

What to expect in a COVID-19 outbreak response

Information for residents in high-rise public housing

The Victorian Government is committed to protecting the health, safety and wellbeing of all Victorians. We are working together with residents to prevent, prepare and respond to coronavirus (COVID-19) infection in public housing estates to keep you and your loved ones safe.

If there is ever concern about COVID-19 being transmitted in your building and you are at risk, we will put in place an outbreak response to keep you and your loved ones safe.

The Victorian Government and local community health services will work with you to let you know what you need to do, what to expect and provide information and support.



Testing and isolation

Symptoms of COVID-19 include chills or sweats, a cough, fever, sore throat, shortness of breath, runny nose or loss or change in sense of smell or taste. Some people may also experience headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea.

If you have any of these symptoms, however mild, you should seek advice and get tested. To get further advice, call the 24-hour Coronavirus Hotline 1800 675 398 or your doctor.

If you test positive for COVID-19, or are named a **close contact**, the Department of Health and contact tracing teams will contact you. They will guide you through what you need to do to test and isolate.

If you need to isolate while you wait for your result or need to quarantine for a 14-day period, it is important that you do not leave your home.

A **close contact** is someone who has been identified by Department of Health contact tracers as having spent time with someone who has **coronavirus (COVID-19)**.

If you test positive or are named a close contact, we will make sure you have the help you need if you have to isolate, including:



food delivered that meets your dietary or cultural requirements



delivery of essential supplies, like medicine



access to financial and personal support to help you while you isolate



help to move to different accommodation to isolate, if needed



assistance accessing any documentation you may need for work, school or other places



mental health and wellbeing support



community and translation support



personal protective equipment including face masks

Keeping you informed

We will let you know about any outbreak response in your building as soon as it is appropriate to do so.

Every situation is different, so our response will not be the same every time. It could include:

- knocking on your door to speak to you. If you need an interpreter, we will arrange this
- printed information in different languages
- information delivered to your mailbox
- text messages
- online community information sessions.

If your building has a health concierge service, you can also ask them for information.



Cleaning and infection control

- Places like stairwell handrails, lift buttons, door handles, laundry surfaces, rubbish chutes and other shared spaces will continue to be cleaned and disinfected three times a day.
- You may see people wearing personal protective equipment doing cleaning and disinfecting.
- A deep clean will take place in line with the Department of Families, Fairness and Housing's cleaning and infection guidelines.
- The Infection Prevention Control Advice and Response nurses will visit your building to assess the situation and recommend what else can be done to keep the location safe.
- To reduce risk of infection, there might be changes to deliveries, laundry or rubbish collection.
- If you need more personal protective equipment, this can be provided to you.

Security

- In an outbreak response you may see people from security firms or Victoria Police on the estate. They will help keep you and your loved ones safe and help limit the spread of infection.

Vaccination

- COVID-19 vaccines are free, safe and voluntary
- Getting vaccinated helps protect you from getting sick from COVID-19. The vaccines being used in Australia are very effective at preventing serious illness and loss of life from COVID-19.



For information about how to book your COVID-19 vaccine appointment, visit [Book your vaccine appointment](https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment)
<www.coronavirus.vic.gov.au/book-your-vaccine-appointment>

Where can I find more information?

Speak with your onsite health concierge (where available), or on-site staff.

Call the dedicated Coronavirus Hotline on **1800 675 398** for more information.

If you need to speak to someone in another language, press zero (0) when connected.

To find out more information about coronavirus and how to stay safe visit **coronavirus.vic.gov.au**

To receive this document in another format email the Department of Families, Fairness and Housing RREngagement&partnerships@dffh.vic.gov.au

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