as they are considered "authorised workers".

All paid disability or aged care workers from Canterbury-Bankstown must get tested once every three days in order to leave their local area for work. Residential aged care workers and health workers from Fairfield and Cumberland must be tested once every three days in order to be allowed to go to work outside of their local area.

If your care worker lives in **Greater Sydney** and must travel 50km or more outside of **Greater Sydney** to provide care, they must have a COVID-19 test in the 7 days before working.

More information about restrictions for workers in Greater Sydney can be found [here](#).

All staff delivering home care services in NSW must wear a mask, and people *receiving* in-home care services in **Greater Sydney** are also urged to wear a mask while those services are being provided.

If the person you care for lives in another part of NSW, the limit of 5 visitors does *not* include anyone working in their home. All home care staff working in NSW must wear a mask.

More information on home care services is available online [here](#).

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## Information for carers who live in other parts of NSW

### The person I care for lives in the same household as me: can I leave home for caring reasons?

Yes. The stay at home orders do not currently apply to people living outside of **Greater Sydney**. Some restrictions on gatherings apply, but not in situations where services are being provided to assist vulnerable people. More information about the rules and advice for regional and rural NSW can be found online [here](#).

### The person I care for lives in a different household from me: can I visit them?

If the person you care for lives in **Greater Sydney**, you are only allowed to visit them if you have a **reasonable excuse**, including if you are:

- Obtaining food or other goods and services for the person you care for which are *not* reasonably available outside of **Greater Sydney**
- Obtaining medical care or health supplies (including obtaining a COVID-19 vaccination, as long as you are not a **close contact**) or fulfilling carer's responsibilities
- Providing care or assistance, including personal care, to a vulnerable person, or providing emergency assistance
- Accessing public services, whether provided by Government, a private provider or a non-Government organisation, including social services and mental health services.

A person who lives in **Greater Sydney** is not allowed to have visitors in their home unless it is one visitor only on a particular day (other than in exceptional circumstances where two persons are required for safety reasons), visiting for any of the following purposes:

- To fulfil carers' responsibilities
- To provide care or assistance, including personal care, to a vulnerable person
- For compassionate reasons, including where 2 people are in a relationship but do not live together

People who live alone in **Greater Sydney** can also nominate a designated family member or friend to visit them for companionship and to reduce their isolation and support their wellbeing. The one person providing care can be a different person to the nominated companion, but they cannot be together in the person's home at the same time. People living in [certain parts of Western and South Western Sydney](#) must also only nominate someone living within the same local government area as they do, and within 5km from their home.

If you enter **Greater Sydney** for any reason, stay at home rules will also apply to you for 14 days after your last visit to **Greater Sydney** unless you have a **reasonable excuse**.

If the person you care for does *not* live in **Greater Sydney**, they can have up to 5 visitors in their home at one time, however people aged 70 years and above and people living with a health condition are encouraged to limit the number of visitors to their home. The limit of 5 visitors does *not* include:

- Members of that **household**
- Anyone providing care to a vulnerable person or assisting in an emergency situation
- Anyone working at your home (e.g. a paid care worker).

### Can I visit the person I care for in a care facility?

If the person you care for lives in an aged care or disability facility in **Greater Sydney**, you can only enter:

- If you are providing an essential caring function
- To visit a person who is close to the end of their life.

People who live in other parts of NSW are urged to avoid non-essential visits to residential aged care and disability care facilities. Visitors are limited to two per day, and must wear a face mask.

Carers hoping to visit should also speak to the facility before visiting to find out about their rules and processes, and to check the NSW Health advice for [Residential aged care facilities](#) or [Residential disability care facilities](#).

### Can paid care workers come to the home of the person I care for?

If the person you care for lives in **Greater Sydney**, they are not generally allowed to have visitors in their home, however a person can visit their home to provide care services, including cleaning and maintenance delivered by aged care and disability service providers.

If a disability or aged care worker that supports the person you care for lives in **Greater Sydney** and must travel 50km or more outside of **Greater Sydney** to provide care, they must have a COVID-19 test in the 7 days before working.

All staff delivering home care services in NSW must wear a mask, and people *receiving* in-home care services in **Greater Sydney** are also urged to wear a mask while those services are being provided.

If the person you care for lives in another part of NSW, the limit of 5 visitors does *not* include anyone working in their home. All home care staff working in NSW must wear a mask.

More information on home care services is available online [here](#).

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***If required, Carers NSW may be able to assist with evidence that care activities are essential by phone or in writing, depending on the day and time of the request.***