# **COVID-19** communications

Department of Customer Service

MP's Toolkit: 18 March 2022 update Multicultural focus



# Purpose of this toolkit

This toolkit contains the latest links and assets to help you communicate with your community.

### **Topics include:**

- 1. COVID-19 vaccination and boosters
- 2. Information for people exposed to COVID-19 and managing COVID-19 at home
- 3. COVID-19 testing

### The latest information can be found at nsw.gov.au

### Other important support and information:

- Free translation and interpreter 24-hour helpline TIS National 131 450
- National Coronavirus Helpline 1800 020 080 (and choose Option 8 for the free interpreting service)
- For people who have tested positive to COVID-19 NSW Health COVID-19 Care at Home Support Line on 1800 960 933
- For households that are required to self-isolate NSW Health Isolation Support Line on 1800 943 553
- Service NSW 13 77 88



# **COVID-19 vaccination and boosters**

# COVID-19 boosters for 16-17 year olds: videos

Note: The languages in **bold** have been added since the last update



Share COVID-19 booster video for people aged 16-17 years: Kurdish Kurmanji, Macedonian, Tamil

### Post copy:

COVID-19 boosters are available for people aged 16 years and over and can be given 3 months after your second dose of a COVID-19 vaccine.

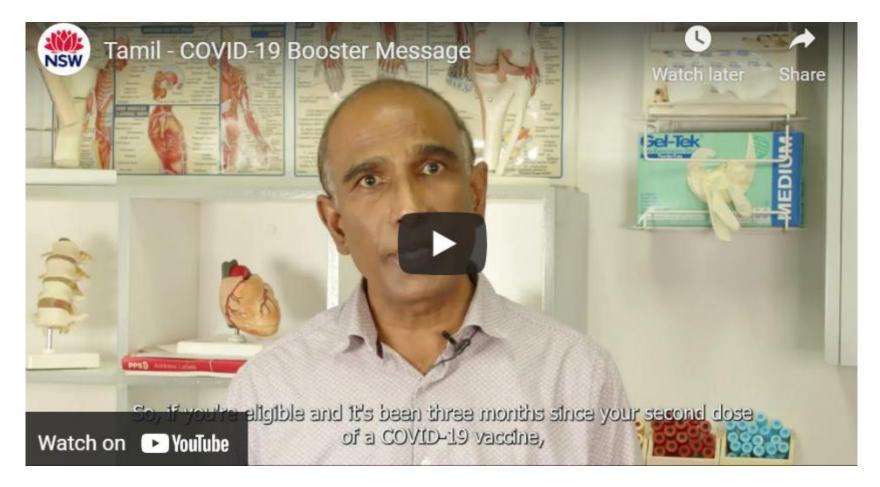
A booster dose helps to strengthen your immune system and improve your long-term protection against serious illness from COVID-19. The Pfizer vaccine is the approved booster vaccine for people aged 16 - 17 years.

For all translated COVID-19 vaccination content, **click here** 



# COVID-19 boosters: videos

Note: The languages in **bold** have been added since the last update





Share COVID-19 booster message video:

Bangla, Cantonese, Filipino, Gujarati, Korean, Kurdish Kurmanji, Macedonian, Nepali, **Tamil**, Vietnamese

### Post copy:

If you're 16 years or over and had your second dose of a COVID-19 vaccine more than three months ago, your booster is due now.

For all translated COVID-19 vaccination content, **click here** 





# Information for people exposed to COVID-19 and managing COVID-19 at home

# Information for people exposed to COVID-19: fact sheet



### NSW

### Information for people exposed to COVID-19

#### How will I know if I have been exposed to COVID-19?

COVID-19 is common in the community. We ask people with COVID-19 to tell the people they have spent time with from the 2 days before they started having symptoms or 2 days before they tested positive (whichever came first) that they have COVID-19.

If you are fold by someone that you have been in contact with a person with COVID-19, use this advice to understand your risk and what you can do to protect yourself, your family and your community.

#### Who is at risk of getting infected?

The risk of infection with COVID-19 increases

- with the amount of time you spend with someone who has COVID-19 and how closely you interacted with them
- when you are indoors (the risk is lower if you are outdoors)
- when you don't wear a mask (the risk is much lower if the person you are with also wears a mask)

Vaccination decreases the risk of getting COVID-19, but this protection reduces over time and can be less effective against certain variants of COVID-19, such as Omicron. Booster doses significantly help increase this protection, including for the Omicron variant. Vaccination is also important in protecting against severe disease. Everyone should get their booster as soon as they are eligible

To book your COVID-19 vaccination please visit the COVID-19 Vaccine Clinic Finder.

#### How long am I at risk for?

After being exposed to someone with COVID-19 you are at risk of patting it for 14 days. Most people who develop COVID-19 will get it in the first 7 days and so this is when you are at highest risk. However approximately 25% of cases will develop COVID-19 between day 7 and 14.

#### What should I do if I have been exposed to someone who has COVID-19?

Your risk of getting COVID-19 will be based on the type of contact you had with a person who has COVID-19. When thinking about your testing and isolation requirements, think about your circumstances, including the risk you could infect vulnerable people you live or work with.

All people exposed to someone with COVID-19 should watch carefully for symptoms. If symptoms occur, have a test immediately. See the table below for more information on what to do next.

#### What are my legal requirements?

If you live with someone who has COVID-19 then you must follow the NSW Health Self Isolation Guidelines and self-isolate for 7 days. You must also follow the NSW Health Self-Isolation Guidelines for 7 days if you have been notified to do this by NSW Health.

If you were exposed to someone with COVID-19 outside of your household, please assess your risk using the table below. Consider the nature of your contact with the person with COVID-19 and your own personal circumstances, such as the risk that you could infect the people you live or work with, especially if they have conditions that make them more susceptible (for example, chronic illness, or on chemotherapy).

Download fact sheet:

Amharic, Arabic, Armenian, Assyrian, Bangla, Burmese, Chinese-Simplified, Chinese-Traditional, Dari, English, Farsi, Filipino, French, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Indonesian, Japanese, Khmer, Kirundi, Korean, Kurdish-Kurmanji, Kurdish-Sorani, Lao, Macedonian, Malayalam, Mongolian, Nepali, Polish, Portuguese, Russian, Rohingya, Serbian, Sinhalese, Somali, Spanish, Swahili, Telugu, Thai, Tibetan, Turkish, Urdu, Vietnamese

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#### وماذا يعيَّن أن افعل إذا خالطتُ مماياً بـ900WID19

محمد احماء إصلحك بـ COVE-44، في توع المخاطة من المعات HCOVE-19 والشبية الزرج فإنك وأجراء فحس والياع منطبات المرك الذائية. فلز بطررتك الشخصية، بما فيها احتمال ظلك المدون إلى أشخاص مستفصلين شبكن أواقعنا عمينا وحيَّن على جنع الألخاص الذين وخاطرت منها و marine أن يرافيها جداً القهور amines العراض

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# Managing COVID-19 at home: fact sheet



### NSW

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### Testing positive to COVID-19 and managing COVID-19 safely at home

#### If you test positive with a rapid antigen test, you must:

 Register your positive test on the <u>Bervice NBW website</u> so you can be linked to important health care support and advice based on your COVID-19 risk. If you or someone in your family can't register online, please call Service NBW on 13 77 86.

#### If you test positive with a PCR or rapid antigen test, you must:

- Isolate immediately for 7 days. Voar household must also isolate for 7 days. If you have a some threat, numry nose, cough or shorthess of breath after 7 days, please remain in isolation until 24 hours after your ayreptoms have reached.
- Tell people who you spent time with from the 2 days before you started having symptoms or 2 days before you tested positive (whichever came first) that you have COVID-10. This includes your social contracts, workplace and/or school.
- Monitor your symptoms. If you are concerned you should cell your GP, the NSW Health COVID-19 Care at Home Stapport Line on 1850 990 993 or the National Coronavirus Helpline on 1850 020 080. If symptoms become server cell 000.

#### How will my COVID-19 be managed?

When you register your positive RAT result online or over the phone, you will be asked to answer questions that help us determine whether you are at risk of gatting severe disease. If you had a positive PCR result, you will be sent a link to similar questions by text message. Please reply to these questions as you can.

You will also be sent advice on self-lactation and how to look after your illness at home. If you are at risk of severe disease. NSW Health will also us some more questions. This is to check if you're eligible for antiviral or other early treatment for COVID-19. You will need to provide the name of your GP or GP produce so NSW Health's divisal teams can extract them about your care.

If you are under 65 yoars of age, have had two doese of COVID-10 vectine, do not suffer from any chronic health conditions and are not pregnant, you can safely look after yourself at home. Most people with COVID-19 with a will have a mid litness and will recover in a few days or so, with some people having no symptoms at all. You can reach out to NSW Health for care or advice anytime during your litness. Most symptoms can be managed with:

- Bed rest
- Regular paracetamol and ibuprofen to relieve pain and fevera
- Throat lozenges for a sore throat
- · Keeping hydrated with regular sips of water

Continue to take any medications you have been prescribed as usual. If you are unsure about continuing to take your current medication or treatment, or have any concerns about your health, call your doctor.

Please contact your GP or call the NSW Health COVID-19 Care at Home Support Line on 1809 960 933 if you are considered to be at high risk of severe disease. People considered at high risk of severe disease include:

- Pregnant women (see What if I am pregnant and have COVID-197)
- Aboriginal and Torres Strait Islander people (particularly those with underlying health conditions)
- Pacific Islander people

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# Managing COVID-19 at home: videos

Note: The languages in **bold** have been added since the last update





For all translated Managing COVID-19 content, click here

# Preparing for self-isolation: explainer audio

### **ARABIC** العربية

Managing COVID-19 at Home Explainer – preparing for self-isolation





**Overview** This information is about self-isolating at home if you or someone you live with has COVID-19.

Post copy: Preparing for self-isolation

If you need to self-isolate at any time, or are self-isolating now, it is important you have enough essential food, drink and household items to last a few days at home.

Ensure you have a two-week supply of your usual medications, and pain relief such as paracetamol, a thermometer and rapid antigen tests if available. Keep enough cleaning products to wipe down surfaces, and hand sanitiser.

Have a supply of masks. Make sure you have enough supplies for infants and children such as nappies or toys. Keep phone numbers of your GP and emergency contacts handy.

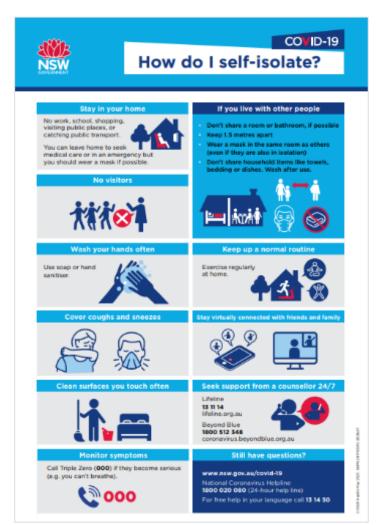
Audio clip to share: Arabic, Assyrian, Bosnian, Croatian, Italian, Macedonian, Mandarin, Spanish, Vietnamese

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# How to self-isolate: infographic





### Download fact sheet:

Arabic, Assyrian, Bangla, Chinese-Simplified, Chinese-Traditional, Dari, English, Farsi, Greek, Hindi, Italian, Khmer, Korean, Lao, Nepali, Punjabi, Samoan, Spanish, Thai, Tongan, Vietnamese





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# **COVID-19** testing

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# Rapid antigen testing: videos

Note: The languages in **bold** have been added since the last update





Live YouTube links to share: Arabic, Assyrian, Bangla, Cantonese, Dari, English, Filipino, Greek, Hindi, Hungarian, Japanese, Korean, Lao, Macedonian, Mandarin, Portuguese, Sinhalese, Spanish, Tamil, Vietnamese

### Post copy:

Rapid antigen tests are quick and easy to use. Watch this video to learn how to use a test safely at home. Remember, if your test result is positive, you must register the result straight away online with Service NSW.

For all translated COVID-19 testing content, <u>click here</u>

