

NECA Education and Careers COVID-19 Management Plan

NECA Education and Careers will take proactive steps to minimise the risk of COVID-19 infection within the workplace and to protect the workplace in the event of an outbreak.

It is the goal of NECA Education and Careers during this period to ensure that our staff, apprentices, and stakeholders are safe within the workplace and to strive to operate effectively and ensure that all essential services are continuously provided to customers.

NECA Education and Careers will at all times follow the Victorian Government's COVID-19 restrictions and follow the advice of the medical authorities. The company is committed to providing authoritative information about the nature and spread of COVID-19, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

This Plan is reviewed on a fortnightly basis and/or in connection with government advice and announcements. The situation is fluid meaning that it is not always possible to update this plan contemporaneously with changing government restrictions. Notwithstanding this, NECA Education and Careers will at all times follow government restrictions and requirements.

What will NECA Education and Careers do to reduce the risk of COVID-19

NECA Education and Careers will only follow reliable sources of information and advice such as <https://www.health.gov.au> and <https://www.dhhs.vic.gov.au/coronavirus> and stay up to date with the most recent advice on COVID-19. NECA E&C will look to provide up to date information to staff, apprentices, & trainees on relevant official advice and procedures to prevent the spread of COVID-19.

NECA Education and Careers will take steps to minimise the spread of COVID-19 in our workplace and protect staff. This will be done by undertaking a formal risk assessment process and applying a hierarchy of appropriate controls. These will be specific to our work, our workplace, and our staff, apprentices, trainees, and contractors.

Controls introduced include, but are not limited to:

- The development of policies, procedures, and technology to support personnel to work from home, if possible
- All visitors to the building must report to reception and sign in as visitors. Contact details, the time arrived, who they are visiting and time left is captured through the sign in process
- Students who attend class are to register their attendance through the class roll that is signed off by the teacher
- Staff must register their attendance to the building through the QR scanning code posters located at the entrance to the upstairs office.
- Social distancing is maintained (i.e. by changing staff numbers, staggering working hours, or even having corporate staff work from home)
- Ensuring 1.5 metres between people, within company premises, including classrooms
- Promoting good hand hygiene by providing hand washing facilities and/or alcohol-based hand sanitiser and appropriate waste receptacles
- Undertaking frequent cleaning and disinfection of workspaces, particularly objects and surfaces that are frequently touched
- Providing facemasks for the use of students and staff
- Minimising the number of physical meetings by using video conferencing and/or teleconferencing

- Modifying the roster or staffing to reduce staff interactions (i.e. smaller groups, staggered rosters and working from home)
- Avoiding non-essential travel
- The training of staff on hand on hygiene and social distancing
- Educating staff about the early signs and symptoms of COVID-19 and the need to stay home if unwell
- Facemasks will be provided for all staff and students, these are to be worn in accordance with the medical advice received and must be worn indoors when government restrictions require it
- Supporting all NECA Education and Careers staff, apprentices, and trainees to adhere to official advice about how to help reduce the spread of COVID-19.

1. Preventing the Spread of Infection in the Workplace

NECA Education and Careers will ensure its premises are cleaned regularly throughout each workday. In particular, this includes the regular cleaning and disinfection of objects and areas that are frequently used by multiple people, such as bathrooms, canteen and staff amenities, meeting rooms, student desks and other surfaces in public areas, door handles and railings.

We require all staff, apprentices, and trainees to cooperate in taking steps to reduce the transmission of COVID-19 in the workplace. The safest strategy remains the most obvious – frequent hand washing for 20 seconds with warm soapy water, sneezing, or coughing into the crook of your elbow or a tissue, discarding used tissues in bins and avoiding touching your face. We also provide alcohol-based hand sanitizers throughout the workplace and in common areas. Physical contact with others is to be avoided.

Guidance on hygiene can be found [here](#)

Unless otherwise notified, the normal NECA Education and Career attendance and leave policies will remain in place.

NECA Education and Careers staff, apprentices, and trainees who believe that:

- They are vulnerable and at greater risk should they become infected (for example due to other health issues); and/or
- They may face particular challenges reporting to work during a COVID-19 outbreak, should raise the matter with their manager or ICC so as to explore the development of a contingency plan.

For example, staff, apprentices, and trainees might want to arrange for alternative sources of childcare should schools close and/or speak with their manager about the potential to work from home temporarily or work to an alternative work schedule.

2. Limiting Travel

From 11.59pm on Sunday 8th November 2020, businesses no longer need to issue permits to workers who are travelling between metropolitan Melbourne and regional Victoria for work. Additionally, travel between regional Victoria and Metropolitan Melbourne is now allowed. There are no limits on how far we can travel or the reasons you can travel. The 25km limit on how far we can travel no longer applies.

From 6pm (Monday 18 January 2021)

Victorians in Greater Brisbane or in the Blue Mountains, Wollongong and all Greater Sydney LGAs are able to enter Victoria as long as they:

- Apply for a permit before travelling [here](#)
- Self-isolate upon returning
- Get tested within 72 hours of returning to Victoria
- Remain in isolation until they receive a negative result

Staying home when ill and when to get tested

During the COVID-19 pandemic, NECA Education and Careers employees must not report to work if they are feeling unwell.

Employees experiencing COVID-19 symptoms: (including fever, dry cough, sore throat, runny or stuffy nose, body aches, headaches, chills, and fatigue) must remain away from the workplace. Further information on these symptoms can be found [here](#).

Employees experiencing these symptoms are required to be tested for COVID-19. Employees must not report to work until a clearance certificate for work is provided by a general health practitioner. Employees who report to work ill will be sent home in accordance with these health guidelines.

For information on getting tested in Victoria click [here](#). For Tasmania click [here](#).

3. Quarantine and isolation

Quarantine will take place when a staff member, apprentice, or trainee at risk of developing COVID-19 (such as when they are displaying symptoms or have been in close contact with an infected person) stays away from others to protect the broader community from illness in case they become sick with the virus.

NECA Education and Careers staff, apprentices, and trainees who have returned to Australia from overseas (or in the case of Tasmania from interstate) must get tested and quarantine at home or in a hotel for 14 days. NECA Education and Careers employees, apprentices, and trainees who have been in close contact with someone with COVID-19 or who have visited a Tier 1 Exposure Site on the relevant dates and during the relevant times must also immediately isolate at home for 14 days and get a COVID-19 test. Those staff, apprentices, and trainees who require a period of quarantine cannot return to work until their period of quarantine is over, regardless of their COVID-19 test results

NECA Education and Careers employees, apprentices, and trainees who have visited a Tier 2 exposure site during the relevant times is strongly encouraged to urgently get a test and isolate until they receive a negative result. Anyone who has visited a Tier 3 exposure site during these times should monitor for symptoms - If symptoms develop, immediately get tested and isolate until they receive a negative result.

Information on exposure sites can be found [here](#).

4. Return to work following recovery from COVID-19

NECA Education and Careers staff, apprentices, and trainees who have been in quarantine after testing positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from quarantine. The criteria may vary depending on circumstances of the workplace and

states and territories may manage clearance from isolation differently. Clearance may be by the public health authority or the person's treating health practitioner. NECA Education and Careers staff, apprentices, and trainees recovering from COVID-19 should continue to be diligent regarding hand hygiene and cough etiquette and continue to practice social distancing.

5. COVIDSafe App

All employees and students are strongly encouraged to download the COVIDSafe app. In the event that there is an infection within the NECA Education and Careers community, this app will greatly assist in tracking contacts and potential transmission.

6. Working from home – refer further to section 11.

The policy of having as many staff as reasonably practicable working from home will continue for the foreseeable future. Each manager remains responsible for a specific plan for their department. The guiding principles are:

- Minimising the number of staff in the office, such that we can continue to maintain social distancing requirements; and
- Rotations of staff between home and office as might be necessary to maintain operational requirements and/or team activities.

It is recognised that this is much more difficult for some teams, such as our teachers, and is impossible with respect to our group training apprentices and some trainees due to the nature of the work they perform.

7. Group Training field visits

As at 11.59 8th November 2020, field visits by ICCs to apprentices/trainees and host employers can once again be completed on site. This is subject to permission from the host employer and/or head contractor and compliance with their respective COVID Safe Plans.

8. RTO operations – refer further to section 11

The Department of Education and Training continues to advise that the RTO can continue to operate subject to physical distancing and hygiene requirements. The company has implemented the following initiatives which will be the subject of regular review:

-
- Onsite class will adhere to the below matrix which is in accordance with Department of Human Health Services requirements
- Remote learning for apprentices will continue for some classes. However not all units can be delivered via this approach based on the practical learning and assessing requirements. We also acknowledge the challenges to our students and teachers in achieving the best learning outcomes for them utilising this approach
- Facemasks will be provided for the use of students and teachers, however, wearing of the masks in the classroom is not required except during periods that they are mandated by the government
- Implementation of staggered break times for classes to minimise interactions between students outside their own class
- Hand sanitiser provided in each classroom and throughout the facility and students are strongly encouraged to bring their own hand tools for classes. If students do not bring their own tools, they can use the school's tools and they will be required to clean them at the end of every day

- Remote learning for some FFS courses will continue
- Restrictions on enrolment numbers for FFS courses physically held at Lygon St remains.

Maximum number per classroom – students and teacher		
	Size	Based on 2m ² *
Classroom 1	65.6 m ²	32
Classroom 2	70 m ²	35
Classroom 3	69.4 m ²	34
Classroom 4	72.5 m ²	36
Classroom 5	72.5 m ²	36
Classroom 6	79 m ²	39
Classroom 7	78 m ²	39
Classrooms 6&7	157 m ²	78
Classroom 8	71.7 m ²	35
Classroom 9	71.7 m ²	35
Classroom 10	71.7 m ²	35
Classroom 11	58 m ²	29
Workshop	200 m ²	100
* the maximum numbers consider room configuration & that some desks are fixed in place		

From 1 February 2021 – RTO

Majority of classes will return to normal operations as the Department of Human Health Services relaxes the square metre rule from 4m² to 2m².

Resource development activities for teachers have been completed with all teachers returning to the classroom.

Onsite IT and Totara support is required for the continuation of remote learning delivery therefore, support will be on-site.

Cleaning, maintenance and security procedures will return to normal.

9. Apprentices and trainees

While this plan applies to the company's Group Training apprentices and trainees, it is recognised that they work in workplaces of their host employers.

Apprentices and trainees are also required to comply with the COVID-19 policies and procedures of their host employers – in the case of apprentices they must also comply with site-specific policies and procedures.

As of Monday 18 January.

Face masks no longer must be worn indoors on building and construction sites in offices, crib rooms and amenities.

However as per our COVID-19 Industry Guidelines, workers are still required to:

- carry face masks at all times
- wear face masks in hoists/lifts
- wear face masks any other time where physical distancing of 1.5 metres cannot be maintained

10. Requests for medical information and/or documentation

If you are sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, NECA Education and Careers will request medical information to confirm your need to be absent from work, or to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, NECA Education and Careers expects and appreciates your cooperation if, and when, medical information is sought.

11. Confidentiality of medical information

It is NECA Education and Careers policy to treat any medical information as a confidential medical record. Further to this policy, any disclosure of medical information is in limited circumstances with direct reports, first aid and safety personnel and any government officials as required by law.

12. In the event of a COVID-19 outbreak

In the event of a COVID-19 outbreak within the NECA Education and Careers community, the company will immediately seek and follow the advice of the medical authorities.

The specific response to an infection will vary depending, in part, upon whether or not the infection is linked to company premises.

The Company will notify WorkSafe immediately on becoming aware that an employee or an independent contractor or a contractor's employee has received a confirmed coronavirus (COVID-19) diagnosis and has attended the workplace during the infectious period. The infectious period begins on the date 14 days prior to the onset of symptoms or a confirmed diagnosis (whichever comes first), until the day on which the person receives a clearance from isolation from the Department of Health and Human Services.

In the event that the infection is linked to company premises:

- The company will initiate its *Critical Incident Procedure*
- The response may vary depending upon the extent of the exposure or close contact of staff and/or students to an infected person and the advice of the health authorities
- All staff, apprentices and trainees will be immediately notified and, in the case of the Lygon St premises, students and employers of students will also be notified – by SMS and/or email.

It is anticipated that the relevant premises will be closed for a period of time and will also require a deep clean. Only those persons undertaking this cleaning and those required to supervise them will be permitted on site. Classes will be cancelled during this period and all staff working from those premises will be required to work from home.

The extent to which staff and students are required to be tested or self-isolate will be determined by the relevant medical authorities.

13. More information

For the latest advice, information and resources employees, apprentices and trainees are encouraged to visit www.health.gov.au.

For the latest information on responding to COVID-19 in the workplace please visit: <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>.

Call the Victorian COVID-19 dedicated hotline 1800 675 398. This service operates 24 hours a day, seven days a week.

NECA Education and Careers COVID-19 control and status plan.

This checklist provides information on the areas NECA Education and Careers has focused on in communicating and controlling COVID-19 exposure to employees, apprentices, and trainees.

Pay and Conditions	
<ul style="list-style-type: none"> NECA Education and Careers has paid sick leave available to all employees, apprentices and trainees who are sick &/or need to self-isolate to ensure they feel supported to declare potential exposure? 	✓
<ul style="list-style-type: none"> NECA Education and Careers has a clear process for taking leave and applying for workers compensation which is easy to understand and readily available for all employees, apprentices, and trainees 	✓
Management and plans to control risks and support the workplace	
<ul style="list-style-type: none"> NECA Education and Careers has a plan in place in the event that the workplace is exposed to COVID-19 	✓
<ul style="list-style-type: none"> The plan does include measures for isolating areas where the person worked, deep cleaning, following up on employees, apprentices and trainees that were close contacts and notifying the Department of Health and WorkSafe Victoria 	✓
<ul style="list-style-type: none"> NECA Education and Careers has an adequate procedure in place for employees, apprentices, and trainees to report if they are feeling unwell, have been potentially exposed to COVID-19 or to update NECA Education and Careers on their condition if they're unwell 	✓
<ul style="list-style-type: none"> NECA Education and Careers have planned to support social distancing and limit unnecessary contact with the workplace. NECA Education and Careers has arranged for meetings to be held online instead of in person 	✓
<ul style="list-style-type: none"> NECA Education and Careers has planned for free Influenza vaccines for staff 	
<ul style="list-style-type: none"> NECA Education and Careers has a process in place to capture and maintain records of attendance for Students, visitors and staff who attend the premises to assist with contact tracing. 	✓
Workplace cleanliness and hygiene	
<ul style="list-style-type: none"> NECA Education and Careers has provided sufficient information in the workplace about safe hygiene practices 	✓
<ul style="list-style-type: none"> All NECA Education and Careers staff located at 1024 Lygon Street Carlton have access to hand washing facilities and other products which support good hygiene such as hand sanitizer with at least 60% alcohol. Soap and Water is more effective and widely available 	✓
<ul style="list-style-type: none"> The cleaners at NECA Education and Careers clean regularly and sanitize to an appropriate standard 	✓
Personal protective equipment (PPE)	
<ul style="list-style-type: none"> Students and Lygon St staff will be provided with disposable facemasks from 10 July 2020 	✓
<ul style="list-style-type: none"> NECA Education and Careers cleaners have been provided with their own, individual personal protective equipment (disposable face masks) 	✓
Alternative arrangements (for example working from home)	
<ul style="list-style-type: none"> NECA Education and Careers staff who are working from home have been provided with advice about how to make their working environment healthy and safe 	✓
All staff working from home are included in all meetings and communicated with on a daily basis	✓

Consultation	
<ul style="list-style-type: none"> NECA Education and Careers has provided information and updates related to COVID-19 in the workplace and is made available to all workers? 	✓
<ul style="list-style-type: none"> Arrangements have been made on how to communicate to NECA Education and Careers employees, apprentices, and trainees if there is a suspected or confirmed case of COVID-19 	✓

Review

This plan will be reviewed on a fortnightly basis and/or in connection with government advice and announcements. As of 28th January 2021, cleaning, signage, record keeping, requirements continue to apply. The density quotient applies and will be continued to be adhered to.

Last reviewed 16 February 2021

Appendix 1 - NECA Education and Careers Actions in the event of COVID-19 Exposure

Objective

To inform and advise of the actions to be taken by NECA Education and Careers in the event of a COVID-19 exposure to a staff member, apprentice, or trainee. The objective of this procedure is to ensure those who are unwell will not be at our workplace and anyone who develops symptoms at work such as fever, cough, sore throat or shortness of breath will be referred to seek medical advice immediately.

Close Contacts

Close contacts are people who have been face to face for at least 15 minutes with someone who has tested positive for COVID-19 or been in the same closed space for at least 2 hours, when that person was potentially infectious. Being a close contact means there is a significant risk of becoming infected with novel coronavirus.

Procedure

Anyone who is unwell should not be at a NECA Education and Careers workplace. If anyone develops symptoms at work such as fever, cough, sore throat, or shortness of breath, they will be asked to seek medical advice. It is important to remember that if a person becomes sick with these symptoms whilst at work, they may be suffering from a cold, the flu or other respiratory illness, not COVID-19 related. If after seeking medical advice the staff member, apprentice or trainee is confirmed as having COVID-19, the Department of Health and Human Services should be contacted immediately and they will trace and contact the people the infected worker was in close contact with and provide them with instructions to quarantine.

You are not expected, and should not try, to diagnose fellow employees. It is acknowledged that NECA Education and Careers has a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19 so far as reasonably practicable. If it is reasonably suspected that someone at our workplace has the virus, or has been exposed, this creates a health risk at our workplace, and we will need to follow the steps below. We will not wait until confirmation that a staff member, apprentice or trainee has COVID-19 and will act promptly to take all reasonable steps to manage the risks.

- a) Isolate the Person. If a staff member, apprentice, or trainee has serious symptoms such as difficult breathing, call 000 for urgent medical help. Otherwise steps will need to be taken to prevent the person from potentially spreading the virus by isolating them from others. We will provide appropriate personal protective equipment (PPE) to the affected person, such as disposable

surgical mask, and hand sanitiser and tissues if available. It is also vital that protection is provided to people assisting the person.

- b)** Seek advice and assess the risks. It is important to determine if it is reasonable to suspect a staff member, apprentice or trainee may have COVID-19. If there is suspicion, approach the person about your concerns and see what they say. It is also important at this stage to seek government health advice by calling the Victorian Department of Health (1300 650 172) or the Victorian Corona Hotline (1800 675 398) and follow the advice provided to you over the phone.
- c)** It is important that you have current contact details for the person and make note about the areas they have been in the workplace, and whom they have been in close contact within the workplace and for how long. This will inform NECA Education and Careers about the risks to others and areas that will require cleaning and disinfecting. This information will also assist the Victorian Department of Health should they need to follow up at a later time.
- d)** Transport. All efforts must be made to ensure the staff member, apprentice or trainee has transport home to a location they can isolate, or to a medical facility if necessary. Wherever possible, if a staff member, apprentice, or trainee is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option. If the person needs to use a taxi or ride share service (or public transport) then the individual should avoid contact with others including the driver to the extent possible. This includes
 - Wearing a surgical mask, if available
 - Avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
 - Practising good hand hygiene and cough/sneeze hygiene, and
 - Paying by card.
- e)** Clean and Disinfect. Close off affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow. All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that was used by the infected person must be disposed of in a plastic bag. Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.
- f)** Identify and advise close contacts. The Victorian Department of Health Unit will identify close contacts of a confirmed COVID-19 case and provide them with instruction, for example, in relation to quarantine requirements. In the meantime, for the purposes of undertaking a workplace risk assessment and to assist the Victorian Department of Health, consider who the affected person may have had recent close contact with (a spread sheet of names and telephone numbers is useful). If instructed by health officials, tell close contacts they may have been exposed to COVID-19 and the requirements they quarantine. The privacy of all individuals must be maintained at all times. You must seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace & for how long. This will inform about the possible risks to others, and additional areas that may also need to be cleaned and disinfected.

- g) Review Risk Management Controls.** NECA Education and Careers will look to review COVID-19 Risk Management Controls in consultation with your workers and their representatives and assess and decide whether any changes or additional control measures are required. NECA will look to meet all of our obligations under the OHS Act 2004, meaning we are always prepared to take steps that are above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of staff, apprentices, trainees and all others contracting COVID-19.

The steps in this procedure must also be followed in the event of an outside person who may be infected and visited our workplace.

Report a confirmed COVID-19 diagnosis to WorkSafe

If a COVID-19 diagnosis happens at work, it is important to make sure that people are safe. Victorian employers and self-employed persons with management or control of a workplace must notify WorkSafe immediately after becoming aware that:

- An employee, independent contractor, employee of the independent contractor or self-employed person has received a confirmed diagnosis of coronavirus (COVID-19); and
 - The employee, independent contractor, employee of the independent contractor or self-employed person has attended the workplace within the relevant infection. The “infection period” means the time you are able to spread the virus to someone else. The most infectious period is thought to be 1-3 days before symptoms begin, & in the first 7 days after symptoms begin.
- 1) Notify WorkSafe Immediately. Call WorkSafe on 13 23 60. WorkSafe will then record details of the incident and send NECA Education and Careers an email with a unique link for us to complete the last stage of notifying WorkSafe of the full details in writing. It is mandatory that NECA Education and Careers complete the full details in writing within 48 hours.
 - 2) Report the Incident within 48 hours. Once NECA Education and Careers has completed and submitted the online incident notification form, NECA will receive a confirmation email with a copy for our records. This must be kept.
 - 3) Having trouble completing the online form. Should you be having trouble completing the online incident notification form, a print a copy of the incident notification form and email the completed form to: info.worksafe.vic.gov.au. A print copy of the incident notification form is found on the WorkSafe Victoria website.
 - 4) Record the COVID-19 case in the NECA Education and Careers register of injuries. Every workplace must have a register of injuries. A register of injuries is a document that contains the particulars of all injuries that have occurred at a workplace and readily accessible to a NECA Education and Careers staff member, apprentice, or trainee.

Do the NECA Education and Careers offices need to be closed for workplace cleaning?

There is no automatic requirement to close an entire workplace following a suspect or confirmed case of COVID-19. It may however be unnecessary if the person has only visited parts of the NECA Education and Careers workplace or if government health officials advise us that the risk of other being exposed are low. Whether there is a need to suspend operations in our workplace will depend on factors such as the size of our workplace, nature of work, number of people, and suspected areas of contamination in our workplace.

When can NECA Education and Careers workers return to work following recovery from COVID-19

NECA Education and Careers workers who have been isolated after having tested positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from isolation. The criteria may vary depending on circumstances of the workplace and clearance can only take place via the person's treating clinician.

NECA Education and Careers workers who have completed a 14 day quarantine period (either after returning from travel or because they were a close contact with a confirmed case), and who did not develop symptoms during quarantine, do not need a medical clearance to return to work. It is NECA Education and Careers policy that these workers do not require testing for COVID-19 to return to work.

Appendix 2 - NECA Education and Careers COVID-19 Exposure Process

Objective

To inform and advise If a NECA Education and Careers staff member, apprentice or trainee has been identified as having had close contact with someone diagnosed with COVID-19, a public health officer from the department of health and human services will be in close contact with you regularly while you are at risk of infection to monitor you for symptoms.

Close Contacts

Close contacts are people who have been face to face for at least 15 minutes with someone who has tested positive for COVID-19 or been in the same closed space for at least 2 hours, when that person was potentially infectious. Being a close contact means there is a significant risk of becoming infected with novel coronavirus.

Process

- a) If a NECA Education and Careers staff, apprentices and trainee have been in close contact with someone who has tested positive for COVID-19, or been in the same closed space for at least 2 hours when that person was potentially infectious they need to isolate at home until 14 days after they were last exposed to the infectious person. That person is not to leave home;
 - a. Except to seek medical attention
 - b. They should stay in a different room to other people as much as possible. Use a separate bathroom if available
 - c. The individual is not to go to work, school, or attend public places or events. They are not to use public transport or taxi services
 - d. Where possible they are to arrange friends and family who are not required to be isolated to get food or other necessities
 - e. If a NECA Education and Careers staff member, apprentice and trainee are having difficulties with arranging food or necessities, call 1800-675-398 (DHHS) for support.
 - f. If a NECA Education and Careers staff member, apprentice or trainee requires a translator they are to first call 131450 and request the hotline on 1800 675 398. More information is available on the DHHS website www.dhhs.vic.gov.au/novelcoronavirus
 - g. Triple zero is only to be used for emergencies only.

If the NECA Education and Careers staff member, apprentice or trainee lives in a private house, it is safe to go outside into the back-garden balcony or courtyard. If staff member, apprentice or trainee live in an apartment it is also safe to go outside into the garden while wearing a surgical mask. They should however go quickly through any common areas on the way to the garden and wear a surgical mask if there is a need to move through these areas.

- b)** NECA Education and Careers Staff, apprentices and trainees are advised to monitor their symptoms until 14 days after they last exposed to the infectious person and watch out for the following symptoms:
- a.** Fever
 - b.** Cough
 - c.** Shortness of breath

Other early symptoms can include chills, body aches, sore throat, headache, runny nose, muscle pain or diarrhoea. All staff are advised to expect a telephone call from a Public Health Officer to check whether symptoms are present

- c)** If a NECA Education and Careers staff, apprentices or trainee develops symptoms they are to call a doctor or hospital and inform them that you have had contact with a confirmed case of novel corona virus, and you have symptoms. In addition to this you must also;
- a.** Put on a mask if you have one
 - b.** Keep yourself away from others (for example in a different room)
 - c.** Do not attend work, school, or attend public places or events. Do not use public transport or taxi services
 - d.** When NECA Education and Careers staff, apprentices or trainee arrive at the general practice or hospital, you must advise you are a contact of a confirmed case of corona virus.

The doctor or staff at the hospital emergency department will ensure a mask is being worn and take you through to a room away from others. The doctor will then contact the DHHS and then organise to take nose and throat swabs to send for testing for the novel corona virus.

If you are experiencing severe symptoms, such as shortness of breath you are to call 000 and request an ambulance and inform the ambulance officers that you have been in close contact with a confirmed case of novel coronavirus.

- d)** If you have been identified as a close contact of an individual with the COVID-19, in line with the Department of Health and Human Services recommendations, it is advised that all close contacts associated with the case undergo a test for the novel corona virus at day 11 of their quarantine period. You are not required to remain in quarantine beyond the 14-day period while waiting for your result. However, DHHS recommendations are that you obtain this testing to prevent further infection in the community.
- e)** You will receive an email from DHHS titled *“Testing for Coronavirus disease (COVID-19) for close contacts*. This email will outline for you to present to a Hospital Respiratory Clinic for COVID-19 testing on day 11 (date advised in your email).

For information on Hospital Respiratory Clinic locations and opening hours please visit https://www.dhhs.vic.gov.au/getting_tested_corona_virus_covid19. When searching by location, please make sure you filter by hospital respiratory clinics only. Attending a hospital clinic will allow the test to be processed as quickly as possible.

- f)** When attending hospital please present the letter emailed *“Testing for Coronavirus disease (COVID-19) for close contacts* and ensure staff at the hospital read the attached document to the email for testing advice.

- g)** When NECA Education and Careers staff, apprentices and trainees enter hospital, you will need to provide your name, date of birth, and a mobile contact phone number so you can be contacted with your results. Your results will be provided by the testing provider.
- h)** If your test comes back positive, you will need to self-isolate. The Department of Health and Human Services will make contact to advise you on the next steps.
- i)** If your test comes back negative, you are still required to complete 14 days quarantine (isolation). All staff, apprentices and trainees must stay home until 14 days after potentially exposed to the novel corona virus. You will be advised by the Department of Health and Human Services on the next steps.
- j)** Even if staff, apprentices, and trainees receive a negative result, they are still required to complete 14 days quarantine (isolation). You must stay home until 14 days after you were potentially exposed to the novel corona virus. You will be advised by the Department of Health and Human Services on the next steps.
- k)** NECA Education and Careers staff, apprentices and trainees who test positive for the novel coronal virus will only be permitted to return to work once they have been cleared to return to work by their treating health practitioners.

How can you prevent the virus from spreading?

NECA Education and Careers expects all personnel, to practise good hand and sneeze/cough hygiene.

- Wash hands often with soap and water before and after eating as well as after attending the toilet
- Avoid all contacts with others
- Cough and Sneeze into your elbow.

Looking after your well-being during isolation

Being confined to home for an extended period of time can cause stress and conflict. NECA Education and Careers personnel are encouraged to;

- Talk to the other members of the family about the infection. Understanding the novel coronavirus reduces anxiety.
- Reassure young children using age-appropriate language.
- Think about how you have coped with difficult situations in the past and reassure yourself that you will cope with this situation too. Remember that self-isolation won't last very long.
- Exercise regularly. Options include exercise DVD's, dancing, floor exercises, yoga, walking around the back yard or using home exercise equipment, such as stationary bicycle, if you have it. Exercise is a proven treatment for stress.
- Stay in touch with family members and friends via telephone, email, or social media.
- Keep up a normal daily routine as much as possible,
- Make arrangements with your manager to work from home if possible.
- Don't rely too heavily on the television and technology. Treat self-isolation as an opportunity to do some of those things you never usually have time for, such as board games, craft, drawing, and reading.
- If you are struggling to cope you can call lifeline on 13 11 14 or Beyond Blue on 1300 22 4636

You can obtain more information

By calling the Department of Health and Human Services to discuss questions you have. If you require a translator call 131 450 & request to be put through to the Department of Health and Human Services on 1300 651 160.

- For Victorian Updates go to : <https://www.dhhs.vic.gov.au/novelcoronavirus>
- For National Updates go to: <https://www.health.gov.au/news/latest-information-about-novel-coronavirus>.
- For International Updates: <https://www.who.int/westernpacific/emergencies/novel-coronavirus>
- WHO resources: <https://www.who.int/health-topics/coronavirus>