

### Scenario

- NSW Health will advise that tenants of a multi-unit dwelling 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, or they are deemed casual contacts and need to get tested and isolate pending test results
- There are occasions where close contacts and COVID positive people may remain in public housing without a building being locked down, and this decision will be made in line with NSW Health advice
- The assumption is that an event like this may extend for 2-3 days as people respond to 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.
- If a building is formally being locked down, a different set of guidelines apply

### 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 DCJ unit block</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 on the extraction of COVID positive cases / households to Specialist Health Accommodation (SHA).</li> <li>• Provide update to DCJ on proposed model for managing unit block. 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 tenants is needed</li> <li>○ If outbound calls to tenants is necessary</li> </ul> </li> <li>• Consider if urgent COVID-19 testing can be provided on site</li> <li>• Provide scripting to DCJ for SMS message to tenants</li> </ul>
<b>Housing District (DCJ)</b>	<ul style="list-style-type: none"> <li>• Provide NSW Health with list of known tenants 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 unit explaining the arrangements for testing, the hotline number and food arrangements</li> </ul>

# Management of COVID-19 in multi-unit dwellings DCJ Guidelines

	<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> <li>● Provide CSBI with key contact person to receive hotline incident reports from the lockdown database (where the hotline is to be activated)</li> </ul>
<b>CSBI (DCJ)</b>	<ul style="list-style-type: none"> <li>● Provide District with data detailing known tenants at building and their known phone numbers for the exposure period</li> <li>● Send approved SMS to tenants (In some cases, NSW Health may send SMS)</li> <li>● Draft leaflet for tenants detailing hotline number and food arrangements for delivery by District <ul style="list-style-type: none"> <li>○ Leaflet to note that rubbish removal (to bin bays) and linen/laundry will be the responsibility of the tenant</li> </ul> </li> <li>● Prepare COVID-19 database with known tenant details and the nominated District contact person to receive reports</li> <li>● Notify HCC if the 24/7 hotline is required to be activated.</li> <li>● If required, liaise with OzHarvest to source food packs for tenants</li> </ul>
<b>HCC (DCJ)</b>	<ul style="list-style-type: none"> <li>● If required, activate 24/7 hotline</li> <li>● If required, undertake outbound calls to tenants in unit block</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 tenants 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 tenant 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> </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 to tenants 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 <ul style="list-style-type: none"> <li>○ HCC will direct out of hours emergency medical assistance calls to 000</li> </ul> </li> <li>● If required, undertake additional outbound calls to tenants</li> </ul>