



SERVICE PROCEDURE FOR DEALING WITH COVID-19

Updated 07.10.2021

To be read in conjunction with Springwood Neighbourhood Centre Co-operative Ltd Covid-19 Safety Plan

COVID-19 Symptoms include:

- Fever (37.5 deg C or higher)
- Cough
- Sore/scratchy throat
- Shortness of breath
- Loss of smell or taste
- Other symptoms such as fatigue, runny nose, muscle or joint pain, headache, loss of appetite, diarrhoea, nausea/vomiting

Prevention and preparedness

Tanderra OOSH staff must undertake the following measures in order to reduce the risk of virus transmission:

- Children, staff and parents must not attend the service if they are unwell, even if they have very mild symptoms.
- Staff and children should provide a negative COVID-19 test prior to returning to the service if they have been unwell with flu-like symptoms.
- All staff, children, authorised collectors and visitors must record their arrival and departure (or have it recorded for them) on each occasion that they attend the centre.
- All adults attending the centre must use the QR code in addition to signing in/out sheets and/or the Kidsoft iCheckin system.
- All staff, children, authorised collectors and visitors must wash/sanitise hands on arrival.
- Staff must perform deep cleaning on areas regularly touched by people at the centre (see office wall for a list of specific areas, times and cleaning methods) – see Touchpoint Cleaning Checklist for specifics of what and when to clean.
- Adults must practise social distancing from other adults of at least 1.5m and must support other adults to do so.



- A maximum of 1 authorised collector at a time per family is permitted on the premises when bringing and collecting children. Authorised collectors should perform essential tasks only.
- Encourage good hygiene practices by staff and children.
- Tissues, sanitiser, soap and paper towels to be available at all times.
- Educators are required to wear face masks when working with the children both inside and outside, including when collecting children from bus stops.
- When no children are present in the service, staff are required to wear face masks while engaging with other staff or adults.
- Non-essential visitors will not be permitted to attend the centre while the service is in progress while the regional stay-at-home orders are in place.
- Educators who work within 50km of Greater Sydney are recommended – but not required – to undertake surveillance testing every 7 days.
- Any children with compromised immunity or complex health care needs will be identified and staff will work with the family to update medical management plans, risk management plans, communication plans etc as per Regulations 90 and 168.
- Staff will maximise ventilation of the premises as much as possible by keeping doors and windows open when it's not too cold.
- Under the auspices of Springwood Neighbourhood Centre Co-operative Ltd, the service will comply with all requirements under the Public Health Orders by both state and federal governments.

Management of suspected cases at the service

- If a child becomes unwell whilst at the centre, the child's wellbeing will be managed with appropriate first aid steps, as usual.
- If it is suspected that a child has cold/flu-like symptoms, the child should be isolated in the office (or chill room if more appropriate) with the door shut while staff call their parents/carers for immediate collection. One educator will be designated to attend to the child's needs, ensure their safety and wellbeing etc while waiting for an authorised collector to arrive. The educator will endeavour to minimise physical contact and practice social distancing as far as possible while child is present.
- Staff or children who are unwell with cold/flu-like symptoms must seek medical advice, self-isolate while waiting for results and will not be allowed to return to the service until a negative COVID-19 test has been provided.
- Staff caring for a child with suspected cold/flu-like symptoms must record the illness as usual, must perform a deep clean of the hot spots and areas where the child was playing/resting.

- If a child or staff member has suspected cold/flu-like symptoms while present at the service, this event must be reported to the Nominated Supervisor as soon as possible.

Management of a confirmed case at the service

- NSW Health Public Health Unit (PHU) will advise COVID-19 positive test results to Nominated Supervisor / Approved Provider.
- Approved Provider must notify the Department of Education Early Childhood Directorate.
- The Nominated Supervisor will advise families of a positive COVID-19 test result where the person has been in attendance whilst infectious in consultation with PHU.
- The service will be required to undertake contact tracing under advice from PHU.
- PHU will advise close contacts of the requirement to self-isolate for the required period and other relevant health advice.
- This is a serious incident and must be notified to the Department within 24 hours via the ACECQA portal.
- The Approved Provider should also report the incident to NSW Safe Work on 13 10 50.

If the PHU advises that the service needs to close

- The Nominated Supervisor will notify families that the service will be non-operational for the relevant period and that children currently at the service will need to be collected as soon as possible
- The Nominated Supervisor will notify the Department of Education via the ACECQA portal or via the Information and Enquiries line on 1800 619 113 or email ececd@det.nsw.edu.au. Notification should be as soon as possible and within 7 days.
- Nominated Supervisor will notify the Australian Government Department of Education Skills and Employment (ChildCare Subsidy payments) via email at CCSAssessments-NSWACT@dese.gov.au
- Approved Provider will notify where required to NSW Safe Work on 13 10 50.



Support and Resources to assist in review and application of this procedure include:

www.education.nsw.gov.au/early-childhood-education/coronavirus/advice-for-services-and-providers

www.nsw.gov.au/covid-19/health-and-wellbeing/symptoms-and-testing

www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus

<https://www.healthdirect.gov.au/covid19-restriction-checker/activity>

