

Tenancy Management: Covid-19 Response Policy

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Related policies and documents	Work, Health and Safety Statement, Covid-19 Safety Plan, Privacy policy		

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, our tenants, visitors, and community's health and safety remain our priority. This policy sets out how Amélie Housing responds to Covid-19 in the areas in which we operate, live and work.

Compliance

This policy assists Amélie Housing in complying 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. 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 ask all tenants, contractors, staff, and volunteers to practice Covid-safe practices. This includes the following public health guidelines:

- Stay at home if you are unwell.
- Get tested if you are displaying symptoms of Covid-19 using the testing protocol in your state or territory
- Follow public health guidance 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 if required
- Report the results of a positive rapid antigen test in each state and territory as required

Follow public health guidance and test reporting requirements in your State and Territory

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

For information on Covid-19 in your state or territory, access the websites or contact the numbers provided.

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

Report positive rapid antigen tests

Each state and territory require that positive Rapid Antigen tests be reported to the government within 24 hours of notification by the person receiving the result. To report a positive rapid antigen test result, use the number or link provided.

State or territory	Website	Hotline
Australian Capital Territory	Rapid antigen test (RAT) - positive result registration form	Please call 02 5124 6500 between 8 am and 6 pm
New South Wales	Service NSW Report a Rapid Antigen Test	Covid-19 Assistance Line 13 77 88
South Australia	South Australia reporting, RAT tests and reporting	SA COVID-19 Information Line on 1800 253 787 .

Access information and support on managing Covid-19 if you test positive

Access information on managing Covid-19, including symptoms and where to seek help, treating symptoms at home, monitoring symptoms, COVID medications, hospital and intensive care services and Covid symptom checkers.

State or territory	Website	Hotline
National Coronavirus hotline		1800020080
Health Direct Australia	Covid-19	
Health Direct Australia	Covid-19 information and support services by state or territory	
Australian Capital Territory	Information for people who test positive for Covid-19	
New South Wales	Management and support after testing positive for Covid-19	137788 (Service NSW)
South Australia	Covid-19 positive advice	1800253787

Covid-Safe protocols for service delivery

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

- travel protocols
- face to face activity protocols
- vulnerable personnel protocols
- Reporting to SafeWork in each State or Territory if a worker tests positive in the workplace or was infectious in the workplace with Covid-19 as per current state and territory government requirements or WHS 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.

Employer obligations to report Rapid Antigen Test (RAT) Results for an employee testing positive at work or infections on site

Reporting requirements are subject to change as State and Territory requirements change.

The operations manager will notify a positive test result for a staff member or contractor to the St Vincent De Paul Covid-19 hub, who will make the notification as per each state and territory requirement. All health information will be handled per National Privacy Principles.

State or territory	Website	Reporting requirements
Australian Capital Territory	Work Safe ACT Covid-19 notification	Report a Covid-19 case if a person contracts it in the workplace or is hospitalised
New South Wales	Safe Work NSW notification form	Report if a person contracts Covid at work or was infectious at work
South Australia	WorkSafe SA Covid-19 Notification	Report if a person contracts Covid-19 at work, is hospitalised or dies

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

Amélie housing takes steps to protect members of our community who may be at risk of more severe disease. 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 volunteers to work remotely.

Repairs and maintenance

With additional safety measures in place, repair and maintenance are being carried out at Amélie Housing properties.

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 that you are unwell before the appointment.
- If you display 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 per the St Vincent De Paul society Covid Safe protocols, including office arrangements for in-person appointments.

In-person arrangements and appointments can change in each state and territory. Please check current Government guidance on self-isolation protocols if you are unwell, or contact your housing manager, whose contact details are listed in your lease.

Please do not attend the office or in-person appointments if you are unwell or have tested positive for Covid-19

