

Frontline Worker Accommodation



Western Health

Updated 17 May 2022

COVID - 19

Be Safe -- Be Smart -- Be Kind

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 Frontline worker accommodation?

Public and private hospital staff, including clinical and non-clinical workers, may be eligible to access the Frontline Worker Accommodation program.

The program is available to frontline workers who are:

- notified by the Department of Health to have COVID-19 or be identified as a close contact of someone who has COVID-19, **and**
- unable to safely self-isolate or quarantine in their home.

Staff working in designated COVID-19 wards or in roles that require regular exposure to COVID-19 patients may be eligible for compassionate short term accommodation in order to protect members of their household while they continue to work on site at WH. To review the eligibility criteria related to short term compassionate accommodation, please refer to: www.coronavirus.vic.au.

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

A worker's home environment may be unsuitable for self-isolation or self-quarantine if they live with a vulnerable or at-risk person, as described below:

- 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
- People who are pregnant

The home environment may also be unsuitable for self-isolation or self-quarantine if the worker lives with another frontline worker or in a high-density setting.

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 COVID-19 Staff Enquiries team:

When: 8am - 4.30pm Monday to Friday
9am – 1.00pm Sunday

Email: whsCOVID-19staffclinicenquiries@wh.org.au

All requests for Frontline Worker accommodation require endorsement from Western Health and should be made via the COVID-19 Staff Enquiries team.