

COVID-19 Response: Prevention Communications

IMPORTANT NOTICE FOR ALL TENANTS AND VISITORS

To all our tenants and visitors,

Covid-19 is a respiratory illness impacting a large number of countries around the world, with cases identified in NSW and other parts of Australia. At Amélie Housing, the health and safety of our tenants and visitors and community is our priority.

To help prevent the spread of this virus, we are implementing our COVID-19 Prevention Strategy across all our sites.

Thank you for your effort and commitment in helping us stay safe

We would like to thank all our tenants, stakeholders, and visitors for helping us stay safe during this challenging time.

What are we asking you to do?

If we all follow good hygiene practices, we can help reduce the spread of COVID-19. The best way to protect yourself from COVID-19 is the same way you would protect yourself from catching the flu or other respiratory illness.

- Wash your hands regularly and thoroughly
- Avoid touching your eyes, nose and mouth
- Sneeze or cough into a tissue or elbow and throw the tissue away and thoroughly wash your hands with soap and water
- Avoid close contact with people who are ill
- Please stay home if you are sick

[Adapted from NSW Health- Protect Yourself](#)

If you, a member of your household or visitor has returned from overseas in the last 14 days and you are in quarantine:

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Australia has put travel bans in place, for all non-citizens entering Australia and on the travel of Australian citizens out of Australia. A mandatory 14-day quarantine period is now in place, meaning the Australian government requires that all persons entering Australia spend 14 days in a hotel or other accommodation chosen by the government.

Are you returning to Australia from overseas and required to enter quarantine? Let us know of your return date and if you need assistance

Screening steps we are taking recommended by NSW Health:

We are taking the necessary steps, under the recommendation of NSW Health, to prevent the risk of spreading the COVID-19 virus. In doing so, we are implementing a three-question pre-screening process for all staff, contractors and visitors at our Community Housing sites to prevent people who are infected or at a higher risk of infection from entering the Community Housing sites.

- 1. Have you been unwell at any time in the last 7 days, particularly with fever, cough, sore throat, shortness of breath or runny nose?*
- 2. Have you or a household member returned from overseas in the last 14 days?*
- 3. Within the past 14 days have you been requested to self-isolate or have you been in close contact with a suspected or confirmed case of COVID-19?*

If you answer yes to any of these three questions, to ensure the safety of our tenants and staff, you will be denied entry. If you are unsure or require more information, please contact your Housing Manager or speak to a staff member.

Public Health Restrictions in your area

Each state and territory have different restrictions in place on the reasons why you are able to leave home and the number of people you can have to visit you in your home.

Please check for updates

There are large fines for breaching Coronavirus public health orders in each state and territory. Please stay up to date with the requirements.

ACT – [Check the link regularly for the latest on Covid-19 updates from the government in the Australian Capital Territory](#)

South Australia - [Check the link regularly for the latest on Covid-19 updates from the government in South Australia](#)

NSW – [Check the link regularly for the latest on Covid-19 updates from the government in New South Wales](#)

We need your support

We ask for your full support with this, and suggest that if you are expecting a visitor, that you share these safety pre-screening questions above with them prior to their arrival, to avoid their access being restricted upon entry.

The success of this prevention strategy is means we must work together to protect our community. This situation is changing rapidly, and we value your feedback.

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Please do not rely on rumours or social media.

You can find frequently updated COVID-19 resources on the Australian Government Department of Health website, please click on the links below.

COVIDSafe app

The Australian government has developed an app that can help protect the community against the spread of Covid-19.

You can find more information about the App by [clicking on the link](#).

More information

What you need to know about Covid-19

[Covid-19 Department of Health Alert – check this link for the most current information](#)

Who needs to isolate?

[Click here for information on who needs to isolate from the Australian Government Department of Health](#)

Tenant support

This is a situation that, as a community housing provider, and as a community, we have never experienced.

We are working daily to plan services with government agencies and with support partners to create systems to make sure you will be able to access the support and care you need.

If you develop symptoms

if you develop symptoms, seek medical advice by calling your general practitioner and If they are not able to speak with you, you can call Health direct on **1800 022 222**.

To access groceries and essentials

Woolworths, Coles, and Aldi have now returned to normal operating hours with deliveries available. Are you having trouble with shopping or securing essential items? Please let your housing manager know so assistance can be arranged.

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Tenant Wellbeing Checklist

Use our checklist to make sure you have everything you need. Do you still need help? Please ask your housing manager.

Communications

Do you have access to a working phone in case you become ill or need to ask for help for any reason? If you have a mobile phone, is your mobile phone bill paid and up to date?

Electricity

Is your electricity bill paid and up to date? If your power bill is in danger of being disconnected from a late payment, please contact your housing manager for referral or self-refer to the Energy Assistance Program

Food Items

Do you have some long-lasting items such as tinned food, long life milk, cereal, tinned vegetables, tuna, pasta, rice? Do you need help with these items? If you have not been able to access food items, please contact your housing manager for immediate referral.

Medication

Do you have a supply of medication that you regularly need to last you for 14 days? Please contact your GP to make sure your medication is up to date and you have the supply you need.

Are you okay?

This is a difficult situation and sometimes need a little extra support. There are phone support lines. Many in the community are struggling with feelings of isolation, loneliness, and some are experiencing symptoms of anxiety and symptoms of depression. Please ask for help. You are not alone.

- [Lifeline](#) provides 24-hour crisis counselling, phone 13 11 14.
- [MensLine Australia](#) is a professional telephone support service for [Australian men](#). Call 1300 78 99 78, 24 hours / 7 days a week.
- [beyondblue](#) provides support if you are suffering from [depression](#) and [anxiety](#). Phone 1300 22 4636, 24 hours / 7 days a week.

Help with additional income

Additional Government Payments through Centrelink

There are additional government payments rolling out across Australia from April to September. called the Coronavirus Supplement. If you are receiving the Coronavirus supplement, or the Economic stimulus payments, please know this additional payment is not assessable income. For more information on government payments, check the link for the [Australian Government Department of Social Security](#)

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Jobkeeper

Are you receiving [Jobkeeper](#) instead of your usual salary? Please let us know. We will assess your income on your average wage or income over the prior six months. If you have received an increase in income on Jobkeeper, any increase to income will not be assessable, and the same principle to Coronavirus supplement applies. If, however, your income has decreased on Jobkeeper and Jobkeeper is your only income source, we will assess your rent on the lower income amount for the duration you receive the payment.

Thank you for your ongoing commitment to paying your rent

We'd also like to acknowledge all of our tenants who are paying rent in advance and paying down debt. Remember you can access financial advice and [No Interest Loans](#) through the NILS Program at St Vincent de Paul if you need financial planning assistance or to buy household goods without expensive credit.

Property Maintenance

As the Australian Government makes recommendations about changes to workplaces to make Australia COVID-Safe, we will advise you as soon as we have advice and plans of any changes. At the current time, only urgent maintenance is occurring. We will let you know as soon as our full maintenance programs can safely resume.

Emergency contacts

Have you told us your emergency contact in case we cannot contact you?

At Amélie Housing we are committed to working with you in this challenging time. Please contact your housing manager for further information or assistance.

Brian Murnane
CEO