



Answers to your questions about face masks for your support worker



Easy English



Hard words

This information has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



Health
and Human
Services

This book is by the Department of Health and Human Services.



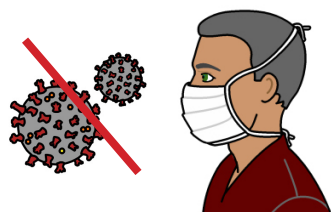
This book answers your questions about face masks and eye protection for

- aged care support workers

and



- disability support workers.



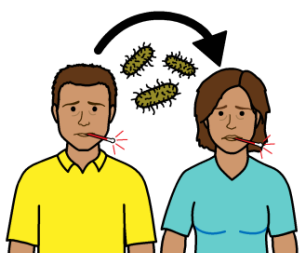
When you wear a face mask it can help to keep you and other people safe from the **coronavirus**.



Coronavirus

- can make people very sick

and



- is spread when you are close to someone else.

Does my support worker need to wear a face mask and eye protection?



Your support worker **must** always wear

- a face mask

and

- eye protection.



This means

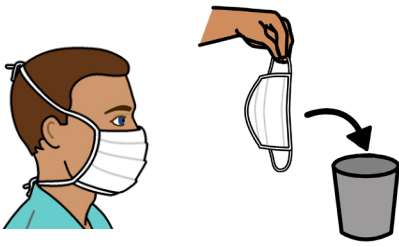
- when they are in your home

and

- when they give you support.



Your support worker **must** wear a face mask and eye protection to help keep you safe.



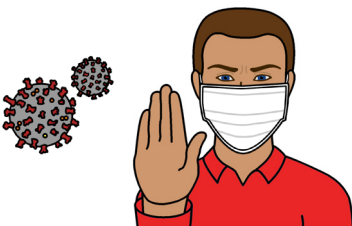
Support workers **must** wear a paper mask that is only used once.



Support workers **must** always bring their own face mask and eye protection.



Support workers must **not** give you support if they do **not** feel well.



This is to make sure they do **not** spread the coronavirus if they have it.

What if I do not want my support worker to wear a face mask and eye protection?

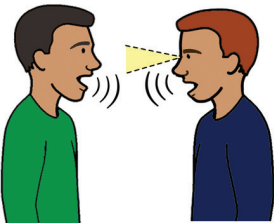


Talk to your support worker if they wear a face mask and eye protection and you

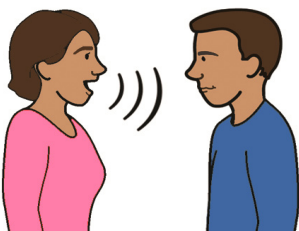
- feel worried



- need to see their face to feel supported



- **cannot** hear or understand them.



You can talk to your support worker about another way to protect you from the spread of the coronavirus.

Do I need to wear a face mask when I am with my support worker?



You can wear a face mask when your support worker helps you

- in your home

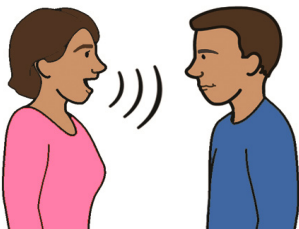
or



- outside your home.



You do **not** have to wear a face mask in your home if you do **not** feel comfortable.



You can talk to your support worker about another way to protect you from the spread of the coronavirus.

How often should my support worker change their face mask?

Your support worker should change their face mask

- after 4 hours
- if it gets wet or dirty
- if it breaks or gets a hole in it
- when they start to help a different person.



Do all people who visit my home need to wear a face mask?



If someone comes to your home they **must** wear a face mask.

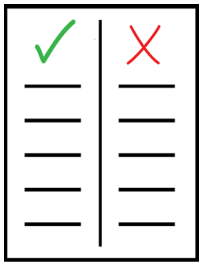
For example, a delivery driver.

You **must** check the rules to find out if

- people can visit you in your home

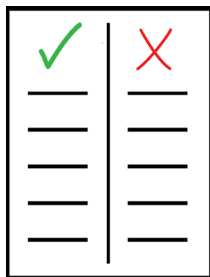
or

- you can visit others in their home.



To find out about the rules for where you live go to our website.

www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19#current-restrictions



If you live in aged care or a disability residential service there are rules about

- how many people can visit you

and



- how long someone can visit you for.



Your visitor **must** wear a face mask.



For more information about who can visit a care home go to our website

www.dhhs.vic.gov.au/visiting-care-facilities-covid-19#current-restrictions

Do parents need to wear face masks when they are their child's carer?

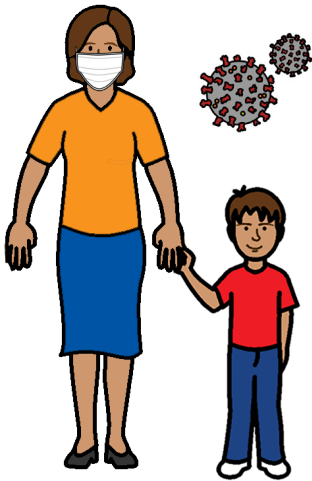


Parents do **not** need to wear a face mask when they care for their child in their own home.



Children will feel safe and happy if they can see their parent's face.

When do parents who care for a child need to wear face masks?



You should wear a face mask if you or your child has the coronavirus.

You **must** wear a face mask when you go outside your home.

More information



For more information about face masks

Go to the DHHS website.

www.dhhs.vic.gov.au/face-masks-vic-covid-19



For information about the coronavirus

Call the coronavirus hotline.

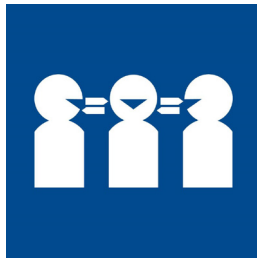
1800 675 398



If there is an emergency

Call Triple Zero.

000



If you need help with English

Contact the Telephone Interpreting Service.

131 450



If you need information in another language

Go to the DHHS website.

www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19



If you need help to speak or listen

Use the National Relay Service.

Website

nrschat.nrscall.gov.au/nrs/internetrelay

Call 1300 555 727

Give the relay officer the phone number you want to call.



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Scope's Communication and Inclusion Resource Centre wrote the Easy English in September 2020 www.scopeaust.org.au.

For the original contact the Department of Health and Human Services.

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