

COVID-19 movement restrictions: Carer FAQs

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This Frequently Asked Questions (FAQs) document addresses questions arising from Carers NSW staff and carers in July 2021 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, and direct any questions or clarifications not addressed in this document to the Policy team at policy@carersnsw.org.au
- Analysis is based on the Policy team's interpretation of the public health orders to the best of our ability, as well as the official NSW Government information publicly available at the time of writing. This does not constitute legal advice with respect to penalties that may be issued in relation to the public health order.

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 – for the purposes of the current stay at home orders, Greater Sydney includes all Sydney suburbs as well as the Blue Mountains, Central Coast, Wollongong and Shellharbour local government areas. A complete list of areas is online [here](#) and you can search a specific address on an interactive map [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 in the public health order. They are listed in Schedule 1 of the public health order.

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?

No restrictions apply to spending time in your home with the people in your household. If the person you care for lives with you, you can continue to care for them in your shared home as you usually do.

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.
- 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

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, 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

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 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.
- 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

Any person aged 18 years and above who is leaving Greater Sydney must carry evidence showing their home address and provide this evidence to police if requested.

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:

- [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 engage in work.

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](#).

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 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, 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

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](#)
- [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 engage in work.

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](#).

Evidence that care is essential

If a carer is asked to provide evidence that they are leaving home, or entering **Greater Sydney**, due to a 'reasonable excuse' related to essential caring duties, Carers NSW may be able to assist by phone or in writing, depending on the day, time of day, and notice period required.