

RESOURCE PACK FOR LOCAL GOVERNMENT

As at 25 March 2020



NB: It is important to keep up to date
- new resources are being made available
on the [NSW Health website](https://www.health.nsw.gov.au) daily

General COVID-19 information and resources for general public

(a) FAQs, fact sheets, posters, digital banners

[www.health.nsw.gov.au/Infectious/diseases/
Pages/coronavirus-resources.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-resources.aspx)

Note: If you are looking to adapt/change any of
the existing NSW Health resources for local use,
you will need to source copyright permission via
NSW Health here (see copyright permission
online form): [www.health.nsw.gov.au/pages/
copyright.aspx](https://www.health.nsw.gov.au/pages/copyright.aspx)

Also:

[www.health.gov.au/resources/collections/
novel-coronavirus-2019-ncov-resources](https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources)

(b) Social distancing information

Simple steps for slowing the spread of COVID-19
by social distancing:

[www.health.nsw.gov.au/Infectious/factsheets/
Pages/social-distancing.aspx](https://www.health.nsw.gov.au/Infectious/factsheets/Pages/social-distancing.aspx)

Culturally and Linguistically Diverse

[www.health.nsw.gov.au/Infectious/diseases/
Pages/coronavirus-resources-cald.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-resources-cald.aspx)

Information is available in community languages
including Arabic, Bahasa/Indonesian, Chinese
Simplified, Chinese Traditional, Farsi, Italian,
Korean, Thai and Vietnamese.

COVID-19 posters are available in Arabic,
Assyrian, Bahasa/Indonesian, Bengla, Chinese
Simplified, Chinese Traditional, Farsi, Greek,
Italian, Japanese, Khmer, Korean, Mongolian,
Nepali, Portuguese, Spanish, Thai and
Vietnamese.

For businesses and workplaces

Business continuity for Councils:

[www.olg.nsw.gov.au/programs-and-initiatives/
olg-assists-councils-to-manage-covid-19/](https://www.olg.nsw.gov.au/programs-and-initiatives/olg-assists-councils-to-manage-covid-19/)

General information for workplaces:

[www.health.nsw.gov.au/Infectious/diseases/
Pages/coronavirus-businesses.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-businesses.aspx)

[www.safework.nsw.gov.au/hazards-a-z/
diseases/coronavirus-covid-19-advice-and-
guidance-for-nsw-workplaces](https://www.safework.nsw.gov.au/hazards-a-z/diseases/coronavirus-covid-19-advice-and-guidance-for-nsw-workplaces)

Infection control and environmental health

Councils may wish to provide information for
visitors by placing hand washing and cough
etiquette posters around their facilities.

Protect yourself from viruses; symptoms; and
handwash/handrub posters:

[www.health.nsw.gov.au/Infectious/diseases/
Pages/coronavirus-businesses.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-businesses.aspx)

Also:

[www.health.nsw.gov.au/Infectious/diseases/
Documents/covid-19-hygiene-poster.pdf](https://www.health.nsw.gov.au/Infectious/diseases/Documents/covid-19-hygiene-poster.pdf)

Other advice

- Essential services (eg. checking food safety)
should continue.

- Take PPE with you, eg. hand sanitiser, and face masks (in case someone is sick and they don't have a mask). Wash hands regularly and staff should report to managers if they feel unwell and should not attend work.
- Contact Healthdirect hotline on **1800 022 222** if there was possible contact with a confirmed case and/or travelled overseas in the last 14 days and they have symptoms.
- If possible, handle residential (non-urgent) complaints by phone and/or email.

Public pools and sporting venues

Non-essential indoor venues where large numbers of the public congregate will have to close, including gyms, indoor fitness centres, pools and sporting venues.

www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-public-order-23-march.aspx

Community facilities

Community facilities such as community halls, libraries and youth centres will have to close from 26 March. Online options for delivery of these services should be explored.

Updated information about closures and restrictions for essential and non-essential services is at www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/limits-on-public-gatherings-for-coronavirus-covid-19#limits-on-visits-to-vulnerable-groups

Environmental cleaning

Environmental cleaning is important for reducing the risk of transmission of pathogenic organisms. It is particularly important in containing risk of spread throughout the containment phase during an outbreak. Recommendation for COVID-19 is cleaning and disinfection.

Key principles for environmental cleaning:

1. Using a Detergent (recommended for routine cleaning)
 - A detergent is a surfactant that facilitates the removal of dirt and organic matter.
 - Most hard surfaces can be adequately cleaned with warm water and a neutral detergent as per the manufacturer's instructions. Allowing the cleaned surfaces to dry is an important aspect of cleaning.
 - Routine cleaning of floors with detergent and water is recommended.
2. Using a Disinfectant
 - A disinfectant is a chemical agent that rapidly kills or inactivates most infectious agents.
 - Disinfectants are not to be used as general cleaning agents, unless combined with a detergent as a combination cleaning agent.
 - Disinfection should always be undertaken following, and in addition to, detergent cleaning.

Child care centres

Follow the NSW Government website regarding child care centre advice.

Information for Child Care Centres:

www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-childcare.aspx

Function Centres

All functions should be cancelled.

Public events

On 15 March 2020, NSW Health Minister Brad Hazzard made an Order under Section 7 of the Public Health Act 2010 to force the immediate cancellation of major events with more than 500 people.

www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-events.aspx

Services to vulnerable groups

Local Government provide many services to vulnerable groups. These groups are most at risk of social isolation currently are also at risk when services are restricted. As such, Local Government may be able to assist in community building through alternate delivery of service eg. hosting virtual classes.

Employees who usually support other Council activities that are no longer permitted may be able to support these services.

Relaxing restrictions on deliveries

Supermarkets across the State are able to receive deliveries 24 hours a day to restock their shelves under new rules introduced by the NSW Government. Truck deliveries are able to supply shops and retailers with essential goods at all times to support communities.

info.olg.nsw.gov.au/link/id/zzzz5e7439acaae5d992/page.html

Social media

COVID-19 awareness messages (social media tiles) available here:

www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-resources.aspx

NSW Health

www.facebook.com/NewSouthWalesHealth

twitter.com/NSWHealth

www.linkedin.com/company/nsw-health/?originalSubdomain=au

Commonwealth Department of Health

www.facebook.com/healthgovau

twitter.com/healthgovau

www.youtube.com/user/healthgovau - all the National COVID-19 public communications campaign videos are available here.

World Health Organisation (WHO)

www.facebook.com/WHO

twitter.com/intent/follow?source=followbutton&variant=1.0&screen_name=who

www.linkedin.com/company/world-health-organization/

Information from the Office of Local Government

www.olg.nsw.gov.au/programs-and-initiatives/olg-assists-councils-to-manage-covid-19/

Useful websites

For the latest, up-to-date information:

www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx

www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert