

**Protocol to be used in the event of advice about a student, staff member, or visitor  
 who has been confirmed with Covid-19 or is required to self-isolate  
 4 August 2020**

1. In the case of an emergency, contact 000 in Australia or 112 in Italy.
2. Staff, student and visitors who have been confirmed with Covid-19 and/or required to self-isolate are required to notify the university by completing the [Covid-19 reporting form for staff](#) or the [Covid-19 reporting form for students and visitors](#), and also available via the [ACU website FAQs](#).
3. General enquiries can be directed to the [ACU website FAQs](#) or [AskACU](#) (students and visitors) 1300 275 228 and [Service Central](#) (Staff) 07 3623 7272.
4. If AskACU or ServiceCentral are not available, the caller can contact the 24-hour National Security Centre phone number 1300 729 452.
5. The Director Student Administration will manage student and visitor Incidents and Director Human Resources will manage staff Incidents.
6. The Deputy Chief Operating Officer will work with the Director, Human Resources and Director, Student Administration to assess Incidents, provide details to relevant health authorities and manage in-line with health authority advice and guidelines. The Director, Human Resources will arrange notification to WorkSafe Victoria (and any other WHS regulators as required).
7. The Chief Operating Officer will:
  - a. communicate with Senior Executive Group, Critical Incident Convenors and members of the Executive Planning Group
  - b. contact members of university executive to enact required business continuity plans for critical services
  - c. advise the Director, Marketing and External Relations to issue a communication to all staff, all students, visitors, media, and public
  - d. advise when affected area is ready to re-open
  - e. close Incident
8. If health authorities advise to close a floor, building or campus:
  - a. The Chief Operating Officer will make the decision to close a building or campus
  - b. The Chief Operating Officer will contact the Director, Properties & Facilities who will contact the relevant State Facilities Manager to:
    - i. advise of the situation
    - ii. determine impacted locations including tenants and commercial partners
    - iii. determine an appropriate evacuation strategy iv. activate cleaning strategy to ensure safety of students, staff and visitors
    - v. complete disinfecting of immediate impacted areas
    - vi. Initiate security staff to be stationed to prevent unauthorised access to the affected building.

**Health authorities contacts**

Emergencies (Australia wide)	000
NSW Health	1800 022 222
Victoria Health	1800 675 398
Queensland Health	13 432 584
ACT Health	02 5124 9213 or after hours 02 9962 4155
South Australian Health	1300 232 272