

Responding to a suspected or confirmed case of COVID-19

In-home support settings

All workers providing supports to a person living in their own home, should monitor for symptoms of COVID-19 in the person with whom they support or any other family members. If a customer or other family members are showing COVID – 19 symptoms they should contact their Manager immediately. Working with the customer, you and your Manager should assist the customer to seek medical advice from their doctor or call the National Coronavirus Hotline on 1800 020 080 and assist them to undergo COVID-19 testing, if that is advised

At all times you should practice good health hygiene and maintain the 1.5 metre social distance, wash your hands after touching any surfaces, do not touch your face.

Ensure **PPE is used** when:

- a customer has or is suspected to have COVID-19
- the supports being provided are essential to their life, health or safety
- contact between people exceeds the Australian Government Department of Health Guidelines for social distancing and isolation.

Workers should not enter the home of a person who is unwell until either:

- their COVID-19 status is confirmed, or
- appropriate PPE is used correctly to provide any supports necessary to maintain the person's health, safety and wellbeing.

Workers

All staff, whether or not they have customer contact, should not come to work if they:

- have a fever
- have a symptom, even a minor symptom, of respiratory illness, such as a cough, shortness of breath, sore throat, runny nose or nasal congestion

Staff should [quarantine](#) after:

- returning from overseas in the past 14 days
- been in a designated hot spot in the past 14 days
- being in close contact with someone with confirmed COVID-19

Staff should [isolate](#):

- while waiting for the result of a COVID-19 test
- after testing positive for COVID-19

If you feel unwell with [COVID-19 symptoms](#), even mild ones, stay home and [get tested](#) for COVID-19.

After testing

It may take a day or two for your test results to come back.

If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.

If your doctor says you are well enough to go home while you wait for your test results, you should:

- [isolate](#) at home
- [protect yourself and others](#)

For questions about testing or patient welfare, call the National Coronavirus Helpline.

COVID-19 test results

If the result is **negative**, the employee should remain at home until they are well enough to return to work.

If the result is **positive**, the employee is advised to follow the advice of their doctor and isolate themselves in their home or in a hospital until they are well.

The CEO will contact the Chairperson of the Board on notification of a positive testing for either employee or customer. The CEO will prepare communications to be sent to staff and customers on confirmation of a positive test.