

Inquiry into the Victorian Government's COVID-19 contact tracing system and testing regime

Public hearing: 18 November 2020

Responses to questions on notice:

We have received the requested information from DHHS and provide responses below:

1. *Your experiences with the script receive from the department (relative to the size expressed in the hearing of 150 pages) – as noted on page 35 of the transcript*
Attached is a copy of scripts covering the 4 Call Types - Close Contacts, Day 10 Test Reminder, Day 14 Quarantine Clearance and SMS no Response. The length of script varies from 2 to 7 pages.
2. *How many contact tracers per case – as noted on page 36 of the transcript*
At peak we were closing 31 cases per tracer per day (early August). Over the duration of the service, we have averaged at 7.4 cases per tracer per day (due to lower incoming case volumes).
3. *For those that are isolating, are they being contacted by mobile or land line – as noted on page 39 of the transcript*
The split was approx. 99% mobile and 1% land line.
4. *Comments made by those isolating that they were expecting someone to contact them – as noted on page 40 of the transcript*
We not been able to confirm any instances or examples of this occurring, noting we commenced calling from 28th July.

Rachel O'Loughlin

Chief Customer Officer

Close Contact Check In

"Hi, my name is _____" "Am I speaking with [Col_03] ?"

If YES:

[Proceed to next page]

If NO:

"When would be a good time to call back?" [Schedule call back in Genesys] "Can I check that we have the correct mobile phone number for you?" [Add updated contact details into Escalation Notes]

[If call cannot proceed past Start Page. Click Save Contact to update data before completing WRAP-UP]

"Hi [Col_03], I am calling you for the Victorian Department of Health and Human services as part of the COVID contact tracing process." [Please use (You) for over 18; (Your child) for guardian of child under 18; An adult must be taken through the script] [(contact is identified as being [Col_16] years old)] "(You)/(Your child) have been assessed as being exposed to coronavirus and therefore a close contact." "I am calling to provide you with some information to help you understand what that means and what is required from you over the next two weeks to keep yourself, your family and our community safe." "If you need me to repeat anything or you need a translator – please let me know." "I will read you a privacy notice now and then I will explain the process of this call to you, "Any information you share with me will be provided to the Victorian Department of Health and Human Services." "All information collected is managed in accordance with Victorian privacy laws." "Further information on the

privacy laws and our policy is available should you require it." "As you (OR "your child") have recently come into close contact with someone who has tested positive for coronavirus, you are required to stay at your home, hotel or other place of residence in quarantine until you have been cleared by the department. This quarantine measure is to reduce the risk of spreading coronavirus to others." "Close contacts must get tested after day 11 and receive a negative test result prior to completing quarantine. If you do not complete a test on day 11 test or afterwards, you will be required to quarantine for an additional 10 days from day 14 or until after you receive a negative result." "Quarantine means you cannot leave your home or accommodation for any reason, except for medical care or in an emergency. This includes not attending a workplace, childcare, school, higher education." [IF THIS CLOSE CONTACT IS A CHILD AGED 0-18 years]

"Can you please provide the name of the childcare/school/higher education that your child attends?"

Optional

"What was the last date your child attended the childcare/school/higher education?"

Optional

"Does your child attend any out of hours school programme such as before or after care?"

Optional

"Please ensure that your child does not leave your home during their quarantine period. They should not attend childcare/school/higher education"

ADDRESS CORRECT

"Can I confirm your usual place of address?" (Currently recorded as: [Col_06], [Col_07], [Col_08]) "If during the course of your quarantine you need to relocate to another location, you must immediately contact 1300 651 160 to request permission to change your quarantine location"

If YES to ADDRESS CORRECT:

[Proceed to next page]

If NO to ADDRESS CORRECT:

[Add updated address into Escalation Notes]

"From our records, you came into close contact on [Col_10] and you are required to remain in quarantine until [Col_12]."

LIVING ALONE

"Do you live alone?"

Optional

If YES to LIVING ALONE:

[Proceed to next page]

If NO to LIVING ALONE:

[Jump to ISOLATE FROM OTHERS]

ISOLATE FROM OTHERS

"You should isolate yourself as much as possible. You should stay in a different room to other people. Sleep in a separate bedroom and use a separate bathroom if available. Remember also to wear a face mask if you have to walk through common areas and always use good hygiene. I know this will be challenging, but the virus is very contagious and can spread in a home very easily. Are you able to do this to keep yourself and

others in your household safe?" "For further information about hygiene, cleaning and how to stay safe, visit: <http://www.dhhs.vic.gov.au/staying-safe-covid-19>

Optional

If YES to ISOLATE FROM OTHERS:

[Proceed to next page]

If NO to ISOLATE FROM OTHERS:

"If you are unable to safely quarantine yourself from household members, emergency accommodation can be arranged for you. The phone number you can call for emergency accommodation is 1300 651 160."

"For the quarantine period you must not leave your house or accommodation for any reason except to seek medical attention, get tested for coronavirus or in the case of an emergency. If you are going to seek medical attention or get tested, you must not use public transport, taxi or any rideshare services. If you do not have your own car, in-home testing can be arranged by calling 1300 651 160." "If someone else in your home or accommodation also tests positive for coronavirus you will likely need to commence a new 14 day quarantine period. As there is a greater risk you may have coronavirus, you must be very careful to not spread it to others in your household." "On day 11 of your quarantine period, you must go and get tested to see if you have developed the virus. This is a swab from the back of your throat and nose. This test must happen on [Col_11]. "If you do not complete a day 11 test, you will be required to quarantine for an additional 10 days or until you receive a negative result" "You can find your nearest testing site on the Department of Health and Human Services website

<https://www.dhhs.vic.gov.au/where-get-tested-covid-19>"
"During your quarantine you will get a daily text messages from the Department of Health and Human Services."

MOBILE NUMBER CHECK

"Can I check that we have the correct mobile phone number for you?" ([Col_09]) [Add updated contact details into Escalation Notes] [Continue]

"These messages will primarily ask how you are feeling." "You will also receive a reminder about getting tested on day 11 of your quarantine, and a final message on clearance advising you that your quarantine has ended." "Please respond to our daily messages to let us know how you are feeling, otherwise you may receive a call or a visit to check on you." [Proceed to next page]

"During your quarantine, if you experience symptoms of concern you should seek medical attention through one of the following ways:" "1. See your GP, calling ahead so they can prepare for your arrival. Tell them that you are under quarantine as a close contact of a person who has COVID-19" "2. Seek medical attention at one of the Victorian coronavirus assessment centres." "If you are severely unwell, seek urgent medical attention. If it's a medical emergency, please call 000." "After my call today you will receive a text message within the next day that has a link to the close contact fact sheet. Please read through that information." "If you do not have access to the internet or would prefer to speak to someone directly please call 1300-651-160."

ANOTHER LANGUAGE

"Would you prefer this information in another language or to be posted to you?"

Optional

If YES to ANOTHER LANGUAGE:

"What language?" [Add post and language request to escalation notes as well]

Optional

If NO to ANOTHER LANGUAGE:

[Continue]

"You will also receive a Notice from the Department of Health and Human Services. If you would like to receive the Notice via email can you please provide your email address?"

Optional

"Would you like to receive the Notice by posted mail to your quarantine address?"

Optional

IF NO EMAIL ADDRESS, COMMUNICATION METHOD WILL BE POSTAL, OR IF LANGUAGE TRANSLATIONS ARE REQUIRED PLEASE NOTE IN ESCALATION NOTES

[Proceed to next page]

WORKERS SUPPORT PAYMENT

"The Department of Health and Human Services is providing a once off \$1500 payment to financially support Victorian workers who have been instructed to quarantine at home because they or their child are a close contact of a confirmed case." "If you currently work

and are unable to receive any payments you may be eligible for this."

"Can I ask you a few questions to determine eligibility?"

If NO to WORKER SUPPORT PAYMENT:

[Proceed to next page]

If YES to WORKER SUPPORT PAYMENT:

DURING QUARANTINE

"During quarantine will you:"

"Continue to work from home?"

Optional

"Receive a form of COVID-19 financial assistance?"

Optional

"Take sick leave from work?"

Optional

"Receive any form of income?"

Optional

[Proceed to next page]

"I understand that this has been a lot of information. Do you have any questions for me?" "Thank you for your time today. Thank you for helping keep Victoria safe. "

[End call. Check escalation notes are complete. Click Finish and complete WRAP-UP]

Day 10 Test Reminder

"Hi, my name is _____, am I speaking with [Col_03] [Col_02]?"

If YES:

[Proceed to next page]

If NO:

"When would be a good time to call back?" [Schedule call back in Genesys] "Can I check that we have the correct mobile phone number for you?" [Add updated contact details into Escalation Notes]

"Hi [Col_03], I am calling you on behalf of the Victorian Department of Health and Human Services as part of the coronavirus contact tracing process.." "Before we go any further, I need to advise that this call is being recorded or monitored for coaching and compliance purposes."

SYMPTOMS

"Have you developed any of the following symptoms; fever, cough, shortness of breath, chills, body aches, sore throat, headache, runny nose, muscle pain or diarrhoea?"

Optional

If YES to SYMPTOMS:

[Jump to MEDICAL EMERGENCY]

If NO to SYMPTOMS:

[Proceed to next page]

MEDICAL EMERGENCY

"Are you severely unwell? Is this a medical emergency?"

Optional

If YES to MEDICAL EMERGENCY:

"Please hang up the phone and call 000 immediately"
[Update Escalation Notes]

If NO to MEDICAL EMERGENCY:

"What symptoms do you have?"

"Please remember during your quarantine, if you experience symptoms of concern you should seek medical attention. If you are severely unwell, seek urgent medical attention. If it's a medical emergency, please call 000." "From our records, you came into close contact on [Col_12] and you are required to remain in quarantine until [Col_14]." "Primary close contacts must get tested after day 11 and receive a negative test result prior to completing quarantine. If you do not complete a test on day 11 test or afterwards, you will be required to quarantine for an additional 10 days from day 14 or until after you receive a negative result." "Tomorrow is day 11 of your quarantine period. I am calling to remind you that you must go and get tested tomorrow to see if you have developed the virus"

DAY11TEST

"Are you planning on taking yourself to get tested tomorrow?"

Optional

If YES to DAY11TEST:

[Jump to TESTCENTRE]

If NO to DAY11TEST:

"Why are you not going to get tested?"

Optional

492 characters remaining

"If you do not have your own car or are concerned about leaving your home, in-home testing can be arranged by calling 1300 651 160" [Proceed to next page]

TESTCENTRE

"Do you know where your nearest testing centre is?"

Optional

If YES to TESTCENTRE:

"Where are you going to get tested?"

Optional

[Proceed to next page]

If NO to TESTCENTRE:

"If you don't know you can find your nearest testing site on the Department of Health and Human Services website <https://www.dhhs.vic.gov.au/where-get-tested-covid-19>"

"During the remainder of your quarantine you will continue to receive text messages from the Department of Health and Human Services." "You will also get a final text message on clearance, advising you that your quarantine has ended." "This text message along with your day 11 negative result text message can be used as clearance to show your employer if necessary." "I understand that this has been a difficult time for you" "It's really important to look after your mental health through this experience, so I want to let you know that

extra support and help is available. You can visit our website at www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19#resources, or you can call Beyond Blue on 1300 22 4636 for counselling and referrals at any time." "Do you have any questions for me?" "Thanks for your time and for helping slow the spread of coronavirus" [Click Finish and complete WRAP-UP]

Day 14 Quarantine Clearance

"Hello, can I please speak to [Col_03]?" "My name is _____ and I'm calling from the Victorian Department of Health and Human Services as part of the response to the coronavirus pandemic" "I'm calling because you have previously been assessed as a close contact of someone that is confirmed as having coronavirus" "According to our records, you have received your negative test results. Unless you have any symptoms or have been re-exposed to coronavirus, you have now completed your period of quarantine" "Can I confirm if you are currently experiencing any of the following symptoms?" • Fever • Chills • Cough • Shortness of breath • Sore throat • Runny or stuffy nose • Loss or change in sense of taste or smell • Headache • Muscle soreness • Body aches • Nausea • Vomiting • Diarrhoea [If one or more cannot be confirmed, escalation required]

IF SYMPTOMS, RE-EXPOSURE OR AWAITING TEST RESULTS:

"Unfortunately, you will need to continue quarantining. I will advise the Victorian Department of Health and Human Services about your <symptoms/re-exposure/test results> and you will be contacted about next steps"

IF CONFIRMATION OF NO SYMPTOMS, RE-EXPOSURE & NEGATIVE RESULTS:

You will receive a contact/letter from the Victorian Department of Health and Human Services to confirm that your quarantine period has ended.

What is your preferred email address we should send this to? Email on record: [Col_12]

[Col_42]

Optional

[IF NO EMAIL ADDRESS, COMMUNICATION METHOD WILL BE POSTAL, OR IF LANGUAGE TRANSLATIONS ARE REQUIRED - escalation required] "This letter can be shown to your employer should you be required to provide evidence that you can now return to work. I know this will be a relief to you"
"Thank you for your cooperation during your period of quarantine and for helping to keep Victoria safe. If you have any questions or wish to discuss this information in more detail, please call 1300 651 160"

SMS No Response

Hello, can I please speak to [Col_03]?

"IF NO: "Can I speak with [Col_03]?" IF NO: "What would be a good time to call back?" - <Schedule call back in Genesys>

Yes - Right Person

Hi [Col_03], My name is Josh Matthews, I'm calling for the Department of Health and Human Services as part of the response to the coronavirus pandemic. Before we go any further, I need to advise that his call is being recorded or monitored for coaching and compliance purposes You have been previously identified as a primary close contact of a person that has been confirmed as having coronavirus. I am going to ask you a few questions and see how your going.

Have you developed any of the following symptoms; fever, cough, shortness of breath, chills, body aches, sore throat, headache, runny nose, muscle pain or diarrhoea?

Optional

If YES

If this is a medical emergency, please hang up the phone and call 000 immediately

Optional

If No to Medical Emergency

What Symptoms do you have?

Have you remained in home isolation since you were first advised to home isolate?

Optional

Can I confirm you have been receiving the daily checkin SMS messages?

Optional

If YES

Did you understand you need to click on the link each day and respond to the questions so we know if you have symptoms or any concerns?

This is more of a statement, than a question. If they understood but had some issue capture in notes below under NO Escalation - If they refuse or if they comment that they will not respond to the text messages please ask if they would prefer to receive a phone call.

Do they want a call each day instead of an SMS? This is a last resort option!

Optional

If NO

Is there a better Mobile number? (Optional +61XXXXXXXXXX)
Drop the first 0. Current Phone number: [Col_04]

Please remember that even though you might have a negative result from a test you are still required to complete your 14 day self-isolation period. You can find your nearest testing site on the Department of Health and Human Services website

<https://www.dhhs.vic.gov.au/where-get-tested-covid-19>

Please remember to respond to SMS messages each day. You may continue to receive calls or a visit as well.

We understand that being in self-isolation can be difficult. We appreciate your cooperation and will continue to be in touch on a regular basis. Thank you and goodbye.