



## Reporting of COVID-19 positive incidents for service providers

Dear service provider

In response to the growing COVID-19 situation in NSW and consistent with contract requirements<sup>[1]</sup>, please report any COVID-19 positive incidents that occur involving clients, or that impact the delivery of services to clients in your workplace, as soon as reasonably practicable to your DCJ contract manager.

This process would apply when a client, carer, ancillary staff, employee of your organisation, sub-contractor or contractor tests positive to COVID-19, and this impacts your ability to deliver services.

Reporting this information helps us ensure we better understand the direct effect of COVID-19 on the valuable services you provide and allows us to offer support to your organisation, if required.

Information about notifying DCJ of these incidents, including the process for out of hours notifications, can be found on the [DCJ COVID-19 website](#).

Once you have contacted your DCJ contract manager, you will be asked about specific details of the incident. Your DCJ contract manager will work with you to support minimising service delivery disruption as needed.

If you have any questions about this email, please contact your DCJ contract manager

Regards

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**Executive Director Partnerships**

Strategy, Policy and Commissioning  
Department of Communities and Justice

<sup>[1]</sup> Agreement for Funding Human Services Standard Terms 16 October 2019 8.1 Notification as soon as reasonably practicable