

## CLIENT RESPONSIBILITY AND COVID-19

Please ensure you are aware of your responsibilities before visiting your CDE. If you are required to self-isolate or have been given a directive to do so, you must comply with these orders. A breach of COVID-19 directives to isolate or quarantine can be reported and can result in heavy fines and criminal charges. If a health professional is aware a client is breaching COVID-19 isolation orders they can elect to report this to state authorities.

### To protect others, you must:

- practice good hygiene
- practice physical distancing
- stay home and call your GP if you have any COVID symptoms including fever, cough, sore throat or shortness of breath
- understand how to isolate if you need

### You must self-isolate if you have:

- been tested for COVID-19 and are awaiting results
- been diagnosed with COVID-19
- are suspected of having COVID-19
- had close contact with a confirmed case of COVID-19
- are entering a state or territory, or an area within a state or territory, that has a required quarantine period, e.g. entering another state from Victoria
- have returned from overseas and are exempt from hotel quarantine

### Isolation means you:

- must not leave your home or isolation location, except in an emergency or to get essential medical care
- must not go into public places including work and shops
- must not let any other person into your home unless the person
  - lives with you and cannot live somewhere else
  - is providing medical care for you
  - is entering for an emergency
- you must go straight home if you find out you have COVID-19. You cannot stop anywhere, not even to buy medicine or groceries. Where possible, use personal transport such as a private car.
- you must stay isolated until your public health authority advises that it is safe to leave isolation. If you leave isolation without permission you may face criminal charges or a fine.

**If you are isolating or in quarantine and would like to speak to your CDE do not attend the clinic in person. Please call your CDE to arrange a telehealth appointment.**

For more information: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/isolation-for-coronavirus-covid-19>

## CLIENT RESPONSIBILITY AND COVID-19

### Breaches of isolation orders

Breaches or suspected breaches of a COVID-19 public health isolation order, can be reported and investigated and can result in penalties from state authorities.

State	Legal implications for breaches of a public health orders and isolation directives
<b>NSW</b>	<p>It is an offence to not comply with a public health order and the following penalties can apply:</p> <ul style="list-style-type: none"> <li>- a maximum penalty of imprisonment for 6 months and/or a penalty of up to \$11,000 plus a further \$5,500 fine each day the offence continues.</li> <li>- corporations that fail to comply with a direction are liable to a fine of \$55,000 and \$27,500 each day the offence continues.</li> <li>- On the spot fines can also be issued: amount of \$4,000 for a breach of clause 6 of the Public Health (COVID-19 Border Control) Order 2020 - failing to provide or falsifying information to an enforcement officer; an amount of \$5000 for a breach of the Public Health (COVID-19 Spitting and Coughing) Order (No 2) 2020 and \$1,000 in other cases.</li> </ul>
<b>VIC</b>	<p>The fine for breaching Stay at Home orders is \$1652 on the spot, which can be extended through the Magistrates' Court for repeat offenders to a maximum of \$10,000.</p> <p>A fine of \$4,957 can be issued to a person found to have breached the requirement to isolate or quarantine for a second or subsequent time.</p> <p>Victoria Police can issue on the spot fines of up to \$1,652 for individuals and up to \$9,913 for businesses for: Refusing or failing to comply with the emergency directions; Refusing or failing to comply with a public health risk power direction; Refusing or failing to comply with the Public Health Directions to provide information.</p> <p>Fines of up to \$20,000 for individuals and \$100,000 for businesses are possible through the court system. Individuals who do not wear a face covering and do not have a lawful reason can be fined \$200.</p> <p>The fine for not wearing a face covering, without lawful excuse, while mandated in Victoria is \$200.</p>
<b>QLD</b>	<p>If you don't comply you may be given an on-the-spot fine of \$1,334 for individuals and \$6,670 for corporations a court-imposed <i>penalty</i> of up to \$13,345 or 6 months imprisonment under the Public Health Act 2005.</p>
<b>SA</b>	<p>People who fail to comply with a requirement or direction of the State Co-ordinator (or an authorised officer) during a declared major emergency, incident or disaster under the Emergency Management Act 2004 (SA) may be charged with an offence.</p> <p>Maximum Penalty: If the offender is a natural person - \$20,000 or imprisonment for 2 years; If the offender is a body corporate - \$75,000</p> <p>Expiation (fine): \$1,000</p>
<b>TAS</b>	<p>Failing to comply with a direction issued under the Public Health Powers can result in a fine of up to \$16,800 or six months' imprisonment.</p>
<b>NT</b>	<p>The infringement penalty for an individual is \$1,099 and \$5,495 for a business. NT Police and Environmental Health Officers continue to undertake compliance activities.</p>
<b>WA</b>	<p>If you break the rules about isolation or quarantine, you could be charged with a criminal offence. The maximum penalty that may be imposed by a court for this offence is 12 months imprisonment or a fine of \$50,000. Alternatively police may issue you with a \$1,000 <u>infringement</u> on the spot.</p>

## CDE RESPONSIBILITY AND COVID-19

### Reducing the Risk of COVID-19 Exposure and Reporting Breaches:

- Advise your clients of their responsibilities by outlining or providing the above information to them prior to their appointment to ensure they are fully informed of their responsibilities and legal implications before attending in person. Continue to offer telehealth appointments as an option
- Complete a COVID risk screening to reduce the risk of COVID-19 exposure in your practice. An example screening tool with the appropriate steps is on the following page
- If a client discloses during a face to face appointment that they have breached a COVID-19 directive to self-isolate or quarantine, it is not compulsory for the health professional to report this. Reporting a breach of this nature is at the discretion of the health professional and may be done anonymously
- If reporting a breach and disclosure of information is required, take care to ensure that it is limited to only information that is necessary, and directed to the right authority outlined below. Keep a record of all discussions you have with the client and any steps taken
- If you are aware that you have been exposed to someone infected with COVID-19, you must get tested as soon as possible, report this to and seek guidance from your state Public Health Unit
- The relevant contact details for state Public Health Units and the latest updates can be found here: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>; or for further information call the National Coronavirus Health Information line (1800 020 080)

### To report a breach of COVID-19 orders or directives, contact the state contacts below:

State	Reporting Contact Details
ACT	For significant and immediate risk call ACT Policing 131 444 or submit an online form <a href="https://www.accesscanberra.act.gov.au/app/forms/report-covid-19-breach">https://www.accesscanberra.act.gov.au/app/forms/report-covid-19-breach</a>
NSW	Call Crime Stoppers on 1800 333 000; or submit an online form <a href="https://nsw.crimestoppers.com.au">https://nsw.crimestoppers.com.au</a>
NT	Submit an online form <a href="https://pfes.nt.gov.au/form/report-a-covid-19-breach">https://pfes.nt.gov.au/form/report-a-covid-19-breach</a>
QLD	Call Policelink 131 444 or Crime Stoppers on 1800 333 000 or submit an online form <a href="https://forms.police.qld.gov.au/launch/SuspiciousActivity">https://forms.police.qld.gov.au/launch/SuspiciousActivity</a>
SA	Report to the Police on 131 444, Crime Stoppers on 1800 333 000 or submit an online form <a href="http://crimestopperssa.com.au">http://crimestopperssa.com.au</a>
TAS	Call TAS Public Health Hotline 1800 671 738 or submit an online form <a href="https://www.police.tas.gov.au/services-online/tasmanian-health-hotline-form-for-reporting-non-compliance/">https://www.police.tas.gov.au/services-online/tasmanian-health-hotline-form-for-reporting-non-compliance/</a>
VIC	Call the Police Assistance Line on 131 444 or submit an online form <a href="https://www.police.vic.gov.au/contact">https://www.police.vic.gov.au/contact</a>
WA	Call Crime Stoppers on 1800 333 000 or WA Police Force on 131 444

### Useful Links for Health Professionals:

- COVID-19: Infection prevention and control risk management: [https://www.safetyandquality.gov.au/sites/default/files/2020-08/guidance\\_-\\_covid-19\\_infection\\_prevention\\_and\\_control\\_risk\\_management\\_002\\_0.pdf](https://www.safetyandquality.gov.au/sites/default/files/2020-08/guidance_-_covid-19_infection_prevention_and_control_risk_management_002_0.pdf)
- COVID-19: Geographically localised areas with elevated risk of community transmission: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>
- Keeping your practice COVID-safe: <https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Keeping-your-practice-COVID-safe.pdf>
- Department of Health COVID Infection Control Training (30 minute online training): <https://covid-19training.gov.au/login>
- Guidance for home visits: [http://www.cec.health.nsw.gov.au/\\_data/assets/pdf\\_file/0009/583695/COVID-19-Infection-Prevention-and-Control-Guidance-for-Home-Visits.pdf](http://www.cec.health.nsw.gov.au/_data/assets/pdf_file/0009/583695/COVID-19-Infection-Prevention-and-Control-Guidance-for-Home-Visits.pdf)

## COVID-19 RISK SCREENING FOR CLIENTS OF CDES

Prior to face-to-face contact, the following screening should be completed between the CDE or clinic staff and the client and/or carer.

1. **Contact the client or carer prior to their appointment**
2. **Ensure the client and or/carers are aware of their responsibilities**
  - “If you are required to self-isolate or have been given a directive to do so, you must comply with these orders to avoid putting others at risk. A breach of COVID directives to isolate or quarantine can be reported and can result in heavy fines and criminal charges. If you are isolating and unable to attend in person, a telehealth appointment can be arranged.”
3. **Complete the following questions with the client and any carers that would be present during the appointment**
  - Do you have a confirmed current COVID-19 diagnosis?
  - Have you had any contact with a confirmed or suspected case of COVID-19 within the last 14 days? This includes any health workers or carers.
  - Have you or your family/close contacts travelled or returned from travel interstate or overseas in the last 14 days?
  - Have you experienced the onset of any symptoms in the last 10-14 days including:
    - Fever or chills
    - Shortness of breath
    - Dry cough
    - Sore throat
    - Headache
    - Muscle and joint aches and pains
    - Acute confusion
    - Changes to smell/taste.
  - Do you live in a current known ‘hot spot’ (refer <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-case-numbers>)?
  - Have you or anyone you live with been directed to self-isolate or quarantine for any reason?
4. **If the client answered:**
  - **YES** to any of the above questions, offer a telehealth appointment and recommend they speak to their GP.
  - **NO** to all the above questions, it is at the CDEs discretion if they wish to offer the client a face-to-face appointment or telehealth appointment
5. **On their arrival remind your clients to wash their hands and physically distance themselves. Check they have none of the symptoms in question 3**
6. **Repeat this process for any follow-up appointments**

Screening tool adapted from:

- [https://www.speechpathologyaustralia.org.au/SPAweb/About\\_us/COVID-19\\_News\\_and\\_Information/COVID-19\\_-\\_Guidance\\_for\\_Service\\_Delivery/SPAweb/About\\_Us/COVID-19/Guidance\\_for\\_Service\\_Delivery.aspx?hkey=fc19a880-e7a8-4246-8631-a474fc43d4ae](https://www.speechpathologyaustralia.org.au/SPAweb/About_us/COVID-19_News_and_Information/COVID-19_-_Guidance_for_Service_Delivery/SPAweb/About_Us/COVID-19/Guidance_for_Service_Delivery.aspx?hkey=fc19a880-e7a8-4246-8631-a474fc43d4ae)
- <https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-allied-health-checklist-for-receptionists.pdf>
- <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/community-outpatient.aspx>