



What is the Frontline Worker Accommodation program?

The Victorian Government's COVID-19 Frontline Worker Accommodation program (formally known as Hotels for Heroes) supports essential healthcare workers required to self-quarantine or self-isolate who are not able to do so in their usual accommodation.

Who is eligible for Hotels for Heroes?

Public and private hospital staff may be eligible to access the Frontline Worker Accommodation program. This includes clinical and non-clinical workers on hospital wards.

Category 1: Frontline workers confirmed by the Department of Health to have COVID-19 and who cannot safely self-isolate or quarantine in their home.

Category 2: Frontline workers who are identified as a close contact of someone confirmed to have COVID-19.

Category 3: Frontline workers who work in designated COVID-19 wards or in roles that require regular exposure to confirmed COVID-19 patients; and require alternate accommodation in the short term for compassionate grounds or residential circumstances.

Western Health may also consider emergency accommodation for extenuating circumstances.

What are unsuitable home environments for self-isolation or self-quarantine?

The home environment may not be suitable for self-isolation or self-quarantine if the health care worker lives with people identified in an at-risk group, such as:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions
- People over 65 years of age with chronic medical conditions
- People 70 years and older
- People with compromised immune systems

The home environment may also be unsuitable for self-isolation or self-quarantine if the worker shares a house with other frontline workers.

Is it mandatory for frontline workers to access Frontline Worker Accommodation?

Participation in the program is voluntary. This program is for frontline workers who cannot safely self-quarantine or self-isolate at home.

Frontline workers can choose to self-isolate or self-quarantine in their own home with extra precautions in place to manage the risk of coronavirus (COVID-19) transmission to others.

More information?

Workers in self-quarantine or self-isolation are required to follow the guidance and directives relating to restricted activity, staying at home and physical distancing. Further information is available at www.coronavirus.vic.gov.au.

How to apply?

If you believe you are eligible or would like further information, please contact the Western Health Hotels for Heroes team:

When: 8am - 4.30pm 7 days per week

Email: Covid-19HotelsForHeroes@wh.org.au

All requests for Frontline Worker accommodation require endorsement from Western Health and should be made via the Hotels for Heroes team.

*** Please note: Requests related to Category 3 will be addressed on weekdays only*