Covid-19 - Notification Protocol

If an ANU student or staff member is a suspected or confirmed case of COVID-19 they should immediately notify their convenor or supervisor and inform the Community Wellbeing Team (CWT) via:

Email: communitywellbeing@anu.edu.au
Phone (Business Hours): +612 61253346 (Option 1)
Phone (24 Hours): +612 6125 2249

Convenors and Supervisors should seek permission to notify the Community Wellbeing team and convey that information in a confidential manner. Notification will then enable support services to be activated for the affected individual and for measures to be implemented to protect the broader ANU community.

Key Roles | Notified Roles
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Community Wellbeing Team Lead | Director, SCAPA
Associate Director, Work Environment Group (WEG) | Director, Human Resources Division
Director, Residential Services | Deputy Vice-Chancellor (Academic)
Primary Contact Officer | Vice-Chancellor
Local Area Contact | Chief Operating Officer
Director, ANU Facilities and Services | Dean(s)/General Manager(s) (relevant)
Service Division Director(s) (relevant)

Purpose

This protocol outlines the communications and decision-making process implemented when the ANU is notified of a suspected or confirmed case of COVID-19.

Protocol

1. Upon notification of a suspected case, the Community Wellbeing Team Lead will immediately contact the affected staff member or student to confirm:

   a. Reaffirm to the staff or student that confidentiality will be maintained
   b. Whether the case is suspected or confirmed, whether testing has occurred and details (if any) of the test (date, location).
   c. Information on contact tracing; Have they installed the CovidSAFE application or been maintaining a diary?
   d. The broad details of this process - who will be informed and why.
   e. That discretion and community safety will be our highest priorities and that the affected person can request additional information on this process at any time.
   f. Whether the affected person has updated HORUS.

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1 These roles are identified through this process.
g. Provide referral to the appropriate support services if required.

2. The **Community Wellbeing Team Lead** will record details of the affected person in the CWT log and ensure that this is kept updated until the case is resolved.

3. The **Community Wellbeing Team Lead** will then, in addition to the above, notify:
   
   a. In the event of a staff member, the Director, Human Resources Division;
      i. Who will notify the Vice-Chancellor and the Chief Operating Officer;
   b. In the event of a student, the Deputy Vice-Chancellor (Academic);
      i. Who will notify the Vice-Chancellor, the Chief Operating Officer and the Academic Registrar;
   c. In the event of either a student or staff member who has been on campus, the **Director, ANU Facilities and Services**;
      i. Who will ensure that that affected areas are disinfected in accordance with the F&S Cleaning and Disinfection Procedures and moved to restricted access for 24 hours.

4. The **Community Wellbeing Team Lead** will then determine, in discussion with either the DHR or DVCA (as relevant above) a **Primary Contact Officer** ² to maintain contact with the affected person to provide them with:
   
   a. Ongoing reassurance and support, including advice on what other support may be available to them.
   b. Advice on self-isolation and relevant hygiene protocols;
   c. Ongoing information about the ANU process, if requested.
   d. Throughout this process, the **Primary Contact Officer** will ensure that **Community Wellbeing Team Lead** is kept consistently up to date. ²

5. The **Community Wellbeing Team Lead** will then;
   
   a. Notify the relevant Dean(s)/General Manager(s) or relevant Service Division Director(s).
      i. This person will identify an appropriate **Local Area Contact**.
      ii. This notification will include the name of the **Primary Contact Officer** identified at Step 4.
   b. Notify the **Associate Director, Work Environment Group (WEG)** to implement Step 7.
   c. In the case of a student, notify the **Director, Residential Services** to implement Step 9.
   d. Notify the **Local Area Contact**, to implement Step 8.

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² The **Primary Contact Officer** and **Community Wellbeing Team Lead** may be the same individual.
e. Notify the Director, SCAPA that an additional case has been recorded;

6. Without the explicit permission of the **Community Wellbeing Team Lead**, no other staff member, except the identified **Primary Contact Officer**, will make contact with the affected person.

7. The **Associate Director, Work Environment Group (WEG)** will

   a. Determine if this illness is work-related.
   b. If deemed necessary:
      i. undertake a detailed investigation in accordance with [WHSMS Handbook Chapter 4.3](#);
      ii. log this incident on Figtree in accordance with the [Information Sheet: COVID-19 Incident Reporting](#);
      iii. Act as the University’s central contact point with relevant Health Authorities and ComCare.
   c. Ensure that the **Community Wellbeing Team Lead** is kept consistently up to date with any relevant developments.

8. The **Local Area Contact** will

   a. Liaise with the **Associate Director, Work Environment Group (WEG)** to determine, along with the **Primary Contact Officer**, the best means of supporting contact tracing efforts.
   b. Inform the occupants and users of any affected areas (as identified at Step 3C) that, until further notice, the affected areas will be closed and disinfected due to a suspected or confirmed case of COVID-19.
   c. Ensure that the **Community Wellbeing Team Lead** is kept consistently up to date with any relevant developments.

9. The **Director, Residential Services** will

   a. Confirm whether the affected student was a resident on campus and relay that information back to the **Community Wellbeing Team Lead**.
   b. Ensure that, if the affected student was resident on campus, the relevant protocols within the [Residential Standard and Essential Requirements](#) are implemented.
   c. Ensure that the **Community Wellbeing Team Lead** is kept consistently up to date with any relevant developments.
NOTE: Without the explicit permission of the Community Wellbeing Team Lead, no other staff member, except the identified Primary Contact Officer, will make contact with the affected person.