

Close Contacts of COVID-19 (Non-Household)

If you have been told you are a close contact of someone with COVID-19:

- Get tested for COVID-19 immediately and if you develop symptoms at any time during your self-isolation period
- Self-isolate in your home for 14 days since you last saw the person with COVID-19

How will I be notified I am a close contact?

There are four ways you may find out you are a close contact of COVID-19, you may:

1. Receive a text message from NSW Health
2. Recognise a location you have been to on the NSW Government [case locations web page](#)
3. Be informed by your employer that you've been near a confirmed case at work
4. Be informed directly by someone who has found out they have COVID-19, if they are someone you know

If you live with someone who has COVID-19, please read the [Household Contacts fact sheet](#).

What do I need to do?

Self-isolate immediately

You must isolate for at least 14 days since you were last with a person with COVID-19, even if you are vaccinated or feel well. Please see the [Self-Isolation Guidelines](#) for more information about how to self-isolate.

If you live with someone who works in a high-risk setting (such as a hospital or aged care facility) they will need to self-isolate with you until you receive your first negative test result. [Workers from high-risk settings](#) who live with a close contact should speak to their employer about returning to work.

You must get tested for COVID-19

You must be tested with a nose and throat (PCR) test as soon as possible after you have been notified. Even if you don't have symptoms, you must get tested as your [nearest testing centre](#). You will need another test between days 10 and 14 of your self-isolation period to be sure there is no infection before your release from isolation.

If you develop [symptoms of COVID-19](#) at any time during this period, you must get tested.

You must not travel by public transport, taxi or ride-share to get your COVID-19 test. You must travel by private vehicle, cycle or walk. Wear a face mask that always covers your nose and mouth and tell staff immediately that you are a close contact of a person with COVID-19.

If you cannot go to a testing clinic, call your GP to discuss if they can arrange home testing. If your GP is unable to arrange COVID-19 home testing, your Local Health District may be able to assist you. This service may be limited to people who cannot leave home due to disability, injury, chronic health issues or old age.

Monitor for symptoms

If you start to feel unwell and your symptoms are getting worse contact your GP, Healthdirect (1800 022 222) or in an emergency dial 000. Let them know you are currently self-isolating as you have been identified as a close contact to someone positive for COVID-19. Ambulance services are provided free of charge to people who are confirmed or suspected to have COVID-19. Hospital care for COVID-19 is free.

How do I self-isolate?

Do not leave your home

You are only allowed to leave your home to get a COVID-19 test, for urgent medical care or in an emergency (including to avoid injury or escape risk of harm from domestic violence). If you leave home for any of these reasons, you must wear a face mask, stay 1.5m away from anyone else, travel directly to and from where you need to go and self-isolate in suitable accommodation as soon as possible.

Self-isolation means you **cannot**:

- Go to work or school
- Go to any public places
- Use public transport or ride share
- Have any visitors in your home.

Practice good hygiene

- Cover coughs and sneezes.
- Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitiser:
 - Before entering an area where there are other people
 - Before touching things used by other people
 - After using the bathroom
 - After coughing or sneezing
 - Before putting on and after removing face masks
 - Before eating or drinking.
- Clean all surfaces you touch often (such as tabletops, doorknobs, bathroom fixtures) at least once a day using household disinfectant or diluted bleach solution.

What if I live with other people?

You should isolate away from people in your home as much as possible, including:

- Staying and sleeping in a separate room
- Use a separate bathroom if available, and clean after use
- Do not be in the same room as another person (even if they are also in isolation)
- Do not share household items including dishes, cups, towels and bedding. After using these items, wash them thoroughly with soap

What if I cannot self-isolate from people I live with?

If you live with people who you cannot self-isolate from you (e.g. a child or carer where alternative arrangements cannot be made), they will be required to self-isolate with you for your whole quarantine period (14 days from your exposure to COVID-19). They will need to get tested for COVID-19 at the same time as you.

What if I need food or medication?

Ask your family or friends who do not live with you to help pick up groceries and medicines as needed. Food and medication can also be ordered online or by telephone. Ask them to leave the food on your doorstep and wait until they have left before opening the door with a mask on. If you have no other way of obtaining food or other essentials call Service NSW (13 77 88).

Welfare and clinical assistance

If you need other practical support or have non-urgent health related questions during isolation call 1800 943 553.

When can I leave self-isolation?

You must only stop self-isolating after 14 days have passed since your last contact with COVID-19 AND your COVID-19 test taken between days 10 and 14 is negative AND you do not have any COVID-19 symptoms.

NSW Health does not routinely inform close contacts of their clearance to leave self-isolation - once you have met these conditions you can leave self-isolation and you can return to your daily activities in line with the [current restrictions in NSW](#). You must be able to show evidence of your negative COVID-19 test result taken between day 10 and 14 if requested by NSW Health or by Police.

What if I have already had COVID-19?

If you have been diagnosed with COVID-19 in the last 6 months you do not need to self-isolate. However, if you experience symptoms of COVID-19 please get tested immediately. If your diagnosis was more than 6 months ago you must self-isolate immediately, get tested as soon as possible and follow the advice for a household contact.

How do I cope with self-isolation?

Self-isolating can be difficult for you, your family and everyone living with you. Some strategies to help you cope include:

- Keep up a normal daily routine as much as possible
- Keep in touch with family and friends via telephone, social media or email
- Exercise at home where possible, such as doing floor exercises, yoga, spending time in private balconies or backyards, or using home exercise equipment, if available
- Take care of yourself and try to eat healthy foods.

Mental health support

For mental health support:

- NSW Mental Health Line – 1800 011 511
- Beyond Blue helpline – 1800 512 348
- Lifeline – 13 11 14
- Or visit the Services NSW Mental wellbeing [resources](#)
- NSW Health has partnered with Sonder to provide a personal wellbeing service, available to help support you. The app provides access to 24/7 multilingual chat & phone access to a

range of mental health, medical and wellbeing support services. You can [download the Sonder app](#) for free. You may **also** receive a text message from Sonder notifying you that you have free access to the app through NSW Health. Downloading the app is optional and Sonder do not retain or use your data for any other purpose than notifying you of this service.

For domestic violence support:

- National sexual assault and domestic violence helpline – 1800 RESPECT (1800 737 732)
- Kids Helpline – 1800 55 1800.