

Carers and 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 I leave home to provide essential care to a family member or friend?

Due to the current COVID-19 outbreak, everyone in [Greater Sydney \(and other parts of NSW subject to stay at home orders\)](#) is required to stay at home unless they have a reasonable excuse. However, essential care is considered a reasonable excuse to leave your home according to the [NSW Public Health \(COVID-19 Additional Restrictions for Delta Outbreak\) Order 2021 \(Schedule 1\)](#).

Reduce face to face contact as much as possible

While the [stay at home order](#) is in place, carers should limit face to face care to tasks that are essential for maintaining the health and safety of the person they care for.

Some caring tasks may be able to wait a few weeks or months, e.g. non-urgent home maintenance. Other caring tasks may be able to be completed over the phone, online or through contactless delivery. Where it is possible to reduce unnecessary face to face contact, carers should do so to protect themselves and the person they care for from COVID-19.

Essential care is a reasonable excuse to leave home

Some caring tasks may have to continue face to face in order to protect the health and safety of the person requiring care. The following are therefore considered [reasonable excuses](#) to leave your home:

- Obtain food or other goods and services for the person you care for
- Obtain medical care or health supplies for the person you care for
- Provide care or assistance, including personal care, to a vulnerable person
- Access social services and mental health services with or on behalf of the person you care for

Essential care is a valid reason for visiting another household

One person at a time is also allowed to visit another household to provide care or assistance, including personal care, to a vulnerable person. This includes households in another local government area (LGA) and at any distance from your home, including outside of, or in, Greater Sydney where required.

More than one carer can visit for this purpose only if this is required for safety or emergency reasons, e.g. the safe operation of equipment or machinery. Any additional carers should only remain in the home while they are providing health or safety support.

A child dependent of the carer is also permitted to attend the residence, but only if:

- the child needs to be supervised, and
- alternative childcare arrangements cannot be made

Caring safely face to face

Where caring face to face is 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 wear a mask if they can
- Where possible, provide care outdoors or in a well-ventilated area e.g. a large space with open windows
- Maintain good hygiene, thoroughly washing your hands and any surfaces you come into contact with

Do I need to carry evidence that I am providing essential care?

Documentation (e.g. travel permit or letter of authorisation) is **not** currently required as evidence that a person is providing essential care.

However, carers may still be asked by NSW Police to explain their situation and provide evidence that they have a reasonable excuse for leaving home, especially if they are travelling large distances to provide care.

Carers may feel more comfortable carrying one of the following documents when travelling to care:

- A GP letter indicating the name, contact details and care needs of the person they care for
- A hospital discharge summary for the person they care for
- My Aged Care or NDIS documentation
- A guardianship order

It is also suggested that carers plan their outing to keep it short, travel directly to and from the location and be prepared to explain where they are going, for how long and for what reason.

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.