# **COVID-19:** Management of confirmed cases within early childhood education and care services

If you are notified of a confirmed case in or linked to your service you should:



Contact your local Public Health Unit 1300 066 055.

View the map of NSW local health districts to find your area.



Contact the NSW Department of Education on 1800 619 113 for further advice Monday to Friday 9am to 5pm. If you are notified outside business hours you can contact us on 0477 388 715.

Alternatively send an email to <u>ecec.covidcase@det.nsw.edu.au</u> and include your service name and best contact number.

### Temporary closure

You may be directed to temporarily close your service. When directed to close, you will need to communicate with families that there will be a temporary closure while awaiting advice on contact tracing by NSW Health. Anyone who has been in attendance at the service may be deemed a close contact and should isolate while awaiting health advice. The department <a href="https://health.com/health-advice">has a template letter</a> you can use to inform families and educators at your service.

The NSW Department of Education can provide assistance through written confirmation of required closure dates. Should you require this support, to continue to meet funding requirements, you should discuss this with the department.

#### **NQA ITS**

Make a submission via NQA ITS. Department staff can advise you of the correct form to use.

## NSW Health interview

NSW Health will undertake an interview with the positive case to identify the infectious period and potential exposure dates, this will determine confirmed close contacts. Due to the fluctuating volume of cases, this process may result in some delays.

#### Inform families

You will be requested by either NSW Health or NSW Department of Education to provide the contact information of anyone in attendance at the service.

### Contact tracing

This information will be used by NSW Health to support contact tracing and direct messaging to close contacts once exposure dates are determined. NSW Health will also reference QR check-ins for the exposure period.

#### Isolate

Once exposure dates are determined by NSW Health, direct messages will be sent from NSW Health to individuals informing them of the specific isolation requirements. This will also include information in relation to the closest testing clinics. Information in relation to isolation requirements is available on the <a href="NSW Health website">NSW Health website</a> and can be shared with families.

### Cleaning

Your service will need to undertake cleaning – information on cleaning after a confirmed case of COVID-19 is available on the <u>ECE website</u>.

# Consider re-opening

In considering when to re-open your service following closure due to a positive case, you must ensure the operation of your service complies with education and care laws and regulations including ratio requirements. This means that many services will be unable to re-open for the full 14 days since last exposure.

#### Re-open

Remember to update your closure notification in NQA ITS to notify the department when you re-open your service.

For support with COVID cases in early childhood education and care services please call us on: 1800 619 113 or 0477 388 715 (outside of business hours)