



COVID-19 Education and Care Services

Notification of a case of COVID-19

If a child or staff member has a confirmed case of coronavirus (COVID-19), the following outlines the process that will occur.

1. Confirmed case of COVID-19

The Western Australian Department of Health WA (DOHWA) Public Health Emergency Operations Centre (PHEOC) will notify the service of a confirmed case and will advise if the service needs to close or can remain operating.

If the service is notified directly by families or staff of a case, the service is to advise PHEOC on 9222 0221 and the Department of Communities Education and Care Regulatory Unit (ECRU) via the National Quality Agenda IT System (NQAITS) or call ECRU on 08 65518333 or 1800 199 383.

PHEOC will determine any exposure within the service and determine whether the service needs to temporarily close while public health measures take place to trace contacts to contain disease transmission and undertake appropriate cleaning.

ECRU will liaise with the service to support the closure, if required.

If a member of the service has tested positive to COVID-19 and was found to be infectious while at the service, the service may be closed, however, this will be determined on a case by case basis. This allows PHEOC to carry out contact tracing (to identify any staff and children who have been in close contact with the confirmed case) and take necessary steps to contain and slow the spread of COVID-19 in the community.

In addition, PHEOC may visit the service to advise on the scope of cleaning required and review infection prevention and control measures in place, prior to the service reopening.

2. Service will inform families and staff

PHEOC will undertake contact tracing, and speak to multiple families.

The Public Health team will provide advice on who needs to be informed about the case or the outbreak. PHEOC will coordinate messaging to parents, in partnership with ECRU and services.



Any media enquiries should be discussed with PHEOC.

The DOHWA has Frequently Asked Questions (FAQs) on coronavirus at:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/coronavirus-fags.pdf>

3. Lodge notification through the NQAITS

Services are required to lodge a notification through the NQAITS or by calling ECRU, regardless of how the service was notified about the case.

4. Arrange appropriate clean

Safe Work Australia has developed detailed advice about how to clean and disinfect after a confirmed case has been identified at the service and this information is available at <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces> . In addition, PHEOC will provide advice and support. Further information regarding Infection Prevention and Control can be found on the [WA Health website](#)

5. Update contact details

Ensure emergency contact details and sign in and out records are accurate and up to date on the NQAITS as this information may be used by PHEOC for contact tracing.

6. Service Closure

PHEOC will make the decision as to whether the service is temporarily required to close and when they can reopen.

If your service closes, you're required to report the closure to ECRU within 48 hours.

7. COVID-19 Enquiries Line

The State Government has established a COVID-19 information hotline to keep communities informed.

As well as hearing important COVID-19 coronavirus prevention tips, callers are given a range of options directing them to the relevant sources of information for their needs.

In terms of health, this includes information for people experiencing COVID-19 coronavirus symptoms, those in self-isolation, or calling as health practitioners.

People who have been placed under home isolation or quarantine as a result of COVID-19 and who require welfare support can call the new enquiries line.

Dial 13COVID (13 26 843) to phone the COVID-19 Enquiries Line

The hotline operates seven days a week, from 8am to 6pm.



General COVID advice is also available at:

<https://www.wa.gov.au/government/covid-19-coronavirus>

Further information

To find out more about preparing to close your service please contact the Education and Care Regulatory Unit;

- **Web:** www.communities.wa.gov.au
- **Email:** ECRU@communities.wa.gov.au
- **Phone:** 08 65518333 or 1800 199 383