



Customer
Service

Agriculture COVID toolkit

12 October 2020

www.customerservice.nsw.gov.au

Purpose of this toolkit

COVID-19 has had a significant impact on the agricultural industry and the communities that are supported by the sector.

To help, this toolkit contains adaptable communication materials about:

- Being COVID Safe [→](#)
- Mentally Healthy Workplaces [→](#)
- Changes to border permits for agricultural workers [→](#)
- Social tiles [→](#)
- Workspace signage [→](#)
- Indigenous community content [→](#)

Getting up-to-date information during this time of rapid change can be difficult. If you have any questions or need additional information, please visit nsw.gov.au or contact Service NSW on 13 77 88.



Department of
Primary Industries

Being COVID Safe

www.customerservice.nsw.gov.au

Being COVID Safe: Register as a COVID Safe business

Register as a COVID Safe business

Registering as a COVID Safe Business is the best way to reassure customers and employees that steps have been taken to keep them safe.

Find the safety plans for agriculture at nsw.gov.au – there is one plan for border workers and one for all other agriculture businesses.

Once a plan is in place you can register as a COVID Safe business. You will have access to a digital COVID-Safe badge, downloadable posters on safety and hygiene, a QR code for check-in as well as reports on how customers rate the businesses' safety.

Together with help from businesses and the public NSW will get through this and return to a stronger and economically more vibrant community again.

For more information: nsw.gov.au

If you need business support, contact nsw.gov.au or 13 77 88.



Being COVID Safe: Check-in

- For many businesses it is mandatory to keep the details of people who have visited their workplace
- Even if it's not mandatory for your agri-business, it's strongly recommended because it will help you and NSW Health manage contact-tracing should it ever be needed
- The method used to record contact details is up to the business owner, provided all the requirements can be fulfilled
 - Businesses should consider strategies to ensure all staff and patrons register accurate information when they have been on the premises
 - QR code check in is strongly encouraged as a contactless, hygienic method (no need to share a pen) and personal data is out of view
 - Data should be stored securely for 28 days before being deleted
 - A free Service NSW QR code check in option is available for businesses and organisations that register as COVID Safe
 - The customer is prompted to download and install the Service NSW app if needed
 - The app will then verify the customer and register them as being at the business
 - The app manages all data securely

Example of a QR code

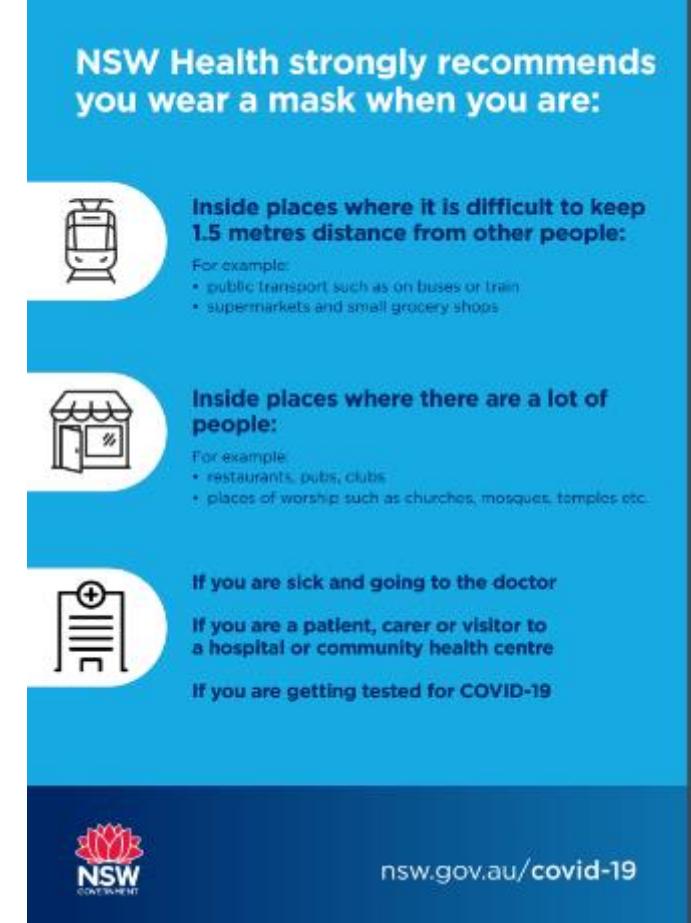


Being COVID Safe: at work poster

Not all agri-businesses are on-farm – a poster is useful to remind employees and customers of the steps they can take to stay safe.



You'll receive access to a range of posters when you register.



NSW Health strongly recommends you wear a mask when you are:

- Inside places where it is difficult to keep 1.5 metres distance from other people:**
For example:
 - public transport such as on buses or train
 - supermarkets and small grocery shops
- Inside places where there are a lot of people:**
For example:
 - restaurants, pubs, clubs
 - places of worship such as churches, mosques, temples etc.
- If you are sick and going to the doctor**
- If you are a patient, carer or visitor to a hospital or community health centre**
- If you are getting tested for COVID-19**

nsw.gov.au/covid-19

[Link to download](#)

Being COVID Safe: Resources and guidance

Physical distancing

Premises should consider how they can allow workers, customers or others (e.g. contractors) to practice physical distancing in their COVID-19 Safety Plans.

- More information on [physical distancing](#)

Symptoms and testing

Anyone feeling unwell, even with the mildest of symptoms should get tested immediately, even if they have been tested before and stay home till they have the results.

- The main symptoms of COVID-19 are fever, cough, sore/scratchy throat, shortness of breath, loss of smell, loss of taste and runny nose.
- Other symptoms include joint pain, muscle pain, headache, diarrhoea, nausea/vomiting and loss of appetite.

Testing is available at pop-up or drive through clinics, your GP, a COVID-19 clinic or hospital.

[Find your nearest testing clinic](#) or call the National Coronavirus Health Information Line for information about COVID-19 on 1800 020 080 (24-hour help line)

- For free help in your language call 13 14 50

Self-isolation rules

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
- been in Victoria within the past 14 days and you are entering NSW
- have returned from overseas and are exempt from hotel quarantine
- more information on [self-isolation rules](#)

Got symptoms? Get tested.

Anyone with COVID-19 symptoms should be tested.

Symptoms include:



fever



cough



sore throat



difficulty breathing



loss of smell



loss of taste

Other reported symptoms of COVID-19 include:
fatigue, runny nose, muscle pain, joint pain, nausea/vomiting, diarrhoea, loss of appetite or other flu symptoms.



Testing is free, quick and easy
health.nsw.gov.au/coronavirus

[Link to download](#)

See also a [range of other posters](#) to download

Being COVID Safe: Resources and guidance

Education and communication

- provide staff with information and training on COVID-19
- use visual reminders and signage to remind everyone of their responsibilities such as floor markings

Physical distancing

- monitor and control the number of workers in all relevant areas (including accommodation when provided) to maintain 1.5 meter rule where practicable and safe hygiene practices

Workplace facilities

- configure communal areas such as lunch rooms to maintain appropriate physical distancing
- if your business accommodates seasonal workers, ensure accommodation facilities are cross-checked with the COVID-19 Safety Plan for Hotels and Accommodation

Minimise additional exposure

- by implementing contactless farm delivery where practicable and minimise sharing of transport
- stagger start and finish times or consider discrete shifts of staff



You'll receive access to a range of posters when you register.

Being COVID Safe: Resources and guidance

COVID-19

> Look after your mental health during the COVID-19 (coronavirus) pandemic

1. Stay active
Exercise is good for your mind and body. You can leave home to exercise outdoors but remember to stay 1.5 metres away from others. Exercise regularly and choose activities you enjoy. This could be walking, tai-chi, jogging, yoga or an indoor workout.

2. Eat healthy
Eating healthy food is good for our mental and physical health. Eat a lots of different fruits and vegetables and other foods high in fibre such as brown rice, oats, wholemeal breads, lentils and beans.

Limit unhealthy snacks and drinks which are high in sugar, unhealthy fats and salt. Unhealthy snacks leave less space for the healthy foods you need to boost your mood, energy levels, digestion, and sleep.

3. Stay Connected
Social connection is important for our mental health. Stay in touch with family and friends over the phone or online. Share your feelings with loved ones and trusted people from your community and invite them to share with you. Limit your visits with your family and friends. If you do visit, practice physical distancing and keep 1.5 metres apart, and maintain good personal hygiene. Don't visit if you're unwell.

4. Take a break from the news and social media
Social media can help you stay connected, but too much time can make us feel stressed. It's good to stay informed, but choose trusted sources of information, like the government.

adapted from Look after your Mental Health checklist, Mental Health Australia, March 2020

5. Stick to a routine
Have a regular bedtime and meal times. Plan your day so you have time for household chores, connecting with others, activities you enjoy, and rest.

6. Monitor your mental health and wellbeing
It's really important to monitor your mental health and wellbeing. It is also good to be aware of family, friends and neighbours who may be worried or stressed. Things to look out for include difficulty concentrating, poor sleep, and feeling distressed or overwhelmed. These are signs that it's time to reach out.

7. Seek support
Don't be afraid to talk to someone if you are feeling stressed or anxious. Talk to friends and family about how you're feeling. You're not being a burden.

If you're feeling overwhelmed, you can talk to a trained counsellor any time, any day by calling the Coronavirus Mental Wellbeing Line: **1800 512 348**. For a free telephone interpreter call **131 450** and say the language you need. You can then ask the interpreter to connect you to the Coronavirus Mental Wellbeing Support Service.

If what you're going through is making it hard to get on with your daily life, contact your local General Practitioner (GP).

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Coronavirus (COVID-19)

When do I need to self-isolate

Self-isolation or home-isolation means you must stay in a separate room or space at home and follow the public health advice.

Do you have COVID-19 symptoms?

Yes	No
Keep a safe distance from people in your home. Call your doctor or go to your local COVID-19 clinic to get tested.	Practice physical distancing and good hygiene.

Have you returned from overseas?

Yes	No
You must self-isolate in a hotel for 14 days.	Practice physical distancing and good hygiene.

Have you been in close contact with someone who has COVID-19?

Yes	No
You must immediately get tested and self-isolate at home for 14 days since you were last in contact with that person, even if you get a negative test result. The contact tracing team or your local Public Health Unit (PHU) will call you to find out more, and share information on what you need to do to keep you and your family safe.	Practice physical distancing and good hygiene.

Have you been tested for COVID-19?

Yes	No
You must self-isolate at home until you get your test result.	Practice physical distancing and good hygiene.

Is your test for COVID-19 positive?

Yes	No
Stay in home isolation. Your doctor or PHU will contact you to notify you of the PHU/PHW result, explain what happens next, and help identify your close contacts. If your symptoms are mild and you can safely self-isolate, you may be able to stay at home. Your doctor or PHU can help with supporting you.	If your test is negative for COVID-19, but you still have symptoms, stay home until you are well for 24 hours. If your test is negative for COVID-19 AND you are a returned traveller or a close contact, stay home until your 14 days of self-isolation is complete and you are well for 24 hours.

www.health.nsw.gov.au/coronavirus

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Coronavirus (COVID-19)

COVID-19 Testing

Who should get tested?
Anyone with cold or flu-like symptoms, even if very mild, should get a COVID-19 test as soon as possible. COVID-19 symptoms include:

- fever (e.g. chills, night sweats)
- respiratory symptoms such as cough, sore/ scratchy throat, runny nose, shortness of breath, loss of smell or taste
- other symptoms including muscle and joint pain, diarrhea, nausea/vomiting and loss of appetite.

Where can I get more information about self-isolating?
<https://www.health.nsw.gov.au/infection/covid-19/policy/resources-self-isolation>

- If you have been in close contact with a person with COVID-19, you need to stay home for 14 days after you last saw that person. Close contact includes living in the same household or spending more than 15 minutes face-to-face or 2 hours sharing a closed space with someone with COVID-19, from 48 hours before they became ill.
- Home isolation applies to all close contacts, even if you are currently feeling well and/or have received a negative test result.

What to expect when you get tested?

- Testing is free, easy and quick.
- If you have been referred to a testing clinic, please take your referral with you. This is not needed for most clinics.
- Staff at testing and respiratory clinics will be wearing masks, gowns, gloves and face shields.
- Staff will ask you about your symptoms.
- Swabs are taken from inside your nose and your throat.

How will I get my results?

- You will usually receive your test result within 24 to 48 hours but please allow up to 72 hours.
- If you had your test done at an Emergency Department or public hospital COVID-19 clinic you can receive your COVID-19 negative test result by SMS if you register for Pathology COVID-19 SMS Results Service. If you don't register you will receive a call from a Public Health officer at your Local Health District.
- If you had your test collected by your GP or at other sites, your doctor will give you your results.

What happens after I get tested?

- You must stay at home (self-isolate) until you get your test result and are well.
- You cannot leave your home unless you are seeking medical care or in an emergency. You cannot have visitors.
- If your symptoms become serious (e.g. difficulty breathing), call Triple Zero (000). Tell the ambulance staff you have been tested for COVID-19.
- If you are sharing your home with others you should separate yourself in another room. Wear a surgical mask when you are in the same room and keep 1.5 metres away.

What happens if I test positive?

- NSW Health will look after you. There will be no cost for your treatment, even if you don't have Medicare.

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[Link to download](#)

[Link to download](#)

[Link to download](#)

Being COVID Safe: Resources and guidance – easy English



Directions under the *Public Health Act*
What you must do under new coronavirus rules

Easy Read version



[NSW Health - Directions under the Public Health Act](#)

COVID-19 Car testing



You need to have a test for coronavirus.
The virus is also called COVID-19.

You will be in your car and drive up to the clinic.
You will have to wait until it is your turn.

You may want to bring something that makes you feel good.

COVID-19



[NSW Health - COVID-19 car testing](#)

COVID-19 Hospital testing



You need to have a test for coronavirus.
The virus is also called COVID-19.

You will arrive at the clinic and wait in line.
You will stand far apart from others in the line.

When it is your turn, you will go to the screening station to see the nurse.

You may want to bring something that makes you feel good.

COVID-19



[NSW Health - COVID-19 hospital testing](#)

Useful links:

- [NSW.gov.au COVID-19 information](#)
- [Register as a COVID Safe business - agriculture](#)
- [Agri Border permits](#)
- [Find a seasonal job – Help harvest NSW](#)
- [Translated content – various languages](#)
- [General COVID Safe resource toolkit](#)
- [Health resource library](#)

Mentally Healthy Workplaces

www.customerservice.nsw.gov.au

Mentally healthy workplaces: Example newsletter / website copy

Supporting mentally healthy workplaces in the COVID-19 pandemic

2020 has been a challenging year. It has changed the way we live and work.

The NSW Government wants to know how COVID-19 has affected mental health in NSW workplaces. It wants your feedback to understand the issues workers are facing and how businesses have been affected. What you tell us will help inform policy including the NSW Government's mentally healthy workplaces strategy which is currently under review. Have your say by visiting haveyoursay.nsw.gov.au/mentally-healthy-workplaces

Another way the NSW Government is supporting businesses to get back to work and help the economy on the road to recovery is by providing free programs and support to help create mentally healthy workplaces.

If you're a business with fewer than 200 employees, you can access [free online programs](#) including training developed and delivered by a clinical psychologist from Black Dog Institute. You can learn how to recognise the warning signs of mental ill health through the [Your mental health at work training](#) or support your team by accessing the [Managing for team wellbeing training](#). There are different delivery modes for you to choose from.

As the business owner, you can [access work health and safety advice](#) direct from an organisational psychologist at Assure programs.

We know that the road to recovery will not be easy. However, together with help from businesses and the rural community NSW will come through this. We can be a stronger and economically more vibrant community again. Visit [COVID-19 recovery and Mental health at work](#) for more information and resources.



Health

Mentally healthy workplaces in COVID-19

 From: 7 October 2020
To: 6 November 2020

Mentally healthy workplaces: resources and guidance for mental health



COVID-19

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Limit unhealthy snacks and drinks which are high in sugar, unhealthy fats and salt. Unhealthy snacks leave less space for the healthy foods you need to boost your mood, energy levels, digestion, and sleep.

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Social media can help you stay connected, but too much time can make us feel stressed. It's good to stay informed, but choose trusted sources of information, like the government.

adapted from 'Look after your Mental Health during COVID-19' (2020)

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adapted from 'Look after your Mental Health during COVID-19' (2020)

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[Link to download](#)



How are you going?

WELL **UNWELL**

How are you feeling?	Self-aware & calm	Irritable or impatient	Angry or frustrated	Aggressive, out of control
What's your stress level?	Coping well	Worried or nervous	Very nervous, panicky	Really anxious, panic attacks
What's your outlook?	Positive	Overwhelmed	Feeling hopeless	Depressed or suicidal thoughts
How are you working?	Motivated & kicking goals	Putting things off, forgetting stuff	Unmotivated, not working well	Can't get anything done
How are you sleeping?	Sleeping normally	Trouble sleeping	Restless, disturbed sleep	Sleeping too much or too little
What's your energy level?	Energetic	Low energy levels	Tired	No energy & feeling unwell
What's your activity level?	Keeping active	Not doing as much as usual	Not enjoying activities	Avoiding activities
How social are you?	Feeling connected	Withdrawal from social activity	Annoyed with everyone	Avoiding people, isolated

What can you do?

Keep it up! **Ask for support, try not to judge yourself** **See your GP** **You must get help**

Talk to friends and family **Don't put it off, act now** **Help is available**

Do something you enjoy **Contact Community Health or your EAP** **NSW Mental Health Line 1800 011 511**

For more information: www.ramhp.com.au www.crrmh.com.au

You can follow us on:     

[Link to download](#)

Changes to cross-border agricultural worker permits

www.customerservice.nsw.gov.au

Changes to cross-border agricultural worker permits: newsletter / email / website copy and visual

Border crossings will be easier for agriculture workers

It has became simpler for a wider range of agricultural workers to gain a permit to cross the NSW-VIC border.

From 25 September the simplified approval system makes it easier for farmers who need to hire employees across the two states for the harvest, including seasonal workers.

Once an agricultural worker has their permit, they can travel across the border to work. However, they will need to carry with them:

- The new Agricultural Workers Permit
- Proof of ID (e.g. driver's licence or passport)
- A valid [agriculture COVID Safety Plan](#)
- Documentary evidence that they meet the permit criteria, signed by the head of their organisation or, if self-employed, the person for whom the activity is being performed.

As part of their COVID Safety plan, travelling workers need to keep records of their movements and contacts, and details of accommodation. They are also required to use Personal Protective Equipment (PPE) as appropriate.

Permit process

Agriculture workers previously applied for a Critical Service Workers Permit but will now apply for a new agriculture workers permit.

This new permit means that NSW residents carrying out agricultural work can travel into Victoria without having to return via Sydney Airport, however some self-isolation criteria apply. Those from Victoria need to self-isolate for the first 14 days after entry into NSW, except when working.

Current permits are eligible until they expire, when a new one will need to be applied for.

[Apply for a cross-border agricultural worker permit](#)

The NSW Government remains focused on protecting the community and supporting businesses during the pandemic. If you need more information go to nsw.gov.au or contact Service NSW on 13 77 88.

Infographic



The list of eligible agricultural activities has expanded

New permit: Agricultural Worker Permit

Agricultural industry activity means:

- forestry activity,
- farming activities and other activities related to agriculture including, for example, horticulture, viticulture, irrigation and aquaculture,
- intensive agricultural production, including the operation of greenhouses and animal production,
- fibre manufacturing,
- producing, transporting or distributing agricultural or veterinary chemicals or vaccines,
- operating an animal sale yard, knackery or an animal transportation service, including livestock and pets,
- producing, packaging, transporting or selling animal feed or feeding livestock or pets,
- operating a veterinary clinic or providing related services,
- teaching, or operating a scientific facility, that requires the keeping or use of animals,
- laboratory or diagnostic services relating to an activity mentioned in another paragraph of this definition,
- the supply, management or transport of water to support agricultural production,
- an activity relating to the supply chain for export of agricultural products, livestock, food or beverages,
- food and beverage manufacturing and production, including associated services and the production of packaging for food and beverages,
- a service or function that supports an activity mentioned above including, for example:
 - providing on-farm consultancies, livestock agency services, agronomy services, shearing contracting and trade services, and
 - providing food safety and verification services, laboratory services, access to markets for agricultural products, biosecurity and animal welfare services and national disaster response recovery and relief services.

Agricultural worker means a person who performs an agricultural industry activity and includes a seasonal worker.

Border Permit FAQs

Below are some of the frequently asked questions on NSW-VIC border permits. Visit nsw.gov.au for a full list of [FAQs](#) on border restrictions

What is the Agricultural Worker Permit?

The NSW Agricultural Worker Permit allows eligible Agricultural Workers to travel between NSW and Victoria under strict conditions. Permits are valid for 14 days.

Who does it apply to?

An agricultural worker means a person who performs an agricultural industry activity and includes a seasonal worker performing an agricultural industry activity.

This includes forestry, farming activities related to agriculture, intensive agriculture production, horticulture, veterinary services, operation of animal saleyards, agriculture related transport, fibre manufacturing and food safety and verification services.

A detailed list of inclusions is available on the NSW Government website www.nsw.gov.au

Are any areas excluded?

If you have been in a COVID-19 restricted area or area of concern in the last 14 days, you are not eligible for a NSW Agricultural Worker Permit.

Do I have to travel via Sydney Airport?

No, the NSW Agricultural Worker Permit allows people to drive directly from their location to their place of work.

Will there be a specific COVID-19 Safety Plan for the industry?

Yes. The plan is available on the NSW Government website from Friday, 25 September. This new plan has special requirements in relation to staff wellbeing, social distancing, accommodation, hygiene and record keeping.

What are the COVIDSafe requirements of the permit?

There is a specific COVID-19 Safety Plan required for the NSW Agricultural Worker Permit. The Safety Plan has specific requirements in relation to the wellbeing of staff, physical distancing and self-isolation, hygiene and cleaning, accommodation, travel, record keeping, and protocols should a worker develop COVID-19 symptoms.

Permit holders are generally required to self-isolate while not at work for 14 days after arrival in NSW.

The plan is available on the NSW Government website from 25 September 2020.

How do I apply for a permit?

You can apply for a NSW Agricultural Worker Permit from the NSW Government website www.nsw.gov.au from Friday, 25 September.

The Head of the Organisation is still required to register for unique number for each worker. This unique number is required in order for the worker to apply for their permit.

What happens to my existing permit?

Your existing critical agriculture worker related permit will remain valid and from 25 September take on the new conditions until it's expiry. Upon expiry, you will then need to apply for the new permit.

Social copy

Channel	Suggested copy
Facebook/LinkedIn	<p>It's now easier for agricultural workers to gain a permit to travel across the NSW-VIC border to work, helping our ag sector operate across the two states. For more information or to apply for an agricultural worker permit visit nsw.gov.au</p>
Twitter	<p>It's easier for agricultural workers to travel across the NSW-VIC border for work. For more information or to apply for an agricultural worker permit visit nsw.gov.au #covidsafeNSW</p>
Instagram	<p>It's now easier for agricultural workers to gain a permit to travel across the NSW-VIC border to work. Visit nsw.gov.au for more information #covidsafeNSW</p>

Social tiles

www.customerservice.nsw.gov.au





Social tiles



Workspace signage

www.customerservice.nsw.gov.au

Workspace signage

Signage is useful to remind employees and customers of the steps they can take to stay safe. A range of posters and signage is available in the [COVID Safe toolkit](#)



[Link to resources](#)

Workspace signage

Not all agri-businesses are on-farm.



[Link to resources](#)

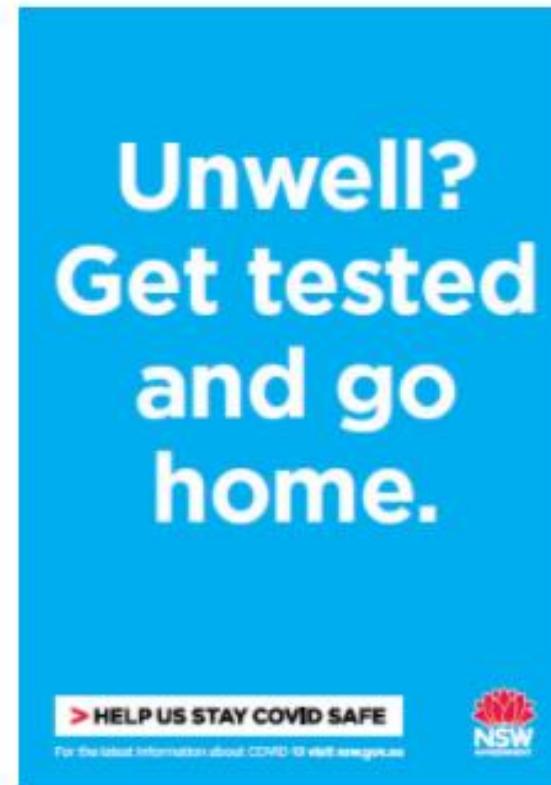
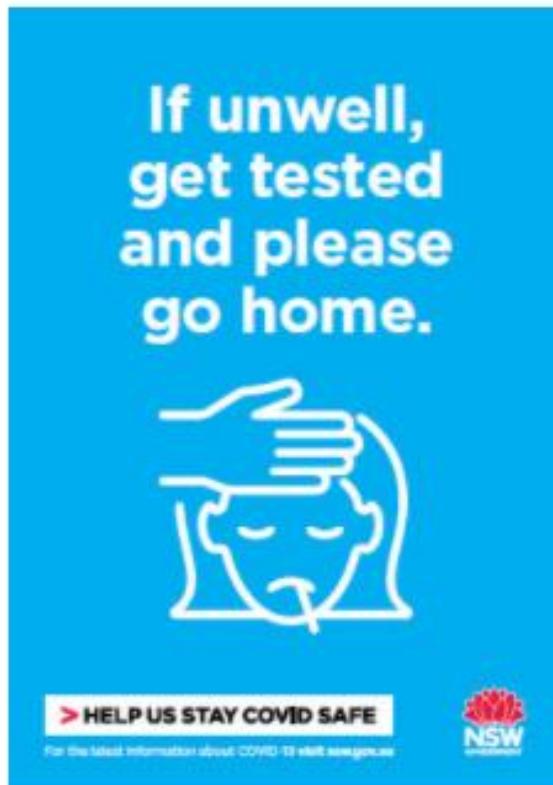
Workspace signage

Not all agri-businesses are on-farm.



[Link to resources](#)

Workspace signage



[Link to resources](#)

Indigenous community content

www.customerservice.nsw.gov.au

Indigenous community content: resources and guidance for staying COVID Safe

Keeping your mob COVID safe

To help protect the community from COVID-19:

- Anyone with symptoms, even mild symptoms, should get tested. Visit a COVID-19 testing clinic or call your doctor or Aboriginal Medical Service to ask for a test
- Stay a safe distance from others where possible - that means 1.5 metres or two big steps
- Wear a mask when you can't distance
- If you're unwell, stay at home
- Wash your hands often with soapy water or hand sanitiser.

COVID-19 testing

It only takes one person to spread COVID-19 in the community. Get tested, even if you only have one symptom, and self-isolate immediately.

COVID-19 symptoms include fever, coughing, sore or scratchy throat, shortness of breath, runny nose and loss of smell or taste.

You only need one symptom to get tested, and it can be mild. You might think it's a cold or the flu but it could be COVID-19, and you can't tell without a test.

Testing is safe – all staff wear protective gear and you will have a safe place to wait.

Testing is free at a public testing clinic. You don't need a Medicare card. You can find your nearest testing clinic at nsw.gov.au or contact your doctor or Aboriginal medical service.



When to wear a mask

To protect yourself and your mob, you should wear a face mask if you:

- can't stay two big steps away from people
- have symptoms and are going to get tested
- are in isolation in the same room as another person
- NSW Health strongly recommends people wear a mask when unable to physically distance, particularly on public transport and in other indoor settings, to keep everyone safe. Do not use public transport if you are unwell - stay home and get tested immediately.



For the latest information on COVID-19 visit nsw.gov.au or call the National Coronavirus Helpline on 1800 020 080
#keepourmobsafe



[Link to download](#)



[Link to download](#)



[Link to download](#)

Social tiles: aboriginal communities





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