



Customer
Service

Three types of Public Health Alerts toolkit

There are three types of Public Health Alerts NSW Health might issue to a community regarding cases of COVID-19 in its local area.

These are:

1. Increased testing alert
2. Casual contact location alert to monitor for symptoms
3. Close contact location alert self-isolate and get tested immediately

This pack contains communications material you can use should any of these scenarios occur in your community plus Mental Health and Wellbeing support material.

www.customerservice.nsw.gov.au

Scenario 1: Increased testing alert

If an area or suburb is identified by NSW Health as having a growing number of COVID cases, or are places where NSW Health wants to increase testing to find any cases in that area, for example if an area has been exposed to a COVID-19 case during the infectious period or if there has been community transmission with unknown links, an '**increased testing alert**' will be issued for that community to stay vigilant for symptoms.

Encouraging people to stay vigilant by monitoring and undertake testing for even the mildest symptoms is critical to our COVID response.

The following messaging and content (both branded and unbranded) has been designed to help you communicate this to your community.

Locations are identified listed and updated daily on nsw.gov.au.

Increase testing alert: Example messaging

These messages are designed to include at least one of the three elements in each communication.

What is the situation?

- NSW Health will issue an alert for areas where case numbers are growing, or where there are unlinked cases to encourage increased vigilance from that community. This is called an “increased testing alert”.
- Due to a growing number of cases in [insert area/suburb], NSW Health has identified our community as needing increased vigilance to stop the spread.
- Remaining alert to symptoms and increased testing is the quickest way to identify cases in our community and contain the spread of the virus.

What should the community do?

- If you show any symptom of COVID-19, even if mild, get tested immediately. Even if you have been tested before.
- Symptoms of COVID-19 include fever (≥ 37.5), cough, sore/scratchy throat, shortness of breath (difficulty breathing), runny nose, loss of smell and loss of taste. Other symptoms include joint pain, muscle pain, headache, diarrhoea, nausea/vomiting and loss of appetite.
- Testing is available at pop-up or drive through clinics, your GP, a COVID-19 clinic or hospital. [Find your nearest COVID-19 testing clinic](#), wear a mask to and from the clinic and importantly, you must go straight home and self-isolate while you wait for your results
- Visit nsw.gov.au/covid-19 to learn more about being COVID Safe and looking after your mental health and wellbeing during this time
- You can [subscribe to RSS](#) to keep up to date with the latest media releases from NSW Health or follow NSW Health on [Facebook](#).

Why is it necessary to act now?

- The next few weeks are important for our community. The more people in [insert area/suburb] who get tested, the better we can tackle the spread of this virus.
- By getting tested and isolating if you are sick, you are protecting your loved ones and others in our community from catching the virus. You are also helping local business stay open, our community to continue to play sport, ensuring family and friends can see each other in a COVID Safe way.
- We can't be complacent. We are at a critical point of the pandemic and testing plays a crucial role in helping us stop the curve from rising again.



Increase testing alert: Example newsletter / website copy

Increase testing needed to combat growing number local COVID cases

As part of the measures in place to keep COVID-19 numbers in check, NSW Health has alerted us that our area is an area requiring increased testing.

For this reason, all residents are urged to get tested if you experience even the mildest COVID-19 symptom, such as a runny nose.

Testing is the quickest way we can identify cases in our community and keep the spread of the virus contained. We can't be complacent. We are at a critical point of the pandemic and testing plays a crucial role in helping us stop the curve from rising again.

If you show any symptom of COVID-19, even if mild, get tested immediately. Even if you have been tested before. The main symptoms of COVID-19 are fever, cough, sore/scratchy throat, shortness of breath, loss of smell, loss of taste and runny nose. Other symptoms include joint pain, muscle pain, headache, diarrhoea, nausea/vomiting and loss of appetite.

NSW Health recommends that anyone with these symptoms get tested for COVID-19 at pop-up or drive through clinics, your GP, a COVID-19 clinic or hospital. [Find your nearest testing clinic.](#)

The next few weeks are critical. The more people in [insert area/suburb] who get tested, the better we can tackle the spread of this virus.

It's never been more important to do the right thing. By getting tested and isolating if you are sick, you are protecting your loved ones and others in our community from catching the virus.

You are also helping local business stay open, our community to continue to play sport, ensuring family and friends can see each other in a COVID Safe way.

Who should get tested for COVID-19?

Anyone with COVID-19 symptoms should be tested. Symptoms include:

- fever (37.5° or higher)
- cough
- sore throat
- shortness of breath (difficulty breathing)
- loss of taste
- loss of smell

Other reported symptoms of COVID-19 include **fatigue, runny nose, muscle pain, joint pain, diarrhoea, nausea/vomiting** and **loss of appetite**.

Testing is especially important for:


- anyone who lives or works in a high risk setting (e.g. healthcare facilities, aged care and other residential facilities, schools, prisons, and other closed settings)
- Aboriginal and Torres Strait Islander people
- people who are close contacts of a confirmed case
- people who have returned from overseas in the last 14 days
- anyone admitted to hospital
- people who reside in areas for increased testing and surveillance

You do not need to be tested for COVID-19 if:

- You don't have symptoms.
- You have recovered from COVID-19 and have been released from isolation and/or are returning to work.

Special circumstances

- If you are part of a public health unit outbreak investigation, you need to be tested.

 More information:
www.nsw.gov.au/covid-19

[Link to download](#)

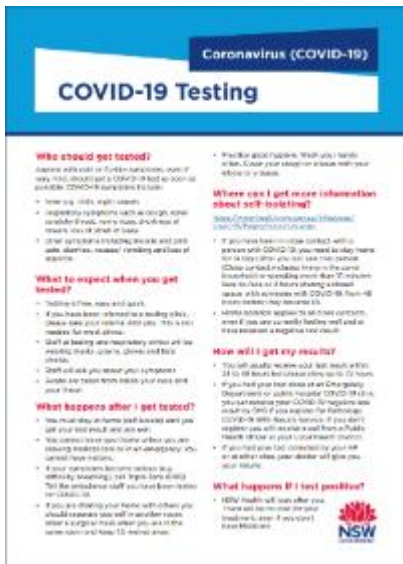
Increase testing numbers: Example script and Q&A for call centre operators

Due to a growing number of confirmed COVID-19 cases in the community NSW Government is calling on all residents in [area/Suburb] to be extra vigilant and get tested even with just the slightest symptoms. This is an important part to ensuring the virus can stay in check and to stop the spread in our community.

Testing centers are located at [locations].

Even if you have no symptoms you need to be extra vigilant during this time. Being COVID Safe means choosing to stay 1.5m apart from those we don't live with, washing your hands regularly to prevent the spread, wearing a mask in areas where it is hard to keep 1.5m distance, and being alert to any symptoms.

Thank you for helping our community stay COVID Safe.



COVID-19 Testing factsheet

[Link to download](#)

[Translations](#)

Q: Why has NSW Government listed [area/suburb]?

A: Due to a growing number of cases [insert date] NSW Gov identified [insert area] as an area where increased vigilance is needed to control the spread of COVID-19, with residents urged to get tested if they experience even mild symptoms.

Q: What are the symptoms I should be looking out for?

A: Symptoms of COVID-19 include fever (≥ 37.5), cough, sore/scratchy throat, shortness of breath, loss of smell, loss of taste and runny nose. Other symptoms include joint pain, muscle pain, headache, diarrhoea, nausea/vomiting and loss of appetite.

Q: Where do I go to get tested?

A: [ask for postcode and use the testing clinic finder tool:
<https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>]

Q: Will [area/suburb] have to go back into lock down?

A: If all [area/suburb] residents get tested with even the mildest symptoms, we will be able to perform contact tracing and manage case levels, and should be able to continue as we have been.

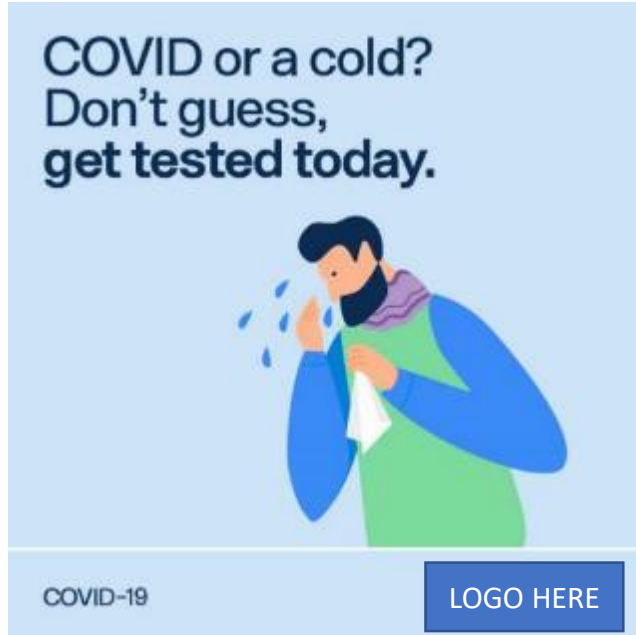
Q: How can I keep track of what areas have cases of COVID-19?

A: Locations are identified by NSW Health and listed and updated daily on nsw.gov.au or you can call 13 77 88

The most up to date information can be found at nsw.gov.au or by calling 13 77 88.

Increase testing numbers: Example social posts (non branded)

Tiles:



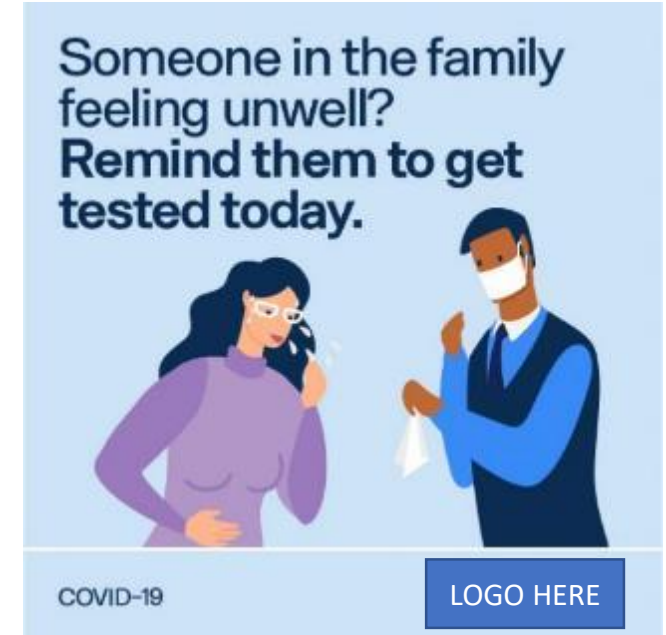
Post

Even mild symptoms like a cough can be a sign of COVID-19. Get peace of mind by getting tested. Find a testing clinic near you.
<https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>



Post

We need to keep testing numbers up to get through this together. If you're feeling unwell, get tested and stay home while you wait for your results.
<https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>



Post

Even if your symptoms are mild you should get tested and stay home. Find your nearest testing clinic
<https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>

Increase testing numbers: NSW Government social posts

Tiles:



Post

Even if you have no symptoms we all need to be extra vigilant during this time. This means choosing to stay 1.5m apart from those we don't live with, washing your hands, wearing a mask in busy areas, and being alert to any symptoms.



Post

It's never been more important to do the right thing. By getting tested and isolating if you are sick, you are protecting your loved ones and others in our community from catching the virus. <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>



Post

Testing is the quickest way we can identify cases in our community and keep the spread of the virus contained. If you experience any symptoms you should get tested. Find your nearest testing clinic: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>


Increase testing numbers: NSW Government social posts and translation links

Tiles (can be shared as a carousel post on Instagram or Facebook):




No payment is required for treatment for COVID-19 in NSW Health services.

Fees are waived if you do not have a Medicare card.



We have procedures in place to keep everyone who comes to the clinic safe.

Telephone interpreter services are available.



Testing is simple. You will be asked about your symptoms and have your temperature taken.

Swabs will be taken from the back of your nose and throat.



If your test result is positive, a health worker will phone you.

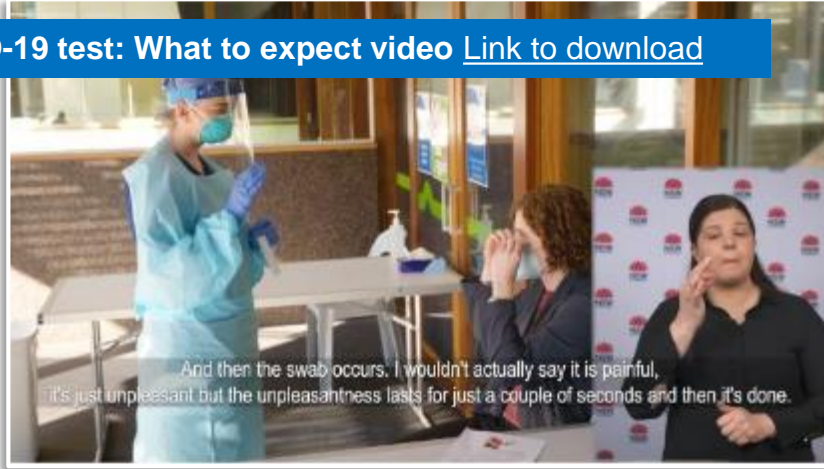
They will assess your health and support you to manage your health.

[Link to download](#)

[Translations available](#)

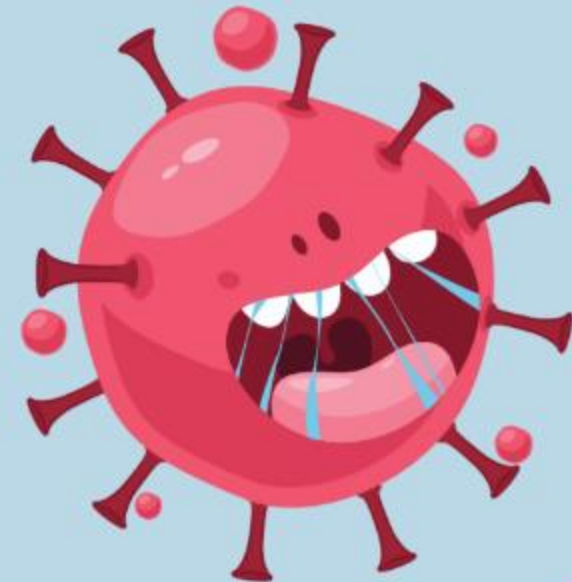
Increase testing numbers: What to expect

COVID-19 test: What to expect video [Link to download](#)



Children's book [Link to download](#)

Hi. This is coronavirus.



Easy read guide links

[Car testing](#)

[Hospital testing](#)

COVID-19 Car testing	COVID-19 Hospital testing
 <p>You need to have a test for coronavirus. The virus is also called COVID-19.</p>	 <p>You need to have a test for coronavirus. The virus is also called COVID-19.</p>
 <p>You will be in your car and drive up to the clinic. You will have to wait until it is your turn.</p>	 <p>You will arrive at the clinic and wait in line. You will stand far apart from others in the line.</p>
 <p>You may want to bring something that makes you feel good.</p>	 <p>When it is your turn, you will go to the screening station to see the nurse.</p> <p>You may want to bring something that makes you feel good.</p>

Increase testing alert: Videos for web and social



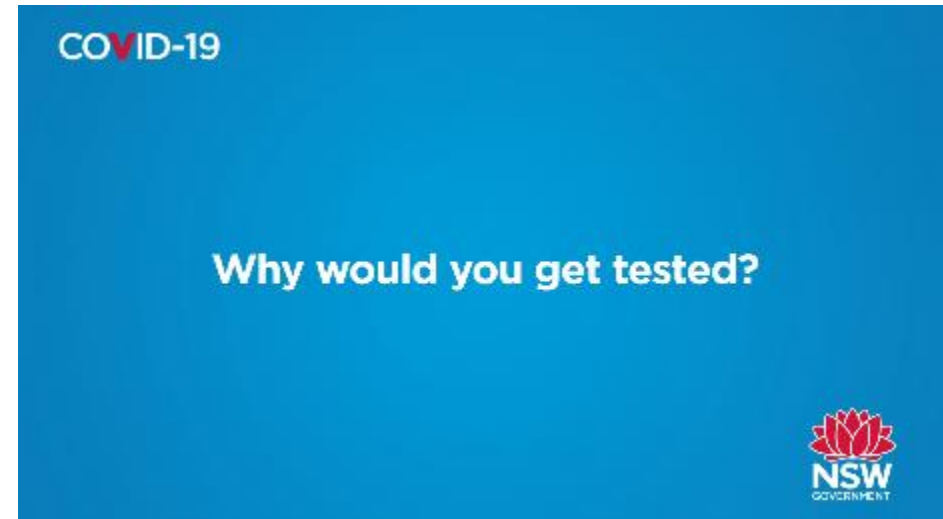
[Link to download](#)



[Link to download](#)



[Link to download](#)



[Link to download](#)

Increase testing numbers: NSW Government social links to share

NSW Government
11 September

Showing even one symptom of COVID-19 is enough to get tested immediately. Help us stop the spread.

COVID-19
you should get tested.

> HELP US STOP THE SPREAD

NSW.GOV.AU
Find your closest clinic.
For more visit: nsw.gov.au [Learn More](#)

[Link](#)

NSW Government
28 September

A cough, fever, sore/scratchy throat, shortness of breath, runny nose or loss of taste/smell means get tested and stay home.

COVID-19
Got Symptoms?

> HELP US STOP THE SPREAD

NSW.GOV.AU
Find your closest clinic.
For more visit: nsw.gov.au [Learn More](#)

[Link](#)

NSW Government
11 September

COVID-19 doesn't care how young you are. Get tested immediately if any symptoms appear.

COVID-19
Pay it forward with
COVID-19 testing.

> HELP US STOP THE SPREAD

NSW.GOV.AU
Find your closest clinic.
For more visit: nsw.gov.au [Learn More](#)

[Link](#)

NSW Government
11 September

Help stop the spread by getting tested at the first sign of a symptom. Let's save lives together.

COVID-19
Get Tested.

> HELP US STOP THE SPREAD

NSW.GOV.AU
Find your closest clinic.
For more visit: nsw.gov.au [Learn More](#)

[Link](#)

Scenario 2: Casual contact location alert to monitor for symptoms

NSW Health contact tracers will identify locations visited by a confirmed case while possibly infectious. Locations can be a venue or public transport.

Individuals who were at that location but:

- did not have direct close contact, or
- were there for less than 15 minutes, or
- were there at a different time

to the confirmed case are classified as casual contacts.

A 'Monitor for Symptoms' alert is issued for casual contacts to encourage them to be vigilant for symptoms and undergo testing if required.

Locations are listed and updated daily on [nsw.gov.au](https://www.nsw.gov.au), and will remain on the website for 14 days after the confirmed case was in attendance.

The following messaging and content (both branded and unbranded) has been designed to help you communicate this to your community.

Monitor for symptoms: Example messaging

Example messaging (these messages are designed to include at least one of the three elements in each communication)

What is the situation?

- Confirmed cases of COVID-19 have been recorded in our local area, please see the [locations/public transport routes they visited](#) during the possible infection period
- While the confirmed case may not have been in direct contact with anyone at the location/s evidence shows there is still a risk of contracting COVID-19
- Testing is the quickest way we can identify cases in our community and keep the spread of the virus contained
- We can't be complacent. We are at a critical point of the pandemic and testing plays a crucial role in helping us stop the curve from rising again

What should the community do?

- Anyone who [visited these locations](#) or travelled on nominated public transport routes during the time and date indicated is considered a casual contact of the confirmed case and is encouraged to monitor for symptoms of COVID-19 and get tested even if the symptoms are mild.
- Symptoms of COVID-19 include fever (≥ 37.5), cough, sore/scratchy throat, shortness of breath (difficulty breathing), runny nose, loss of smell and loss of taste. Other symptoms include joint pain, muscle pain, headache, diarrhoea, nausea/vomiting and loss of appetite.
- Testing is available at pop-up or drive through clinics, your GP, a COVID-19 clinic or hospital. [Find your nearest COVID-19 testing clinic](#), wear a mask to and from the clinic and importantly, you must go straight home and self-isolate while you wait for your results
- Visit nsw.gov.au/covid-19 to learn more about being COVID Safe and looking after your mental health and wellbeing during this time.
- You can [subscribe to RSS](#) to keep up to date with the latest media releases from NSW Health or follow NSW Health on [Facebook](#).

Why is it necessary to act now?

- The next few weeks are critical. The more vigilant and alert to possible symptoms we are, the better we can tackle the spread of this virus.
- By getting tested and isolating if you are sick, you are protecting your loved ones and others in our community from catching the virus. You are also helping local business stay open, our community to continue to play sport, ensuring family and friends can see each other in a COVID Safe way.
- We can't be complacent. We are at a critical point of the pandemic and testing plays a crucial role in helping us stop the curve from rising again.



Monitor for symptoms: Example newsletter/website copy

Monitor for symptoms alert issued to casual contacts of COVID-19 case

Health authorities are advising visitors to [insert location/locations] to be extra vigilant after a confirmed case of COVID-19 visited [insert location/locations] in the [insert area] area during a possible infection period. As a community we have worked hard to put the health of NSW first to keep COVID-19 in check, and we need to keep this up.

While the confirmed case may not have been in direct contact with anyone at that venue evidence shows there is still a risk of contracting COVID-19.

Anyone who [visited these locations during the indicated dates and times](#) is considered a casual contact and should monitor for symptoms and get tested and self-isolate if they experience even the mildest symptoms.

As a community we need to remain vigilant, now more than ever. That means that we all need to be looking out for symptoms, and that anyone with respiratory symptoms, loss of sense of smell or taste, or unexplained fever should get tested for COVID-19.

[Find your nearest testing clinic](#)

The most up to date information can be found at nsw.gov.au or by calling 13 77 88.

If a family or friend is feeling unwell, remind them to get tested. No matter how mild the symptom.

By all playing our part and taking the right course of action, we have the best chance of containing the virus.





We don't want our community to return to the restrictions we faced at the start of the pandemic.

By all doing the right thing we can continue to recover during the pandemic and protect the lives and livelihoods of those in NSW.


**Got symptoms?
Get tested.**

Anyone with COVID-19 symptoms should be tested.

Symptoms include:

-  fever
-  cough
-  sore throat
-  difficulty breathing
-  loss of smell
-  loss of taste

Other reported symptoms of COVID-19 include:
fatigue, runny nose, muscle pain, joint pain, nausea/vomiting, diarrhoea, loss of appetite or other flu symptoms.

 **Testing is free, quick and easy**
health.nsw.gov.au/coronavirus

[Link to download](#)

[Links to translations](#)

Monitor for symptoms: example script and Q&A for call centre operators

Due to a confirmed case of COVID-19 visiting [insert location/locations] in the [insert area] area during a possible infection period, health authorities are advising visitors to [insert location/locations] to be extra vigilant and monitor for any symptoms. This is an important part to ensuring the virus can stay in check and to stop the spread in our community.

Testing centres are located at [locations].

Even if you have no symptoms you need to be extra vigilant during this time. Being COVID Safe means choosing to stay 1.5m apart from those we don't live with, washing your hands regularly to prevent the spread, wearing a mask in areas where it is hard to keep 1.5m distance, and being alert to any symptoms.

Thank you for helping our community stay COVID Safe.



Identifying the symptoms COVID-19 factsheet

[Link to download](#)

Q: Which locations have been linked to a case of COVID-19?

A: On [insert date] a confirmed case of COVID-19 visited [insert venues] within [insert area] during a possible infection period, and so anyone who also visited this venue is advised to be extra vigilant and monitor for symptoms of COVID-19. To find the full list of locations and indicated dates and times go to <https://www.nsw.gov.au/covid-19/latest-news-and-updates#monitor-for-symptoms-if-youve-been-to-these-locations>.

Q: I've visited one of these locations on the list during the indicated date and time, what should I do?

A: Visitors to these locations are considered a casual contact of the confirmed case and are advised to monitor for any symptoms of COVID-19, and get tested and self-isolate if symptoms appear.

Q: What does a casual contact to a confirmed case of COVID-19 mean?

A: A casual contact is someone who may have been in the same venue/location as someone with a confirmed case of COVID-19 during a possible infection period. While the confirmed case may not have had direct contact with other people at that location evidence shows there is still a risk of contracting COVID-19 and so extra vigilance is required.

Q: What are the symptoms I should be looking out for?

A: Symptoms of COVID-19 include fever (≥ 37.5), cough, sore/scratchy throat, shortness of breath (difficulty breathing), runny nose, loss of smell and loss of taste. Other reported symptoms include fatigue, muscle pain, joint pain, headache, diarrhoea, nausea/vomiting or loss of appetite.

Q: Will [area/suburb] have to go back into lock down?

A: If all [area/suburb] residents get tested with even the mildest symptoms, we will be able to effectively contact trace and manage case levels, and should be able to continue as we have been.

Q: Where do I go to get tested?

A: [ask for postcode and use the testing clinic finder tool: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>]

Q: How can I keep track of what areas have cases of COVID-19?

A: Locations are identified by NSW Health and listed and updated daily on [nsw.gov.au](https://www.nsw.gov.au) or you can call 13 77 88

The most up to date information can be found at [nsw.gov.au](https://www.nsw.gov.au) or by calling 13 77 88. ¹⁵

Confirmed COVID cases in a local area means we need to be extra vigilant.

A Monitor for Symptoms Alert means:

- ✓ Anyone who visited the location at the date and time is a casual contact
- ✓ A casual contact means while you may not have been in direct contact with a confirmed case you still might be at risk
- ✓ So you will need to watch carefully for symptoms and take precautions for 14 days
- ✓ Get tested immediately even with the slightest symptoms
- ✓ Wear a mask when around people you don't live with
- ✓ Don't use public transport
- ✓ Don't visit those who may be at higher risk

Protect yourself and the those around you

Questions?
Contact coronavirus hotline on 1800 020 080
or 000 if it is an emergency



Monitor for symptoms: Example social posts (non branded)

Tiles:



Post

If you have been to [insert locations, dates, times] you are advised to stay home and monitor for symptoms. Find out the latest information at [nsw.gov.au](https://www.nsw.gov.au)



Post

Cases in the area mean we all need to be vigilant. Check whether you might have been in the same location as a case and stay home and monitor for symptoms. Find out more: [nsw.gov.au](https://www.nsw.gov.au)



Post

If you've been in close contact with a confirmed or suspected case of COVID-19, the best thing you can do is stay home and monitor for symptoms. Find information on nearby cases at <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

Monitor for symptoms: Example social posts

Tiles:



Post

A casual contact is considered someone who has been in the same location as a confirmed case of COVID-19 during a possible infection period. While the confirmed case may not have had direct contact with other people at that location evidence shows there is still a risk of contracting COVID-19 and so extra vigilance is required. Find out more: nsw.gov.au



Post

A Monitor for Symptoms alert is issued when a confirmed case of COVID-19 has been to a location during a possible infection period. The alert is issued to help the community be extra vigilant when they need to be, and help organisations protect their staff and customers. Find out more: nsw.gov.au



Post

Check if you've visited a location on the Monitor for Symptoms alert list. The more vigilant and alert to possible symptoms we are, the better we can tackle the spread of this virus. Testing is the quickest way we can identify cases in our community and keep the spread of the virus contained. [Nsw.gov.au](https://nsw.gov.au)

Monitor for symptoms: NSW Government social posts and translation links

Tiles:



[Link to download](#)



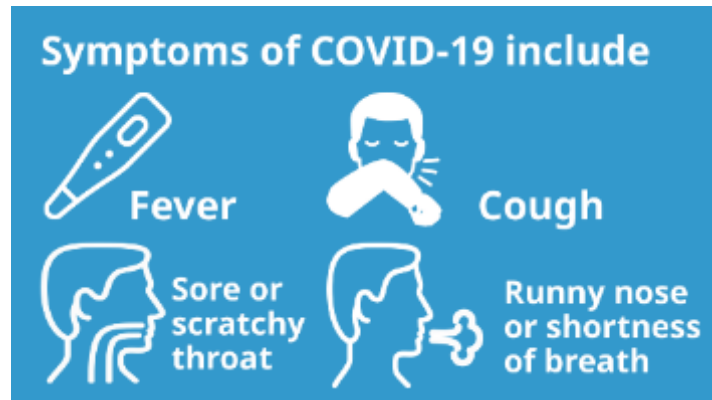
[Link to download](#)



[Link to download](#)



[Link to download](#)



GIF:

[Link to download](#)

Scenario 3:

Close contact location alert self-isolate and get tested immediately

In some circumstances, NSW Health may classify individuals who visited the same location as a confirmed positive case as a 'close contact'.

In this instance, a 'Self-Isolate and Get Tested Immediately' alert will be issued.

Individuals classified as a close contacts must immediately self-isolate and get tested, even if they have no symptoms. Once tested they must continue to self isolate until the date specified by a public health official (usually two weeks), regardless of a positive or negative test result.

The following messaging and content (both branded and unbranded) has been designed to help you communicate this to your community.

Locations are listed and updated daily on nsw.gov.au, and will remain on the website for 14 days after the confirmed case was in attendance.

Self-isolate and get tested: Example messaging

Example messaging (these messages are designed to include at least one of the three elements in each communication)

What is the situation?

- Due to a confirmed case of COVID-19 visiting [insert location/locations] in the [insert area] area during a possible infection period, a self-isolate and get tested alert has been issued.
- If you have visited [insert location/locations], health authorities consider you a close contact and it is critical that you get tested and immediately self-isolate.
- See all [the locations/public transport routes linked](#) to cases

What should the community do?

- If you visited one of the locations it is extremely important that you self-isolate immediately and get tested, even if you're not experiencing symptoms.
- You can be tested through your local doctor, or at a designated COVID testing clinic and should wear a mask to and from the clinic.
- [Find your nearest COVID-19 testing clinic](#)
- You must self-isolate for 14-days, even if your test result is negative, as it can take 14 days before you show symptoms or test positive.
- Visit nsw.gov.au/covid-19 to learn more about being COVID Safe and looking after your mental health and wellbeing during this time.
- You can [subscribe to RSS](#) to keep up to date with the latest media releases from NSW Health or follow NSW Health on [Facebook](#).

Why is it necessary to act now?

- The next few weeks are critical. By following the guidance to self isolate and get tested we are giving our community the best chance of tackling the spread of this virus.
- It's never been more important to do the right thing. By getting tested and isolating, you are protecting your loved ones and others in our community from catching the virus.
- By all doing the right thing we can continue to recover during the pandemic and protect the lives and livelihoods of those in NSW.
- We can't be complacent. We are at a critical point of the pandemic and following this guidance plays a crucial role in helping us stop the curve from rising again.



Self-isolate and get tested: Example newsletter / website copy

New cases in community – advice for close contacts to self-isolate and get tested

Health authorities are asking anyone who visited [insert location/locations] to self-isolate and get tested as soon as possible after a confirmed case of COVID-19 visited [insert location/locations] in the [insert area] area during a possible infection period and is considered to have been in close contact with others.

As a community we have worked hard to put the health of NSW first to keep COVID-19 in check, and we need to keep this up.

It is extremely important that anyone who visited [these locations during the indicated dates and times](#) should get tested and self-isolate even if they experience no symptoms.

Following testing, you must self-isolate and continue to do so for 14-days, even if your test result is negative as it can take 14 days before you may show symptoms or test positive.

As a community we need to remain vigilant, now more than ever. That means that we all need to be looking out for symptoms, and that anyone with respiratory symptoms, loss of sense of smell or taste, or unexplained fever should be tested for COVID-19.

If a family or friend is feeling unwell, remind them to get tested. No matter how mild the symptom.

By all playing our part and taking the right course of action, we have the best chance of containing the virus.

[Find your nearest testing clinic](#)

The most up to date information can be found at nsw.gov.au or by calling 13 77 88.

Coronavirus (COVID-19)

When do I need to self-isolate

Self-isolation or home-isolation means you must stay in a separate room or space at home and follow the public health advice.

Do you have COVID-19 symptoms?	
Yes Keep a safe distance from people in your home. Call your doctor or go to your local COVID-19 clinic to get tested.	No Practice physical distancing and good hygiene.
Have you returned from overseas?	
Yes You must self-isolate in a hotel for 14 days.	No Practice physical distancing and good hygiene.
Have you been in close contact with someone who has COVID-19?	
Yes You must immediately get tested and self-isolate at home for 14 days since you were last in contact with that person, even if you get a negative test result. The contact tracing team or your local Public Health Unit (PHU) will call you to find out more, and share information on what you need to do next to keep you and your family safe.	No Practice physical distancing and good hygiene.
Have you been tested for COVID-19?	
Yes You must self-isolate at home until you get your test result.	No Practice physical distancing and good hygiene.
Is your test for COVID-19 positive?	
Yes Stay in home isolation. Your doctor or PHU will contact you to notify you of the PHU's risk level, explain what happens next, and help identify your close contacts. If your symptoms are mild and you can safely self-isolate, you may be able to stay at home. Your doctor or PHU can help with supporting you. If you become unwell, you may need to go to hospital. In a health emergency call 000 for an ambulance. To speak to a nurse about your symptoms, you can call 1800 000 000 for free, 24/7.	No If your test is negative for COVID-19, but you still have symptoms, stay home until you are well for 24 hours. If your test is negative for COVID-19 AND you are a returned traveller or a close contact, stay home until your 14 days of self-isolation is complete and you are well for 24 hours. If negative, please practice physical distancing and good hygiene, even when your isolation is complete.

www.health.nsw.gov.au/coronavirus
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[Link to download](#)

Self-isolate and get tested: example script and Q&A for call centre operators

Due to a confirmed case of COVID-19 visiting [insert location/locations] in the [insert area] area during a possible infection period and likely coming in close contact with others, health authorities are advising visitors to [insert location/locations] to get tested and self-isolate immediately. This is an important part to ensuring the virus can stay in check and to stop the spread in our community.

Testing centres are located at [locations].

Even if you have no symptoms it is extremely important that you get tested and self-isolate.

Thank you for helping our community stay COVID Safe. Following testing, you must self-isolate and continue to do so for 14-days, even if your test result is negative as it can take 14 days before you may show symptoms or test positive.



[COVID-19 self isolation guidelines and information](#)

Q: Which locations have been linked to a case of COVID-19?

A: A confirmed case of COVID-19 visited [insert specific spots] on [insert date] during a possible infection period and is considered to have come in close contact with others. To find the full list of locations and indicated dates and times go to <https://www.nsw.gov.au/covid-19/latest-news-and-updates#self-isolate-and-get-tested-immediately-if-youve-been-to-these-locations>

Q: I've visited one of these locations on the list during the indicated date and time, what should I do?

A: It is extremely important that any visitors to these locations should get tested and self-isolate immediately, regardless of whether symptoms are experienced. You should wear a mask to and from the testing clinic and then continue to self-isolate for 14 days, even if your test result is negative.

Q: What if I visited one of these locations but not at the date/time indicated?

A: You should monitor for symptoms and get tested even if you experience the mildest symptoms. You should also tell your family and people you live with to do the same.

Q: Why should I self-isolate if I've had a negative test result?

A: It can take 14 days before you may show symptoms or test positive.

Q: Where do I go to get tested?

A: [ask for postcode and use the testing clinic finder tool: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>]

Q: Will [area/suburb] have to go back into lock down?

A: If all [area/suburb] residents get tested with even the mildest symptoms, we will be able to perform contact tracing and manage case levels, and should be able to continue as we have been.

Q: How can I keep track of what areas have cases of COVID-19?

A: Locations are identified by NSW Health and listed and updated daily on [nsw.gov.au](https://www.nsw.gov.au) or you can call 13 77 88

Q: What are the symptoms I should be looking out for?

A: Symptoms of COVID-19 include fever (≥ 37.5), cough, sore/scratchy throat, shortness of breath (difficulty breathing), runny nose, loss of smell and loss of taste. Other reported symptoms include fatigue, muscle pain, joint pain, headache, diarrhoea, nausea/vomiting or loss of appetite.

Q: Is that business safe to visit again?

A: If someone who has later tested positive to COVID-19 the business will be notified. After that they will be advised of what they need to do to reopen in a COVID Safe way as quickly as possible. It's important for our community to support these businesses so they can keep their doors open during the pandemic.

The most up to date information can be found at [nsw.gov.au](https://www.nsw.gov.au) or by calling 13 77 88.

Confirmed COVID cases in a local area means we need to be extra vigilant.

A Self-Isolate and Get Tested Immediately Alert means:

- ✓ Anyone who visited the location at the date and time is a close contact
- ✓ A close contact means you have been near enough to a person with COVID-19 that there is a reasonable chance you have become infected
- ✓ You must immediately self-isolate and get tested even if you have no symptoms
- ✓ You must self-isolate for 14 days even if you have a negative test result
- ✓ Remember it can take 14 days before symptoms show or to test positive – don't take the risk

**Protect yourself and the those around you.
Your actions will make a difference**

Questions?
Contact coronavirus hotline on 1800 020 080
or 000 if it is an emergency



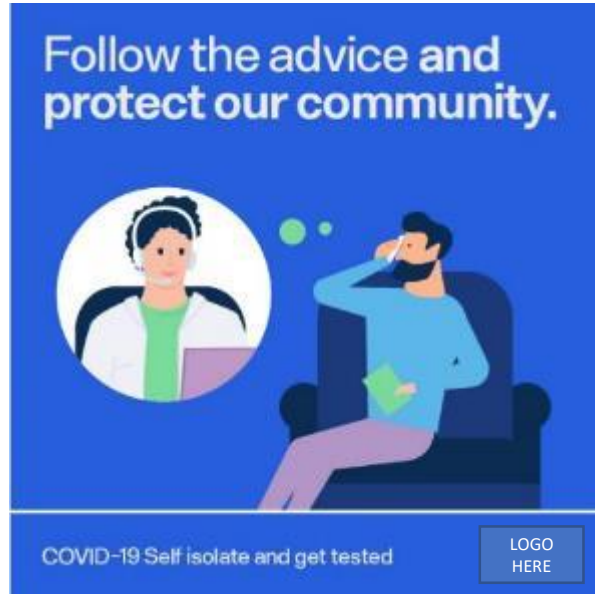
Self-isolate and get tested: Example social posts (non branded)

Tiles:



Post

If you have been to [insert locations, dates, times] you may have been in close contact with a COVID-19 case and must get tested as soon as possible and self-isolate. Find out the latest information at nsw.gov.au



Post

Cases in the area mean we all need to be vigilant. Check whether you might have been in the same location as a case and follow the advice to get tested and self-isolate. Find out more: nsw.gov.au



Post

If you've been in close contact with a confirmed or suspected case of COVID-19, the best thing you can do is to get tested and self-isolate. [Find information on nearby cases](#)

Self-isolate and get tested: Example social posts

Tiles:



Content

A close contact is someone who's been near enough to a person with COVID-19 to increase their risk of contracting the virus. While you may not have symptoms, you must get tested and self-isolate straight away as it can take days for symptoms to occur. Find out more: nsw.gov.au



Content

You can be tested through your local doctor, at a designated COVID testing clinic or at a COVID drive-through and are advised to wear a mask to and from the clinic. Find your nearest [COVID-19 testing clinic](#)



Content

Check if you've visited a location on the Self-Isolate and Get Tested alert list. If you have visited one of the impacted spots you are considered to be a close contact and it is important that you self-isolate and get tested as soon as possible.

Self-isolate and get tested: Resources

Close contact - what does it mean?



[Link to share](#)

Self-Isolation for 14 days



[Link to share](#)

Who to call for support fact sheet

A fact sheet titled "COVID-19 (Coronavirus) Who to call". The top section is blue with a white telephone icon. Below this, there are several colored boxes with text and icons. The "Questions and support" box is purple and lists phone numbers and websites. The "Triple Zero" box is red and lists emergency services. The "Interpreter service" box is green and lists a phone number. The "If you have symptoms" box is orange and lists symptoms and actions. On the right side, there are icons for "Protect yourself and others", "Practice good hygiene", "Practice physical distancing", and "Stay home if you can". The NSW Government logo is at the bottom right.

COVID-19 (Coronavirus)
Who to call

Questions and support

- Call **1800 020 080** (24/7) for health questions or to check symptoms.
- Call **13 77 88** (24/7) for non-health related questions.
- Call **1800 512 348** (24/7) for mental wellbeing support.
- Visit www.health.nsw.gov.au to check symptoms.
- Visit www.nsw.gov.au/covid-19 for all other COVID-19 related information.

Triple Zero

Save **Triple Zero (000)** for emergencies such as difficulty breathing or shortness of breath at rest.

Interpreter service

For free help in your language call **13 14 50**.

If you have symptoms

- **Self-isolate first.** Call your GP or visit a public COVID-19 clinic: www.nsw.gov.au/covid-19
- Travel in your own car or a private car driven by a family member or an existing close contact. **Do not travel by public transport, taxi or ride-share service.**
- **Wear a surgical mask.** If unavailable, ask for one immediately when you arrive.

Protect yourself and others.

- Practice good hygiene
- Practice physical distancing
- Stay home if you can

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[Link to download](#)

Self-isolate and get tested: Resources

COVID-19 self isolation guidelines and information

NSW health.nsw.gov.au

FAQs for parents and carers of a child who requires isolation due to COVID-19

These frequently asked questions (FAQs) provide guidance on isolation due to COVID-19.

Confirmed case

My child has been tested positive for COVID-19. Does my child need to self-isolate?

Yes, your child must isolate at home and must not go to school or work. As much as possible, separate your child from other household members. Please ensure this is done in a safe manner. For more advice about your situation, please speak with your doctor. If you have a private garden or yard, your child may play there.

Do others in my household need to self-isolate?

Yes, everyone in the household who spent significant time in the same closed space for at least two hours with your child must isolate for 14 days from the date of last contact for further information.

What if my child cannot isolate from everyone in the household?

It is important to separate your child from other household contacts, due to the ongoing risk of passing on COVID-19. If your child cannot isolate from everyone in the household, you should consider if anyone else in the household who has ongoing contact with your child needs to isolate as advised by their doctor or the public health unit.

Does my child need to wear a mask?

Not all age groups can use masks effectively and it may be difficult for children under 12 years of age to wear a mask. Parents should consider if their child can wear a mask. For further advice, please see the latest advice on [face masks](#).

Other people in the household should wear a mask when they are in the same room as your child. If your child is unable to wear a mask, they should avoid close contact with other household members and avoid close face-to-face contact.

Can I provide emotional contact to my child while they are isolating?

This is an important part of providing care for your child while they are isolating. However, following the latest suggestions:

- avoid kisses on the face
- provide cuddles but avoid close face-to-face contact

NSW health.nsw.gov.au

NSW Health self-isolation guide for close contacts

You need to isolate yourself in your home or another suitable place of residence if you are a close contact of a person with confirmed COVID-19 infection. Home isolation or for close contacts under the Public Health (COVID Self-Isolation) Order (No 3) 2020. You also need to get tested for COVID-19.

A close contact is someone who has been near enough to a person with COVID-19 so that there is a reasonable chance they will have become infected with COVID-19. Close contacts include:

- people who have had contact with someone with COVID-19 in the same household
- people who have had contact with someone with COVID-19 in the same workplace
- people who have had contact with someone with COVID-19 in the same public place
- people who have had contact with someone with COVID-19 in the same public transport
- people who have had contact with someone with COVID-19 in the same public facility
- people who have had contact with someone with COVID-19 in the same public event
- people who have had contact with someone with COVID-19 in the same public gathering
- people who have had contact with someone with COVID-19 in the same public place
- people who have had contact with someone with COVID-19 in the same public facility
- people who have had contact with someone with COVID-19 in the same public event
- people who have had contact with someone with COVID-19 in the same public gathering

How long do I need to be in home isolation?

All close contacts will need to self-isolate, even if you are currently feeling well. You will need to isolate until 14 days after you last saw that person or attended a place visited.

The relevant period for isolation will be notified to you in writing by an authorised contact tracer in the form of a text message.

You must:

- self-isolate at your residence or another suitable place for the period of time determined by a designated health practitioner
- notify the authorised contact tracer of the place you will be self-isolating and your phone number

Do I need to get tested for COVID-19?

If you are a close contact of someone infected with COVID-19, you should get tested as soon as possible, regardless of symptoms.

If you test negative, you still need to remain in isolation until the 14-day isolation period has ended.

Do I need to be tested before leaving isolation?

If you live in the same household or are identified as a close social contact, of the index case, you do not need to be tested again on day 10-12 of your isolation period. You should continue to self-isolate until you have completed your 14-day isolation period and have received a negative test result.

If you do not live in the same household as the person infected with COVID-19, and have been identified as a close contact at high risk of re-exposure, you do not need to be re-tested until you have completed your 14-day isolation period unless you develop symptoms. If unsure, contact your Public Health Unit for advice (1300 999 088).

For more information, refer to [Release from isolation](#).

NSW health.nsw.gov.au

NSW Health self-isolation guidelines for people diagnosed with COVID-19 infection

While some people who are diagnosed with novel coronavirus infection (COVID-19) will need to be admitted to hospital, most people will have mild illness and can stay at home in isolation.

For most people, release from isolation will be based on clinical features, such as duration of illness and time elapsed since resolution of all symptoms. The health service looking after you, or your local public health unit, must make an assessment and advise you on when you can stop self-isolation.

You must follow the self-isolation rules. It is an offence not to comply and is punishable by fines, imprisonment or both.

How long do I need to be in self-isolation?

If you have been diagnosed with COVID-19 you will need to remain in isolation until you are cleared by a designated health practitioner.

If you are not in hospital, you must:

- self-isolate at your residence or another suitable place for the period of time determined by a designated health practitioner
- notify the designated health practitioner of the place you will be self-isolating and provide the address and a contact phone number

What do I need to do?

Monitor symptoms

You should monitor yourself for any new symptoms. Watch particularly for:

- fever (37.5°C or higher) or history of fever (night sweats, chills)
- cough
- shortness of breath (difficulty breathing)

If your symptoms become serious (e.g. shortness of breath at rest or difficulty breathing), you should call 000. Tell the ambulance staff you have been diagnosed with COVID-19. If your symptoms become worse, but are not serious, contact your doctor or the public health unit.

Can I go to work or school? Can I have visitors?

No. Self-isolation means you must stay at your home or accommodation and restrict your normal activities. If you are staying in a hotel or motel, you should not leave your room.

You cannot go to work, school, childcare, university, recreation facilities, or public areas, or go shopping. You should not allow people who do not have an essential need to be in your home or accommodation while you are in isolation.

You can leave your home to seek medical care or because of an emergency (including to avoid injury or escape a risk of harm from domestic violence) but you must wear a surgical mask.

[Link to guides](#)

Mental Health and Wellbeing support

While we focus on COVID-19 and protecting our community from the virus it is also important that we focus on supporting our own mental health and wellbeing and that of those around us.

Following is a series of resources to help promote mental health and wellbeing in your community and let people know where they get help and what they can do to help those around them

Mental Health and Wellbeing: Resources

Black Dog Institute

- is a free online clinic providing a [mental health assessment tool](#) and other support services

Head to Health

- can help you find [digital mental health and wellbeing resources](#)

Lifeline

- provides [crisis support and suicide prevention services](#) - phone 13 11 14 - operates 24/7

Beyond Blue

- [Coronavirus Mental Health Wellbeing Support Service](#) advice and strategies to help you manage your wellbeing and mental health during this time (1800 512 348)

ReachOut.com Australia

- [provides practical tools and support](#) to help young people get through everything from everyday issues to tough times

Kids Helpline Official

- [Kids Helpline](#) (1800 55 18 00 - operates 24/7) is a telephone counselling support line for children and young people ages 5 to 25

NSW Mental Health Line

- (1800 011 511 - operates 24/7) can connect you to a mental health service if you are concerned about the mental wellbeing of yourself or someone else.
- For a free telephone interpreter, please contact TIS National on 131 450 say the language you need. You can then ask the interpreter to connect you to the mental health service you wish to speak with.

Look after your mental health

COVID-19

> Look after your mental health during the COVID-19 (coronavirus) pandemic

- 1. Stay active**
Exercise is good for your mind and body. You can leave home to exercise outdoors but remember to stay 1.5 metres away from others. Exercise regularly and choose activities you enjoy. This could be walking, tai-chi, jogging, yoga or an indoor workout.
- 2. Eat healthy**
Eating healthy food is good for our mental and physical health. Eat a lots of different fruits and vegetables and other foods high in fibre such as brown rice, oats, wholemeal breads, lentils and beans.
Limit unhealthy snacks and drinks which are high in sugar, unhealthy fats and salt. Unhealthy snacks leave less space for the healthy foods you need to boost your mood, energy levels, digestion, and sleep.
- 3. Stay Connected**
Social connection is important for our mental health. Stay in touch with family and friends over the phone or online. Share your feelings with loved ones and trusted people from your community and invite them to share with you. Limit your visits with your family and friends. If you do visit, practice physical distancing and keep 1.5 metres apart, and maintain good personal hygiene. Don't visit if you're unwell.
- 4. Take a break from the news and social media**
Social media can help you stay connected, but too much time can make us feel stressed. It's good to stay informed, but choose trusted sources of information, like the government.
- 5. Stick to a routine**
Have a regular bedtime and meal times. Plan your day so you have time for household chores, connecting with others, activities you enjoy, and rest.
- 6. Monitor your mental health and wellbeing**
It's really important to monitor your mental health and wellbeing. It is also good to be aware of family, friends and neighbours who may be worried or stressed. Things to look out for include difficulty concentrating, poor sleep, and feeling distressed or overwhelmed. These are signs that it's time to reach out.
- 7. Seek support**
Don't be afraid to talk to someone if you are feeling stressed or anxious. Talk to friends and family about how you're feeling. You're not being a burden.
If you're feeling overwhelmed, you can talk to a trained counsellor any time, any day by calling the Coronavirus Mental Wellbeing Line: **1800 512 348**. For a free telephone interpreter call **131 450** and say the language you need. You can then ask the interpreter to connect you to the Coronavirus Mental Wellbeing Support Service.
If what you're going through is making it hard to get on with your daily life, contact your local General Practitioner (GP).

Adapted from Look after your Mental Health Australia, Mental Health Australia, March 2020

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[Link to download Translations](#)

Mental health and COVID-19



[Link to share](#)

Beyond Blue – how to look after your mental health

Ways to look after your mental health amid the coronavirus pandemic

This article is adapted from a piece previously published on Beyond Blue's website.

There are a number of different ways that people can manage their wellbeing.

The coronavirus pandemic has had a profound impact on all facets of society. It's crucial that people take a practical approach to dealing with COVID-19.

Try to maintain perspective

While it is reasonable for people to be concerned about the outbreak of coronavirus, try to remember that medical, scientific and public health experts around the world are working hard to contain the virus, treat those affected and develop a vaccine as quickly as possible.

[Link to share](#)

Beyond Blue – social posts



[Link to share](#)



[Link to share](#)



[Link to share](#)

Mental Health and Wellbeing: NSW Government videos and social links

NSW Government
15 September

You're not alone if you're feeling stressed or worried. There are simple things we can all do to help.

COVID-19

Feeling stressed.

Danni McClellan
Mental Health Practitioner

NSW GOV.AU
Ease COVID stress & worry.
For more visit: nsw.gov.au

Learn More

[Link](#)

NSW Government
15 September

You don't have to do it alone. Talk to a mate, or reach out for help.

COVID-19

Feeling stressed and worried is normal.

NSW GOV.AU
Reach Out. Help is here.
Reach out for help: [NSW.gov.au](https://nsw.gov.au)

Learn More

[Link](#)



[Link](#)



[Link](#)



Customer
Service

www.customerservice.nsw.gov.au