

Targeted Earlier Intervention

Coronavirus (COVID-19) fact sheet

18 March 2020

- Monitor the [NSW Health website](#) for all updates and advice on COVID-19.
- Refer to [coronavirus information for service providers on the DCJ website](#).
- Check the [Australian Government daily health alert](#) for the latest medical advice.

What should I do if I, a staff member or a client is suspected or confirmed to be infected with COVID-19?

Please notify your local Public Health Unit by calling the state-wide number on 1300 066 055.

Contact your DCJ Contract Manager if issues relating to COVID-19 disrupt your staffing levels or service delivery.

Should I continue providing services to my clients?

It's important we continue to support children, young people, families and communities in NSW. Many of our clients are already experiencing a range of hardships and it's important we maintain a strong level of support.

We understand you may need to scale down non-essential services so you can continue to deliver essential services. Please discuss this with your DCJ Contract Manager and get approval before making any changes to your service delivery.

NCOSS have issued a [COVID-19 Community Sector Resource](#) to help you plan for service continuity in this challenging time.

Should I continue providing face-to-face services?

Services that involve face-to-face contact with clients should call their clients beforehand to ask:

- Have you or anyone in your household returned from a high-risk country within the last 14 days?
- Are you or anyone in your household showing flu-like symptoms or any of the symptoms of COVID-19?
- Have you or anyone in your household been asked to self-isolate?



If you cannot call your clients ahead of time, please ask these questions shortly after arriving or receiving your clients face-to-face.

If your client answers yes to any of these questions, please consider delaying the visit or supporting the client over the phone.

What advice should I give clients about COVID-19?

You can provide basic advice, and encourage parents and children to:

- Wash their hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer.
- Try not to touch their eyes, nose or mouth.
- Cover their nose and mouth with a tissue when they cough or sneeze or if not, cough into their elbow crook.
- Avoid close contact with anyone showing symptoms of a cold
- Stay home if they feel sick.
- If they take medication, make sure they have enough to last a few weeks.

Healthdirect has also developed [infographics about COVID-19](#) which you can give to families.

Who do I contact if I need more information for my service?

Please contact your local contract manager or email TEIReform@facs.nsw.gov.au if you have any questions.