



Residential Out of Home Care (OOHC) settings and Specialist Homelessness Services COVID-19 Response Quick Reference Guide

As the COVID-19 pandemic continues to evolve, Residential Out-of-Home Care (OOHC) and Specialist Homelessness Services (SHS) providers need up-to-date information and links to the latest COVID-19 related resources. The table on the following pages includes information and links from a range of government and non-government websites that can assist providers to answer some of their key questions.

Question	Resource link	What you will find
Where can I access the latest, trusted information about COVID-19?	NSW Health – COVID-19 landing page	Current COVID-19 information, statistics and links to popular resources and pages
	NSW Health – COVID-19 guidelines and fact sheets	Information and links to guidance and factsheets on COVID-19 related topics
	NSW Health – COVID-19 rules	Current COVID-19 rules in NSW for people and businesses
Where can I access the latest information about vaccinations and booster vaccinations?	NSW Health – COVID-19 vaccination information	NSW Government information about vaccines
	Where and how to get your COVID-19 vaccination	NSW Government information on vaccine eligibility and how to book an appointment
	Stay up to date with your COVID-19 vaccines	Definitions for being up to date with COVID-19 vaccinations based on age and health needs
	Booster vaccinations	NSW Government advice on booster vaccinations
	COVID-19 booster vaccine advice	Department of Health advice on booster vaccines, including booster programs
Where can I find advice on COVID-19 symptoms or information for people exposed to COVID-19	COVID-19 symptoms	NSW Government advice on COVID-19 symptoms and how COVID-19 spreads
	COVID-19 Symptom Checker	Useful tool from healthdirect to check COVID-19 symptoms online
	Information for people exposed to COVID-19	Includes examples of high, moderate and low risk of exposure, and advice on risks to protect people

Note: All links in this guide, apart from those relating to additional funding, also support the delivery of services in Youth Justice Residential Rehabs.



Residential Out of Home Care (OOHC) settings and Specialist Homelessness Services COVID-19 Response Quick Reference Guide

Question	Resource link	What you will find
Where can I find the latest COVID-19 testing advice and information?	Getting tested for COVID-19	Guidance on testing and includes information on when a person should do a rapid antigen test (RAT) or a PCR test.
	Rapid antigen tests for COVID-19	Specific information about RATs, including who should use RATs, which type to use, and what to do about results
	Register a positive rapid antigen test (RAT) result	Information on how to register a positive RAT result through Service NSW
	Public health guidance for testing and management of COVID-19 cases in Residential OOHC settings and SHS	Specific NSW Health guidance for testing and management of COVID-19 cases for OOHC and SHS providers. This provides information on managing confirmed cases
	Frequently asked questions - COVID-19 management and vaccination policy for DCJ service providers	Answers to questions service providers have asked DCJ, including questions about RATs, asking clients to take RATs, and working with clients who refuse to take RATs
Where can I find the latest information on managing high risk exposures or confirmed cases of COVID-19	Information for people exposed to COVID-19	Advice for people exposed to COVID-19 to protect themselves and others.
	Self-isolation and testing	NSW Health page with links to advice on self-isolation and testing
	Self-isolation rules for cases and people exposed to COVID-19	NSW Government self-isolation requirements
	Testing positive to COVID-19 and managing COVID-19 safely at home	NSW Health advice on what to do if someone tests positive, including managing symptoms, advising contacts, and isolating
	Guidance for businesses with a worker who tests positive for COVID-19	NSW Government advice on what to do when a worker tests positive, including the latest advice on reporting to SafeWork NSW and assessing risk to other workers
	Notification of a confirmed COVID-19 worker in the workplace	The reporting form for notifying NSW SafeWork of a confirmed COVID-19 worker
	Critical worker exemption from the PHO details	Details of the critical worker exemptions in the Public Health Order from 14 February 2022
	Critical worker self-isolation exemption guidance	Information on which critical workers may be permitted to leave self-isolation to attend work, and when



Residential Out of Home Care (OOHC) settings and Specialist Homelessness Services COVID-19 Response Quick Reference Guide

Question	Resource link	What you will find
Where can I find other useful links to help me deliver services?	Specialist homelessness services COVID-19 additional payments	DCJ funding available to support SHS providers with staffing, client accommodation and safety
	Sector support for COVID-19 management	Guidance for developing and updating COVID-19 management plans and risk assessment for DCJ service providers
	Service Seeker tool	A directory of over 390,000 service providers across a variety of sectors, including support and counselling, mental health, legal, housing, health, food, family violence, employment, disability, multicultural population support, alcohol and other drugs, financial, education/training, emergency relief, material aid, and disaster relief and recovery services
	Ask Izzy	A website that connects people in crisis with local services they need
	Food relief services	DCJ factsheet providing information on a range of options for food relief
	Support for people impacted	Links to NSW Council of Social Service (NCOSS) information on how to access essentials, including groceries
	Personal Protective Equipment (PPE) Quick Reference Guide	A list of links to resources with information on requirements and use of PPE
Where can I find accessible information about COVID-19 for children and young people?	NSW Health – COVID-19 Resources for young people, their parents/carers and healthcare workers	Access to trusted information about COVID-19 for young people



Residential Out of Home Care (OOHC) settings and Specialist Homelessness Services COVID-19 Response Quick Reference Guide

Question	Resource link	What you will find
Where can I find accessible information about COVID-19 for people with disability?	COVID-19 information for people with disability	COVID-19 information for people with disability (includes useful videos)
	Council for Intellectual Disability easy read information on COVID-19	Easy read information on COVID-19 for people with intellectual disabilities (includes useful videos)
	Guidelines on the rights of people with disability in health and disability care during COVID-19	Guidelines on the rights of people with disability in health and disability care during COVID-19
	Healthcare rights for people with cognitive impairment	A download explaining healthcare rights for people with cognitive impairment. This is an easy-to-read English guide
Where can I find COVID-19 Aboriginal health resources?	COVID-19 Aboriginal health resources	NSW Health have developed COVID-19 health resources that includes graphics, posters and templates
	National Aboriginal Community Controlled Health Organisation (NACCHO)	COVID-19 resources from the National Aboriginal Community Controlled Health Organisation (NACCHO)
Where can I access information about COVID-19 in other languages?	NSW Health – COVID-19 resource language list	COVID-19 resource language list, with useful factsheets and videos
	NSW Health – COVID-19 resources translated by topic	COVID-19 translated resources by topics
	NSW Health – COVID-19 translated resources	A range of COVID-19 translated resources



Please contact
SHSProgram@facs.nsw.gov.au
OOHCRcontracting@facs.nsw.gov.au
for further information or if you have any
questions