

Tenancy Management: Covid-19 Response Policy

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Related policies and documents	Work, Health and Safety Statement		

Scope

This policy applies to all tenants, contractors, volunteers and visitors of Amélie Housing and sets out the approach to responding to the risk of Covid-19 in our community.

Policy Statement

At Amélie Housing, the health and safety of our tenants and visitors and community remains our priority.

Amélie Housing has updated our pandemic response as the Covid-19 situation has changed .

Thank you to all our tenants and stakeholders for your continued effort and commitment to helping us all stay Covid safe.

Compliance

This policy assists Amélie Housing to comply with:

Compliance Document	Section/Number	Area
National Community Housing Standards	7.4	Human Resources – Work, Health and Safety
National Regulatory Code Evidence Guidelines	4b 4c	Transparent processes Legislative requirements met

Covid-19 Response Policy

This policy assists in ensuring Amélie Housing responds to the risk of Covid-19 in a way that aligns with evidence based public health guidance in all our states and territories, while maintaining a high level of service. The Covid-19 pandemic remains a rapidly evolving global situation, and Amélie Housing will respond rapidly, safely and effectively to ensure the wellbeing of our tenant community, any person visiting them in their home, our stakeholders, contractors and staff.

What we require from tenants, staff, contractors, and visitors

We are asking all tenants, contractors, staff and volunteers to practice Covid-safe practices. This includes following public health guidelines:

- Stay at home if you are unwell.
- Get tested if you are displaying symptoms of Covid-19.
- Follow public health orders in place in your state or territory.
- Stay up to date with public health advice and any restrictions.
- Check into venues using a QR code on your smartphone or government application.

Follow public health guidance or restrictions in your state or territory.

We ask tenants visitors and contractors to follow public health advice in each state or territory, which includes any restrictions or use of Personal Protective Equipment such as wearing of masks indoors or social distancing.

For information on Covid-19 in your state or territory, restrictions, eligibility for vaccination or vaccine side effects please find up to date information through the Federal government Health Direct sites and Covid-19 information sites in each state and territory.

State or territory	Website	Hotline
Australian Capital Territory	https://www.covid19.act.gov.au/	
New South Wales	https://www.nsw.gov.au/covid-19	137788 (Service NSW)
South Australia	https://www.covid-19.sa.gov.au/	1800253787
National Coronavirus Hotline (if experiencing symptoms)		1800020080
Covid-19 Restriction Checker	https://www.healthdirect.gov.au/covid19-restriction-checker	
Covid-19 vaccination eligibility checker	https://covid-vaccine.healthdirect.gov.au/eligibility	
Covid-19 vaccination side effect checker	https://www.healthdirect.gov.au/covid-19-vaccine-side-effect-checker	

Covid-Safe protocols

As a special work of St Vincent de Paul Society, Amélie Housing abides by the Covid-Safe protocols including:

- travel protocols,
- hotspot protocols,
- face to face activity protocols and
- vulnerable personnel protocols.

This means we take practical steps in line with public health orders to protect any tenant or staff member identified under public health definitions as vulnerable to severe outcomes of Covid-19.

Practical steps to protect tenants, staff and community who are at greater risk.

Amélie housing uses the [Australian Federal government definition of High Risk persons](#) to severe effects of the illness:

- are 70 years of age or over.
- are over the age of 65 years with one or more chronic medical condition.
- are an Aboriginal and Torres Strait Islander person 50 years or older with one or more chronic medical condition.
- are experiencing unexplained respiratory symptoms or fever who self-identify as Aboriginal or live in Aboriginal rural and remote communities.
- have a compromised immune system.
- have had an organ transplant and are on immune suppressive therapy.
- are on immune suppressive therapy for graft versus host disease.
- are having chemotherapy or radiotherapy.
- are experiencing acute respiratory illness or fever in high risk settings such as hospitals, aged care and other residential facilities, boarding schools and cruise ships.
- have had a bone marrow transplant in the last 24 months.
- have blood cancer e.g.: leukaemia, lymphoma or myelodysplastic syndrome (diagnosed within the last 5 years)
- are admitted to hospital with acute respiratory illness or unexplained fever.

If a tenant, staff member or volunteer is a vulnerable person, Amélie housing may:

- Recommend the use of personal protective equipment by tradespersons for any onsite visits to your home.
- Limit office attendance and provide remote services.
- Reschedule any service if a tenant or staff member is unwell.
- Support any vulnerable staff or volunteer to work remotely.

Repairs and maintenance

Repairs and maintenance are being carried out at Amélie Housing properties with additional safety measures in place.

If you have maintenance scheduled and you are unwell:

- If you are a tenant, we ask that you: report immediately if you are unwell on the day of your scheduled maintenance with any respiratory symptoms that could be Covid-19.
- We will reschedule your appointment as soon as you are well, you will not be charged a cancellation fee if you advise us, you are unwell before the appointment.
- If you are displaying symptoms of any respiratory illness and a tradesperson attends your home, they may not complete the work.

General precautions

- A tradesperson may wear a mask inside your home, for example a surgical mask or other face covering.
- You may choose to wear a mask inside your home when tradespeople attend.

In person appointments and office attendance

Amélie Housing is currently working in accordance with the St Vincent De Paul society Covid Safe protocols, which include office arrangements for in person appointments.

In person arrangements and appointments can change in each state and territory. Please check current Government restrictions or contact your housing manager, whose contact details are listed in your lease.

Staff may ask if you have attended any government declared hotspot or travelled through any region in which restrictions or stay-at-home orders are in place.

Tenant support, close contact isolation and stay at home orders (lockdown)

Do you need additional support?

- Do you have a smart phone, phone credit?
- Do you know how to check in and out of venues using the QR code application used in contact tracing in each state or territory?
- Do you have access to surgical masks and hand sanitiser if you need them?
- Are you having issues accessing income support or meeting job search requirements?
- Are you affected by a public health stay at home (lockdown) order or identified as a close contact and required to isolate at home?

Contact your housing manager on the details provided with your tenant welcome pack, and they may be able to help or connect you to a service who can help you with the practical support you need.