

### Scenario

- NSW Health will advise that clients in a Temporary Accommodation hotel may have been exposed to a person that is COVID-19 positive, and that they are asked to 'stop and stay' where they are until they get tested and get a negative result
- Alternatively, there may be a scenario where 1 or more clients in the hotel have tested positive for COVID-19, and there is potential for other clients to have been exposed
- The assumption is that an event like this may extend for 2-3 days as people respond to the request to be tested and results come through
- It should be noted that every situation to date has differed in the response, and as such the below is a guide that may slightly change depending on the circumstances.
- Some situations may require DCJ to activate the 24/7 lockdown hotline number directed to the HCC, where operators will record inbound and outbound call details in the lockdown client database.
- TA is not available to people who are close contacts or have tested positive to COVID-19 before coming into TA

### Immediate Response (within 4 hours)

Agency	Action
<b>NSW Health</b>	<ul style="list-style-type: none"> <li>• Notify DCJ of positive COVID-19 case within a TA hotel</li> <li>• Set up meeting with DCJ as soon as possible to discuss specific scenario in more detail</li> <li>• Establish incident group across all relevant agencies</li> <li>• Advise DCJ of key contact / incident controller from Health for the location</li> <li>• Provide advice to DCJ and the Hotel on the extraction of COVID positive cases / households to Specialist Health Accommodation (SHA).</li> <li>• Provide update to DCJ on proposed model for managing particular location. Key decisions to be jointly made in relation to site: <ul style="list-style-type: none"> <li>○ Exposure period (date from and to)</li> <li>○ Any need for DCJ to place letters/leaflets under doors</li> <li>○ If an SMS is required to be sent from DCJ</li> <li>○ If the HCC 24/7 hotline should be opened</li> <li>○ If any food arrangements for clients is needed</li> <li>○ If outbound calls to clients is necessary</li> </ul> </li> <li>• Consider if urgent COVID-19 testing can be provided on site at the TA hotel</li> <li>• Provide scripting to DCJ for SMS message to clients</li> </ul>
<b>Housing District (DCJ)</b>	<ul style="list-style-type: none"> <li>• Provide NSW Health with list of known TA clients at location, including contact phone numbers (sourced from CSBI)</li> <li>• If agreed by incident group and safe to do so, District to hand deliver a leaflet under the doors of each impacted room explaining the arrangements for testing, the hotline number and food arrangements <ul style="list-style-type: none"> <li>○ DCJ staff entering the building will be required to wear PPE (at minimum face masks, gloves and face shield/goggles)</li> </ul> </li> </ul>

# Management of COVID-19 in Temporary Accommodation DCJ Guidelines

	<ul style="list-style-type: none"> <li>• Provide CSBI with key contact person to receive hotline incident reports from the lockdown database (where the hotline is to be activated)</li> <li>• If DCJ is aware of any NGOs / support agencies working with a client that is in the locked down TA hotel, DCJ will contact the provider to with a status update</li> </ul>
<b>CSBI (DCJ)</b>	<ul style="list-style-type: none"> <li>• Provide District with data detailing known TA clients at location and their known phone numbers for the exposure period</li> <li>• Send approved SMS to clients (In some cases, NSW Health may send SMS).</li> <li>• Prepare COVID-19 database with known client details for those at TA hotel and the nominated District contact person to receive reports</li> <li>• Notify HCC if the 24/7 hotline is required to be activated.</li> </ul>
<b>HCC (DCJ)</b>	<ul style="list-style-type: none"> <li>• If required, activate 24/7 hotline</li> <li>• Cease all bookings to TA hotel until advised</li> <li>• If required, undertake outbound calls to clients in TA hotel</li> <li>• If required, liaise with OzHarvest to source food packs for clients</li> </ul>

## Ongoing Response (daily)

Agency	Action
<b>NSW Health</b>	<ul style="list-style-type: none"> <li>• Attend daily meetings with DCJ as a part of incident group</li> <li>• Provide updates on testing rates and any change to classification at site</li> <li>• Determine if any clients need to be relocated to Health hotels</li> </ul>
<b>Housing District (DCJ)</b>	<ul style="list-style-type: none"> <li>• Attend daily meetings with NSW Health as a part of incident group</li> <li>• Check reports sent from the lockdown database for any client matters that need to be followed up (eg medical, pharmaceutical, food, special needs).</li> <li>• Respond to any Health questions or requests for assistance on site</li> <li>• Attend site if requested by NSW Health</li> <li>• Make deliveries to site as required (e.g. hampers, masks, PPE etc)</li> <li>• Liaise closely with the TA hotel around situation as necessary</li> <li>• Continue to liaise with any agencies that are providing support to clients in locked down TA hotel</li> </ul>
<b>CSBI (DCJ)</b>	<ul style="list-style-type: none"> <li>• Attend daily meetings with NSW Health as a part of incident group</li> <li>• Send any additional SMS clients as requested</li> <li>• Support HCC with database, and any data requirements on a needs basis</li> <li>• Liaise with Resilience NSW, or other services as required around food hampers</li> <li>• Support District as required</li> </ul>
<b>HCC (DCJ)</b>	<ul style="list-style-type: none"> <li>• If hotline has been activated, receive calls and note in database</li> <li>• If required, undertake additional outbound calls to clients in TA hotel</li> <li>• If required, liaise with OzHarvest to source food packs for clients</li> </ul>

## TA policy changes to manage non-compliance of Health request for testing

Following a scenario where TA clients have refused to get tested when requested to by NSW Health due to being a casual contact, DCJ has temporarily amended its TA policy:

Where a TA client declares to staff, or staff are advised by NSW Health, that a client is a 'Casual Contact' of a positive COVID-19 case, staff should ask if the client has been tested.

- If the answer is no, the client is advised that no TA will be provided until they get tested and then advise staff that they have been tested.
- If the answer is yes and they are awaiting the result, staff should seek to find accommodation for the client but cannot guarantee it. This will depend on if staff can source a provider willing to accept them as a casual contact in their location.