Visits from paid care workers under the NSW stay at home order

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> This information may change quickly. Please refer to the [NSW Government COVID-19 web page](#) as the most current official source of advice and contact Service NSW on 13 77 88 (available 24 hours, 7 days) about specific questions regarding public health orders and exemptions in NSW.

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

Due to the current COVID-19 outbreak, the person that you care for is generally [not allowed to have visitors to 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 according to the [NSW Public Health (COVID-19 Additional Restrictions for Delta Outbreak) Order 2021](#).

A disability or aged care worker can enter a home to provide essential care

A paid care worker is allowed to enter a person's house to provide essential care, including cleaning and maintenance where this is essential to the health and wellbeing of the person receiving care.

Where possible, family or friend carers who are not members of the household of the person receiving care should not be at the house when a paid carer is in attendance.

Disability and aged care workers must wear a mask when providing care

All staff delivering home care services in NSW must wear a mask while providing care, and people *receiving* in-home care services are also urged to wear a mask while those services are being received. More information on home care services is available online [here](#).

Disability and aged care workers living or working in local government areas of concern may have additional requirements

Disability and aged care workers **living or working in** [local government areas of concern,](#) where stricter rules currently apply, are still allowed to leave or enter these areas to provide paid care as they are considered "[authorised workers](#)". However, these workers must:

- **Carry a permit from Service NSW** declaring they are an authorised worker and cannot work from home (more information about worker permits can be found [here](#)), **and**

- have had their **first COVID-19 vaccination dose** by 19 September 2021 and carry evidence of this vaccination or a medical contraindication certificate. More information about vaccination requirements for care workers can be found [here](#).

Disability and aged care workers can leave Greater Sydney for work purposes

If your care worker lives in **Greater Sydney** and must travel more than 50km outside of **Greater Sydney** to provide paid care, they must:

- Carry a permit from Service NSW, and

- have had a COVID-19 test in the 7 days before working.

More information about worker permits can be found [here](#), and more information about COVID-19 testing requirements for workers in Greater Sydney can be found [here](#).

Receiving face to face care safely

Where aged care or disability services entering a home are essential, the following steps can help reduce risk:

- Get vaccinated and assist the person you care for to be vaccinated if they are eligible
- Wear a mask during the provision of care, and have the person you care for where a mask if they can
- Maintain good hygiene, thoroughly washing your hands and any surfaces you come into contact with.

For more information about how the NSW Health Public Health order applies to carers, and a range of other resources to assist carers during the COVID-19 pandemic, visit the Carers NSW website.

For practical and emotional assistance with providing care, phone Carer Gateway on 1800 422 737 or visit www.carergateway.gov.au.