

Guidelines for Potential and Confirmed COVID-19 Cases – Managers (non-Custodial)

Purpose

This document outlines what will happen when there is a potential or confirmed case of COVID-19 among DCJ staff members where there is a risk of exposure to the workplace. It also answers some key questions you or your staff may have about COVID-19 cases in the workplace, and provides you with a handy checklist of information and reporting steps.

FREQUENTLY ASKED QUESTIONS

What Is An Unwell Person?

An 'unwell person' is anyone who is feeling sick or otherwise unwell. Where an individual is feeling unwell or exhibiting any symptoms, they must not attend the workplace. If someone presents at work, they are to be sent home on sick leave.

Individuals with COVID-19 symptoms should seek medical advice and complete a COVID-19 test, either through their GP or at a testing clinic. If the individual is asked to complete a test or are waiting on results, they are referred to as a 'potential case'.

What Is A Potential Case?

A 'potential case' refers to anyone who has been asked to get a test, or is awaiting test results.

The individual is to home isolate, and monitor their symptoms. If their health deteriorates, they should seek immediate medical attention. It is up to the individual to advise their manager of their test results.

What Is A Confirmed Case?

A 'confirmed case' refers to someone who has tested positive for COVID-19.

Coronavirus is a notifiable disease under the *Public Health Act 2010* (NSW). This means that any pathology laboratories which identify positive COVID-19 cases must urgently advise the NSW Public Health Unit.

When an individual tests positive for COVID-19, they will be contacted directly by a public healthcare professional as a matter of urgency. An extensive phone interview will be conducted to understand the individual's symptoms, infection source, risk factors, care plan, and to identify individuals for the contact tracing process.

What Is A Close Contact?

A close contact is a person who has had the following contact with a confirmed COVID-19 case:

- 15 minutes face-to-face contact over a week period; or
- 2 hours or more in an enclosed space.

In most cases, an individual will be contacted by NSW Health if they have been a close contact of a confirmed COVID-19 case. A close contact is required to follow the NSW Health instructions, including home isolation for a period of 14 days.

If someone thinks they might be a close contact, but have not been contacted by NSW Health, they should self-isolate and seek testing.

What Is A Casual Contact?

A 'casual contact' who has been near a confirmed COVID-19 case but does not qualify as a close contact (see above). This might include sharing an elevator, or walking by in a corridor. This level of exposure is not considered to put an individual at risk of infection, and so does not require testing.

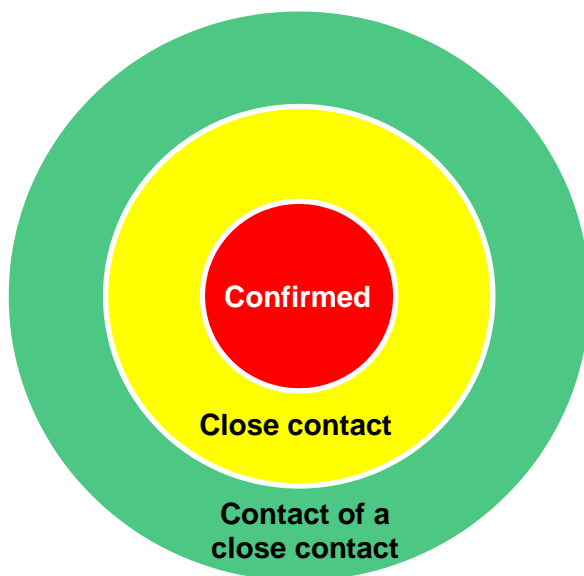
Who Needs To Self-Isolate?

According to NSW Health, there are a number of people who need to self-isolate:

- If you returning from overseas;
- If you required to self-isolate under the Public Health Order;
- If you have been in close contact with a confirmed COVID-19 case;
- If you are currently awaiting COVID-19 test results; or
- If you have been advised to self-isolate for any other reason by NSW Health.

If you do not fall into these categories, you are not required to self-isolate.

A simple way is to think of contacts like a target



In the centre (red) is a confirmed COVID-19 case. These individuals must follow all NSW Health advice, including self-isolating until they test negative.

The first ring (yellow) represents close contacts of a confirmed COVID-19 case. These individuals need to self-isolate for 14 days and get a COVID-19 test.

The second ring (green) represents contacts of a close contact of a confirmed case. These individuals should self-monitor for symptoms but do not need to self-isolate.

For example:

Person A is positive for COVID-19. NSW Health calls Person B and tells them they are a close contact and need to be tested. Person B lives with Person C, who works for DCJ. What should happen next?

Person C should stay away from the workplace until Person B receives their test results.

- If the results are positive, the Person C is a close contact of a confirmed case, and must self-isolate and be tested themselves.
- If the results are negative, the Person C is a contact of a close contact, and so should self-monitor and seek testing only if they develop symptoms.

GUIDES

We have written some easy to follow guides for Managers. They are attached in the following pages for you to access if and when you need them.

[GUIDE 1: When there is an Unwell Person in the Workplace](#) (page 3)

[GUIDE 2: When an Employee advises they are being tested for COVID-19](#) (page 5)

[GUIDE 3: When a client/customer/visitor advises they are being tested for COVID-19](#) (page7)

[GUIDE 4: when there is a confirmed case of COVID-19](#) (page 10)

[GUIDE 5: When a potential case tests negative](#) (page 12)

For more information

Health NSW - www.health.nsw.gov.au

National Coronavirus Health Information line
1800 020 080

NSW Public Health Unit 1300 066 055

Department of Communities and Justice
<https://coronavirus.dcj.nsw.gov.au/>

GUIDE 1: When there is an unwell person in the workplace

Any individual who is feeling unwell must stay away from the workplace. This includes staff, visitors, clients and customers.

If an unwell person is showing respiratory symptoms, they should seek medical attention and be tested for COVID-19. Until an individual is asked to undergo tested or is awaiting results, an unwell person is not considered a potential case.

Step 1: Ask the following Questions

When you become aware that an individual in the workplace is unwell please ask the individual the following questions:

- **Ask the individual where they have been in the workplace during the day, including workstations and meeting rooms.** This will help to identify the areas which may require additional cleaning.
- **Ask the individual to contact you if they do undergo a COVID-19 test.** If the employee seeks medical attention and is requested to complete a COVID-19 test, confirm that they are willing to advise you of the test and its outcome, and ensure they have your best contact number. If they do have a test, you will need to refer to the steps in '[Guide 2: When an Employee advises they are being tested for Covid-19](#)'

Step 2: Send the individual home or for medical attention

Advise the individual that they will need to go directly to either their home or for medical attention (and possibly for testing). Ask the individual if they require assistance to organise their transport home or to a medical centre.

If your workplace has face masks set aside for unwell persons, provide them with one and advise them that it is to be worn at all times in public.

Step 3: Assess the workplace

In response to COVID-19, all DCJ workplaces are regularly cleaned with disinfecting detergents with a focus on high-touch traffic points.

All staff should be asked to avoid any areas where the individual has been until the identified areas can be cleaned.

- Where possible, close off the affected areas until they can be cleaned.
- If anyone has been in that area, they should not panic.
- Advise them to wash their hands, disinfect their belongings, and maintain good hygiene.

Step 4. Support the employee

For an employee who is unwell, sick leave applies and leave arrangements should be managed in accordance with the [Leave Entitlements](#).

It is important to understand staff may feel anxious during this time. Remind the employee that the Employee Assistance Program (EAP) is available to listen and provide confidential advice, support, and information. Their immediate family can also access support under the EAP.

Help for former Family and Community Services staff: Call Converge on 1300 687 327 or email eap@convergeintl.com.au

Help for former Justice staff: Call Benestar on 1300 360 364 or email eapcentre@benestar.com

GUIDE 2: When an Employee advises they are being tested for COVID-19

Any employee who is being tested for COVID-19 must be considered a potential case.

If an employee advised they are having or have had a COVID-19 test, there are 4 key questions to ask them. These key questions will establish the next steps that DCJ will need to take to keep everyone safe in the workplace. It will also help DCJ to fulfil its obligations on reporting cases.

Step 1: Ask the employee the following questions

Please ask the employee the following questions and record the employee's answers, you will need to convey this information to the COVID Response Team:

- **Why is the employee getting a COVID-19 test?**
 - They have been contacted by NSW Health as a close contact of a confirmed case
 - They have been in an identified COVID-19 hotspot
 - They're feeling unwell/showing symptoms
 - They suspect they may have been exposed to a confirmed case
 - Other: (please record why)
- **If they are feeling unwell, how long have they been feeling unwell for?**
 - Please record how long they have been showing symptoms
- **When was the last time they were in the workplace?**
 - Please record dates, locations and times for the past 5 days.
- **Did they have any meetings or face-to-face contacts with anyone else in the course of their work?**
 - This may include with other staff members or with customers, clients, inmates, etc.
 - Please record the details of anyone they can recall specific contact with
- **Will the employee call back and share their test results as soon as they can?**
 - Confirm that they are willing, and ensure they have your best contact number

Step 2: Call the DCJ Manager Reporting Hotline 02 8753 8925

Please call DCJ Manager Reporting Hotline 02 8753 8925 to advise of the above information. The Reporting Hotline team will provide you with support and advice. They will also record the details to help assist track potential cases within the workplace and make arrangements for additional supports such as contact with Infrastructure and Assets for additional cleaning, where required.

Step 3: Assess the workplace

In response to COVID-19, all DCJ workplaces are regularly cleaned with disinfecting detergents with a focus on high-touch traffic points.

If the employee has not been in the workplace in the past 8-14 days, then there is no need to close the workplace as they will not require special cleaning.

If the employee has been in the workplace in the past 5 days, Infrastructure and Assets may arrange for additional cleaning if required.

For privacy reasons, do not share the name of the employee being tested with the other staff.

Please note: until the employee's results are confirmed, there **is no need for anyone in the office to self-isolate**. As usual, all staff should self-monitor and seek medical attention if they feel unwell.

All staff should be asked to:

- **Avoid the area where the employee had been sitting**
 - If someone has been sitting in that area, they should not panic.
 - They do not need to self-isolate.
 - Advise them to wash their hands, disinfect their belongings, and maintain good hygiene.
- **Put all personal belongings on desktops into drawers/cabinets.**
 - This will make it easier to ensure the office area is thoroughly cleaned.
- **To gather what they would need to work from home or an alternate location for the rest of the day, and potentially tomorrow.**
 - In this instance, most offices will receive a 'deep clean' that evening as part of the nightly cleaning routine.
- **If anyone is feeling unwell, advise them to stay away from the workplace and seek medical attention.**

Step 4: Advise your Director/Executive Director

Contact your Director and/or Executive Director to advise them of the situation and steps you have taken/are going to take.

Step 5: Await test results

As soon as the employee advises you of the results of their test, please contact the DCJ Manager Reporting Hotline on 02 8753 8925 to advise of the outcome. If the results of the test are positive to COVID-19, additional actions may be required as per '[Guide 4: When there is a confirmed case of COVID-19](#)'.

Please also advise your Director/Executive Director of the outcome of the results.

Step 6. Support the employee

It is important to understand staff may feel anxious during this time. Remind the employee that the Employee Assistance Program (EAP) is available to listen and provide confidential advice, support, and information. Their immediate family can also access support under the EAP.

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Help for former Justice staff: Call Benestar on 1300 360 364 or email eapcentre@benestar.com

GUIDE 3: When a client/customer/visitor advises they are being tested for COVID-19

Any individual who is being tested for COVID-19 must be considered a potential case.

If an individual advises they are having or have had a COVID-19 test, there are 4 key questions to ask them. These key questions will establish the next steps that DCJ will need to take to keep everyone safe in the workplace. It will also help DCJ to fulfil its obligations on reporting cases.

Step 1: Ask the following questions

Please ask the individual the following questions:

- **Why is the individual getting a COVID-19 test?**
 - They have been contacted by NSW Health as a close contact of a confirmed case
 - They have been in an identified COVID-19 hotspot
 - They're feeling unwell/showing symptoms
 - They suspect they may have been exposed to a confirmed case
 - Other: (please record why)
- **If they are feeling unwell, how long have they been feeling unwell for?**
 - Please record how long they have been showing symptoms
- **Has the individual been into a DCJ workplace, or have they had contact with a DCJ employee?**
 - Please record dates, locations and times of contact for the past 5 days.
- **Did they have any meetings or face-to-face contacts in a DCJ workplace?**
 - This may include with other staff members or with customers, clients, inmates, etc.
 - Please record the details of anyone they can recall specific contact with
- **Will the individual call back and share their test results as soon as they can?**
 - Confirm that they are willing, and ensure they have your best contact number.

Step 2: Call the DCJ Manager Reporting Hotline 02 8753 8925

Please call DCJ Manager Reporting Hotline 02 8753 8925 to advise of the above information. The Reporting Hotline team will provide you with support and advice. They will also record the details to help assist track potential cases within the workplace and make arrangements for additional supports such as contact with Infrastructure and Assets for additional cleaning, where required.

Step 3: Advise your Director/Executive Director

Contact your Director and/or Executive Director to advise them of the situation and steps you have taken/are going to take.

Step 4a: Assess the workplace

*This step if only if the individual has been in a DCJ workplace. If they have only had external contact with a DCJ worker, please proceed to **Step 4b**.*

In response to COVID-19, all DCJ workplaces are regularly cleaned with disinfecting detergents with a focus on high-touch traffic points.

If the individual has not been in the workplace in the past 8-14 days, then there is no need to close the workplace as it will not require special cleaning.

If the individual has been in the workplace in the past 5 days, Infrastructure and Assets may arrange for additional cleaning if required.

For privacy reasons, do not share the name of the individual being tested with the staff, and advise them that they must not share any personal details they may know about the person being tests.

Please note: until the individual's results are confirmed, there **is no need for anyone in the workplace to self-isolate**. As usual, all staff should self-monitor and seek medical attention if they feel unwell.

All staff should be asked to:

- **Avoid the area where the individual had been within the workplace**
 - If someone has been sitting in that area, they should not panic.
 - They do not need to self-isolate.
 - Advise them to wash their hands, disinfect their belongings, and maintain good hygiene.
- **To gather what they would need to work from home or an alternate location for the rest of the day, and potentially tomorrow.**
 - In this instance, most offices will receive a 'deep clean' that evening as part of the nightly cleaning routine.
- **If anyone is feeling unwell, advise them to stay away from the workplace and seek medical attention.**

Step 4b: Advise the employee

*This step is for when the individual has only had external contact with a DCJ employee. If they have been in a DCJ workplace, please review to **Step 4a**.*

Contact the DCJ employee who has been in contact with the potential case. Advise them at this stage, that the individual has advised they are undergoing testing. If the worker has had more than 15 minutes face-to-face contact or more than 2 hours in an enclosed area with the employee, they will be considered a close contact.

Please note: until the individual's results are confirmed, there **is no need for the worker to self-isolate**. Depending on the requirements of their role and current working arrangements, you may wish to discuss them staying away from the workplace and other clients/customers until the individual's results are confirmed.

As usual, all staff should self-monitor and seek medical attention if they feel unwell.

Step 5: Await test results

As soon as the individual advises you of their test results, please contact the DCJ Manager Reporting Hotline on 02 8753 8925 to advise of the outcome. If the results of the test are positive to COVID-19, additional actions may be required as per [Guide 4: When there is a confirmed case of COVID-19](#).

Please also advise your Director/Executive Director of the outcome of the results.

If you went through Step 3b, please also advise the affected DCJ worker.

GUIDE 4: When there is a confirmed case of COVID-19

If you have been advised that a previously reported potential case is confirmed as a positive COVID-19 case, please follow the below steps as a matter of urgency. The quicker you report the confirmed case, the faster the DCJ COVID-19 Reporting Hotline team can organise the necessary response.

Step 1: Confirm the Positive Result

Please confirm with the individual that NSW Health has contacted them to confirm that they have tested positive for COVID-19. Ask the individual if NSW Health has interviewed them for contact tracing.

Coronavirus is a notifiable disease under the Public Health Act 2010 (NSW). This means that any pathology laboratories which identify positive COVID-19 cases must urgently advise the NSW Public Health Unit.

When an individual tests positive for COVID-19, they will be contacted directly by a public healthcare professional as a matter of urgency. An extensive phone interview will be conducted to understand the individual's symptoms, infection source, risk factors, care plan, and to identify individuals for the contact tracing process.

If the individual states they have COVID-19 but have **not** been contacted by NSW Health to begin contact tracing, advise them to contact NSW Health to confirm their test results.

Step 2: Call the DCJ Manager Reporting Hotline 02 8753 8925

Please call the DCJ Manager Reporting Hotline on 02 8753 8925 to advise of a confirmed case.

The Reporting Hotline team will confirm the workplace location/s and the details of when the employee has been in the workplace in the past 5 days during the call with you. Reporting Hotline staff will then assist you with the following:

- Making arrangements with Infrastructure and Assets for a 'Post-COVID Clean'. This may require the office to be closed for an extra day, but will ensure the office is safe for staff to return.
- Reporting to the relevant WHS team, including reporting to SafeWork NSW, where required
- Advising the Media team
- Other DCJ essential areas

You will not need to contact these areas. If they require more information from you, they may contact you directly.

Step 3: Advise your Director/Executive Director

Contact your Director and/or Executive Director to advise them of the situation. Tell them that you have already spoken with the DCJ COVID-19 Reporting Hotline team.

Step 4: Update your staff

You will need to advise affected staff that the workplace will be closed for a 'Post-COVID Clean' is completed. This is usually able to be organised overnight and the affected workplace will be open again the next day.

Again, for privacy reasons do not share the personal details of the confirmed case. Remind staff not to speak to media outlets.

Step 5: Safe return to the workplace

The COVID-19 Reporting Hotline team will contact you to confirm when the cleaning is booked and when it will be safe to return to the workplace.

Please advise staff accordingly that:

- A 'Post-COVID Clean' is an intensive clean that will ensure all surfaces in the office are disinfected.
- There are no lingering particles in the air and it is safe to return to the office if necessary.
- DCJ continues to advise workers to work from home where possible.
- Anyone who is feeling unwell should stay away from the workplace and seek medical attention.

Please advise your Director/Executive Director.

Step 6. Support the team

Leave arrangements should be managed in accordance with the [Leave Entitlements](#).

It is important to understand staff may feel anxious during this time. Remind the employee that the Employee Assistance Program (EAP) is available to listen and provide confidential advice, support, and information. Their immediate family can also access support under the EAP.

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GUIDE 5: When a potential case returns negative test results

If you have been advised that a previously reported potential case has returned negative test results, please follow the below steps.

Step 1: Confirm the Negative Result

Please confirm with the individual that NSW Health has confirmed they have tested negative for COVID-19.

If the individual is a client/customer/visitor, thank them for passing on the information to us. Please remind them call ahead to a DCJ work place they are scheduled to visit to advise if they are not feeling well in the future.

If the individual is an employee, please advise that they should

- If they were tested because they have been in a COVID-19 hotspot or NSW Health confirmed they were a close contact of a confirmed case, they may still be required to self-isolate for 14 days. They must stay away from the workplace until that time has lapsed, but may work from home where possible.
- If they were tested because they were feeling unwell, they must stay away from the work place until they are well.
- If they were tested for any other reason and are not showing any symptoms of illness, they can return to the work place.

Step 2: Call the DCJ Manager Reporting Hotline 02 8753 8925

Please call the DCJ Manager Reporting Hotline on 02 8753 8925 to advise of a negative test result.

The COVID-19 Reporting Hotline team will then advise other areas of DCJ who may need to be aware for their information, including HRBP/District WHS teams, People, Infrastructure & Assets and Communications.

Step 3: Advise your Director/Executive Director

Contact your Director and/or Executive Director to advise them of the situation. Tell them that you have already spoken with the DCJ COVID Response Team.

Step 4: Update your staff

You can then advise affected staff that there is no longer a potential case and it is staff to return to the work place if necessary.

Again, for privacy reasons do not share the personal details of the individual. Remind staff not to speak to media outlets.

Please advise staff accordingly that:

- DCJ continues to advise workers to work from home where possible.
- Anyone who is feeling unwell should stay away from the workplace and seek medical attention.

Please advise your Director/Executive Director.

Step 5. Support the team

Leave arrangements should be managed in accordance with the [Leave Entitlements](#).

It is important to understand staff may feel anxious during this time. Remind employees that the Employee Assistance Program (EAP) is available to listen and provide confidential advice, support, and information. Their immediate families can also access support under the EAP.

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