**Script - calling a staff member who is secondary close contact of a COVID-19 case in an accommodation service**

Hello STAFF NAME.

Unfortunately I am calling to inform you that a customer or staff member who lives/works at SITE ADDRESS has been deemed a primary close contact of someone who has tested positive for COVID-19. This makes you a secondary close contact of a positive COVID-19 case.

How are you feeling? Please don’t be too worried about this. I have clear guidance on what you need to do and will support you through this.

You will need to:

* Go and have a COVID-19 test ASAP
* Self-isolate at home (As you were in contact as part of your work duties, Northcott will continue to pay you for your shifts during the isolation period)
* Let me know as soon as you receive the result from your COVID-19 test

Next steps will be dependent on:

1. Your COVID-19 test result
2. The primary close contact’s COVID-19 test result

I will be in contact with you again after you have let me know the result from your COVID-19 test.

I understand this news might be difficult for you. I therefore remind you about our **Employee Assistance Program** (EAP) which is a free, confidential, short-term counselling and advice service for employees and their immediate family members. Call Actevate on **1300 663 155.**

Do you have any questions?

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Ok. Let me know as soon as you have received your test result.

I’ll also send you an email which outlines what I’ve just said so you have that for review and if you have any questions, contact me at any time.

Talk soon.

NAME