

Covid-19 Quarantine Wellbeing Response Plan

WHS-PRO-GUI-006g



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Intent

To provide a consistent approach to the management of ill health within the JCU community, for individuals who have chosen to disclose their Covid-19 diagnosis, or to those who have been identified by Public Health, a Medical Practitioner, or through JCU's internal processes to require quarantine, and have completed a JCU Quarantine Notification Form. This process does not apply to individuals who have chosen to self-quarantine for other reasons e.g. choosing to self-quarantine due to a compromised immune system.

To ensure the JCU community has access to wellbeing support and the necessary resources during their period of ill health or quarantine.

Definitions

Casual Contact	As defined by QLD Health : Casual contacts are people who may have been at the same location as a confirmed case of COVID-19 in their infectious period but has not had face-to-face or has not shared a closed space for more than 1 hour.
Close Contact	As defined by QLD Health : A close contact is someone who has: <ul style="list-style-type: none">• Had face-to-face contact for any amount of time or shared a closed space for at least 1 hour with a confirmed case during their infectious period.• Been to a venue or location where the risk of transmission is considered high based on public health assessment.• been identified by public health authorities to be at high risk for developing COVID-19 as they have or may have been in contact with someone with COVID-19, for example in a school or other institutional setting.• Been advised they will be provided with a quarantine direction by an emergency officer – by text, email or phone call.• Been confirmed a close contact or casual contact by an interstate government authority.
Isolation	As defined by QLD Health : Isolation is the term used when asking people who are suspected or confirmed to have COVID-19 to stay in their home or in hospital until they are no longer infectious.
Quarantine	As defined by Queensland Health: Quarantine means staying at the address stated on your quarantine direction for 14 days, or the date otherwise specified on the direction. This may be in your home, hotel room or provided accommodation. You must not leave your residence unless it is to get essential medical care or supplies, to avoid injury or illness, or to escape a risk of harm. You should not allow anyone into your place of quarantine unless they live there or need to enter to provide emergency or medical care.
Third Party	In the context of this Response Plan, the term third party refers to JCU commercial tenants, controlled entities and partners operating on the campuses.

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Wellbeing Response Team	A collaboration of JCU Staff from the Work Health and Safety Unit, the Student Equity and Wellbeing Team, Residential College Managers, and the International Student Support Team delivering a coordinated approach to provide support to those within the JCU community who are directly affected by Covid-19.
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Procedure

1 Wellbeing Response Team

Wellbeing checks are to be completed by the relevant staff member of the diagnosed or quarantined individual i.e.

- International Student Support team → International Students;
- Student Equity and Wellbeing team → Domestic Students;
- Residential College Managers → Students living on campus;
- Work Health & Safety team → Staff;
- Divisional Executive Officer → 3rd parties.

In the instance that a larger pool of resources is required, contact may be completed by any of the above team members, as well as by a broader welfare response team of identified support staff within JCU.

2 Student Covid-19 / Quarantine Wellbeing Response

Students with Covid-19 or in quarantine may become known to JCU through a number of mechanisms:

1. Public Health contacting JCU WHS team as part of contact tracing efforts;
2. Student voluntarily notifying their College Manager, Course Coordinator or other Academic Staff member;
3. Student seeking out counselling or other support services (i.e. international);
4. Students completing a Notification of Extenuating Circumstances lodged through Student Services;
5. Students completing the JCU Covid-19 Quarantine Notification Form.

2.1 Student in Quarantine/Isolation

The Response team is to ensure that the JCU Work Health & Safety team is aware of the individual through completion of the [Covid-19 Quarantine Notification Form](#) or by emailing WHSNotification@jcu.edu.au. The WHS team will enter the details into a Covid-19 database. Contact with the WHS team will also ensure the appropriate Covid-19 response processes are followed.

Contact with students is to occur with their consent at a frequency that they are comfortable with, which is to be determined on a case-by-case basis. Appendix 1 provides a suggested communication plan for student contact. Students may withdraw their consent at any time. The preferred method of communication will be by phone with Zoom available if required.

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International students are to advise JCU of the relevant agencies, institutional partnerships and next of kin who may also need to be notified of their diagnosis or quarantine. This communication will only take place with the students consent.

Contact with students will cover the following topics:

- Completion of Quarantine Notification form or obtaining of relevant details;
- Wellbeing services available;
- Academic support;
- Accommodation needs / on campus support for residential students;
- External community support agencies;
- Declaration of Fitness to Return to Work / Study.

The purpose of contact from JCU is to provide support and the necessary resources within our scope and capacity. Staff making the contact should cover off all relevant discussion points in the Covid-19 Student Welfare form. A short note of all contacts should be entered into the Covid-19 Student Welfare form, and will include only general statements of wellbeing and discussion. For privacy reasons, as little information as is reasonably necessary will be collected.

Students who are also JCU staff members will be able to identify this on their Quarantine Notification form. The Wellbeing Response team will communicate with the student to ensure they are supported in both avenues.

3 Staff Covid-19 / Quarantine Wellbeing Response

Staff with Covid-19 or in quarantine may become known to JCU through a number of mechanisms:

1. Public Health contacting JCU WHS team as part of contact tracing efforts;
2. Voluntarily notifying their Supervisor or Line Manager;
3. Completion of the JCU Covid-19 Quarantine Notification Form.

3.1 Staff Member in Quarantine/Isolation

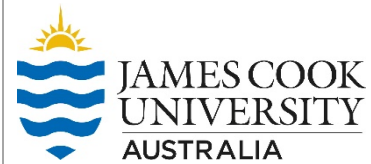
Contact with a staff member diagnosed with Covid-19, or with a staff member who has been directed to quarantine, is to only take place with their consent. If consent is granted, telephone / video contact will take place on multiple occasions during their quarantine/isolation. If verbal contact is not available or appropriate, email contact should be done in its place, using the WHSNotification@jcu.edu.au email address. A suggested protocol for communication timelines is as follows:

- First contact: within 48 hours of notification where possible;
 - Quarantine Notification Form to be completed and details entered into database;
- Second contact: after 6-7 days;
- Third contact: on day 13 or 14;

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- Declaration of Fitness to Return to Work / Study is to be provided for when the staff member is planning to return to work (see 4. Return to Work).

Additional contacts may be made as required, on a case-by-case basis e.g. if a person remains unwell beyond 14 days of quarantine.

Consent is an ongoing conversation and should be discussed at every contact point. Staff may withdraw their consent to contact at any time.

The purpose of contact from JCU is to provide support and the necessary resources within our scope and capacity. WHS staff making the contact should cover off all relevant discussion points in the Covid-19 Staff Positive Case Response Script or Covid-19 Staff Other Quarantine Case Response Script, whichever is relevant. Support and resources may include:

- [Employee Assistance Program](#);
- Beyond Blue [Coronavirus Mental Wellbeing Support Service](#);
- Head to Health support; <https://headtohealth.gov.au/Covid-19-support/Covid-19>;
- MindSpot Information Sheet: [10 Psychological Tips for Coping with Coronavirus](#);
- Australian Government Coronavirus App;
- WhatsApp (see Appendix 2).

A short note of all contacts should be entered into the WHS Covid-19 database, noting that they should include only general statements of wellbeing and discussion. For privacy reasons, as little information as is reasonably necessary will be collected.

Staff who are also studying at JCU will be able to identify this on their Quarantine Notification Form. The Wellbeing Response Team will communicate with the Staff Member to ensure they are supported in both avenues.

3.2 Work-related Confirmed Cases of Covid-19

In the event a staff member has contracted Covid-19 and believes this has occurred in their line of work, they are eligible to lodge an application for workers' compensation to compensate for medical costs and time lost from work. These cases will be managed in accordance with the Health Management Procedure, Section 2: Work Related Injury. These cases are to be referred to the WHS Injury Prevention and Management Advisor who will become the primary contact point.

WHS Injury Prevention and Management Advisor to:

- Assist the staff member to lodge a WorkCover Claim Application;
- Manage the case in accordance with the Health Management Procedure.

4 Return to Work / Study

QLD Government health advice should be followed at all times throughout a period of quarantine/isolation.

4.1 Declaration of Fitness to Return to Work / Study

JCU is requesting that all staff / students provides [Fitness to Return to Work / Study Declaration](#) to notify the University of the completion of their quarantine/isolation period.

The Wellbeing Response team is to provide the Fitness to Return to Work / Study Declaration to affected individuals; to be completed prior to return to work / study following quarantine/isolation period:

- All individuals are to return this form to WHSNotification@jcu.edu.au;
- Students are to also return this form to their Course Co-ordinator and/or College Manager;
- Staff are to also return this form to their Supervisor / Manager. Once the Manager has received the Fitness to Return to Work / Study Declaration form, the staff member can return to work.

5 Third Party Covid-19 / Quarantine Wellbeing Response

Third parties include: commercial tenants, controlled entities and partners operating on the campuses.

It is an expectation that the individual business has adequate response planning and resources in place to support their staff who are diagnosed or quarantined in relation to Covid-19.

JCU Divisional Executive Officer will contact the Manager or identified contact person of the business to:

- Arrange for and obtain a copy of the completed Quarantine Notification form;
- Confirm arrangements for closure of the premises to enable a Terminal Clean to take place:
 - Divisional Executive Officer will contact WHS to initiate the Covid-19 Positive Case Process resulting in a Terminal Clean of the premises;
- Arrange for communication between the tenant or controlled entity to liaise with the JCU Director of Media regarding external communication plans / media;
- Confirm the manager has access to government resources such as:
 - Coronavirus Australia App – for links to specific government resources;
 - WhatsApp – for links to specific government resources (see Appendix 20);
 - Beyond Blue [Coronavirus Mental Wellbeing Support Service](#).
 - Head to Health support; <https://headtohealth.gov.au/Covid-19-support/Covid-19>;
 - MindSpot Information Sheet: [10 Psychological Tips for Coping with Coronavirus](#);
- Liaise with them to identify when they can re-open the premises.

6 Consent & Confidentiality

Individuals are not required to disclose personal medical information to JCU, and may choose not to consent to wellbeing checks throughout their period of ill-health. Most employers will need to collect personal information from staff members and workplace visitors to control the risks posed by the Covid-19 pandemic, but they must comply with privacy laws and the Australian Privacy Principles (APPs) in Schedule 1 of the Commonwealth Privacy Act 1988. Employers can collect, use and disclose personal information for the purpose of ensuring all necessary precautionary steps are taken for the individual the information is taken from or any other individuals who might be at risk.

6.1 Declined / Withdrawn Consent

In the event an Individual does not consent to contact with JCU about their illness, JCU will:

- Request consent to provide them with an email of resources;
- Alert them to the return to work/study requirements post illness;
- Send email with resources including Declaration to Return to Work;
- Cease contact.

In the event of a positive covid-19 case, QLD Public Health will provide JCU with any necessary information.

6.2 Confidential Information Storage

Information collected as part of the wellbeing checks is done to identify areas of support and resources that individuals can be provided with. Individual medical information that is received by JCU is to be treated confidentially and will be stored:

- For All: On a confidential Covid-19 database within the WHS team, then stored on JCU's secure Content Manager system;
- For Staff: On a confidential corporate drive, then stored on JCU's secure Content Manager system, with limited access within the confidential Work Health & Safety Injury Management folder;
- For International Students: On a confidential corporate drive, then stored on JCU's secure Content Manager system against the individual student file;
- For Domestic Students: stored on JCU's secure Content Manager system against the individual student file and individual Counselling records.

De-identified data is likely to be used for future reporting and evaluation purposes.

7 WHS Covid-19 Quarantine Database

The WHS unit is responsible for maintaining a database of all notified quarantine persons across the JCU Community, to be used for future statistical analysis. All Quarantine Notification forms should be forwarded to WHSNotification@jcu.edu.au for entry into the database.

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Related procedure instruments

[WHS-PRO-GUI-006d Home Workstation Safety Guideline – Coronavirus 2020](#)

[WHS-PRO-006 Health Management Procedure](#)

[WHS-PRO-FORM-005c Covid-19 Quarantine Notification Form](#)

[WHS-PRO-FORM-006f Declaration of Fitness to Return to Work/Study Covid-19 2020](#)

[Employee Assistance Program](#)

Covid-19 Staff Positive Case Response Script

Covid-19 Staff Other Quarantine Case Response Script

Covid-19 Student Welfare Form

Covid-19 Third Party Positive Case Response Script

[Head to Health support](#)

[MindSpot Information Sheet](#)

Beyond Blue [Coronavirus Mental Wellbeing Support Service](#)

Schedules/Appendices

Appendix 1 - Suggested Covid-19 Student Case Management communications frequency

Appendix 2 - WhatsApp Messaging Service

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8 Appendix 1: Suggested Covid-19 Student Case Management communications frequency

Time frame	Channel	Covid-19 positive	Quarantine
Immediately after notification	Phone	<ul style="list-style-type: none"> Reason for calling Consent to ask questions/continue contact Complete quarantine notification How are you feeling? Do you have supports (i.e. family/housemates etc) Self-isolation advice, including rest of household Advise to continue to studying if well What to do if you start feeling unwell Return to study – form and criteria Offer support, manage expectations around what JCU can provide 	<ul style="list-style-type: none"> Reason for calling Consent to ask questions/continue contact Complete quarantine notification How are you feeling? Do you have supports (i.e. family/housemates etc) Quarantine advice Advise to continue to studying if well What to do if you start feeling unwell Return to study – form and criteria Offer support, manage expectations around what JCU can provide
	Email	<ul style="list-style-type: none"> Quarantine notification (if not completed over the phone) Contacts for JCU or community supports if student has none of their own Self-isolation advice from health authorities What to do if illness worsens Counselling and other wellbeing contacts 	<ul style="list-style-type: none"> Quarantine notification (if not completed over the phone) Contacts for JCU or community supports if student has none of their own Self-isolation advice from health authorities What to do if you start to feel sick Counselling and other wellbeing contacts
3-4 days into quarantine	Phone	<ul style="list-style-type: none"> Checking in Consent to continue contact How are you feeling? Offer support 	<ul style="list-style-type: none"> Checking in Consent to continue contact How are you feeling? How are your studies going? Offer support
	Email	<ul style="list-style-type: none"> Contacts for JCU or community supports if student has none of their own What to do if illness worsens Counselling and other wellbeing contacts 	<ul style="list-style-type: none"> Contacts for JCU or community supports if student has none of their own What to do if you start to feel sick Counselling and other wellbeing contacts

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Mid-point of quarantine	Email	<ul style="list-style-type: none"> • Checking in • Please let us know if you have any concerns and we'll see if we can support you 	<ul style="list-style-type: none"> • Checking in • Tips for studying/staying motivated when in quarantine • Please let us know if you have any concerns and we'll see if we can support you
Day 10	Phone	<ul style="list-style-type: none"> • Checking in • Consent to continue contact • How are you feeling? • Have you had medical advice to remain in isolation, or do you have a plan to stop self-isolating? • Offer support 	
	Email	<ul style="list-style-type: none"> • Checking in • Please advise if you have medical advice to remain in self-isolation • Required process to return to study 	<ul style="list-style-type: none"> • Checking in • Please advise if you have medical advice to remain in quarantine • Required process to return to study
End of quarantine period	Email	<ul style="list-style-type: none"> • Continue to follow medical and government advice regarding social distancing, quarantine • Complete 'return to study' paperwork before returning to studies on-campus • Seek support as required from on-campus and community supports 	<ul style="list-style-type: none"> • Continue to follow medical and government advice regarding social distancing, quarantine • Complete 'return to study' paperwork before returning to studies on-campus • Seek support as required from on-campus and community supports

Appendix 2: WhatsApp Messaging Service

Here's a step by step guide to using the Coronavirus Australia Whatsapp service:

1. Go to your mobile phone App Store
2. Download WhatsApp onto your phone.
3. Add the government's WhatsApp number into your WhatsApp contacts. The number is +61 400 253 787
4. Send the WhatsApp account a message of inquiry.
5. You will receive a message back with options for links to various government resources
6. Follow the instructions to get the information you need.

Alternatively it can be accessed using the web through this [link](#) –

or:

Go to: <https://www.australia.gov.au/>

Click on “Get updates through WhatsApp”

Follow the prompts to install the web version of WhatsApp on your computer