**Email: A staff member/customer who works/lives at** INSERT LOCATION **accommodation service is a primary close contact of a positive COVID-19 – this is what you now need to do.**

Dear INSERT NAME,

As discussed over the phone, unfortunately, a staff member/customer who works/lives at who works at INSERT LOCATION has been identified as a primary close contact of a confirmed COVID-19 case.

**What does this mean for you?**

This means you are deemed a secondary close contact to a positive COVID-19 case.

**What do you need to do?**

It is very important for you to:

* Not to be too alarmed
* Go and have a COVID-19 test ASAP
* Self-isolate at home (As you were in contact as part of your work duties, Northcott will continue to pay you for your shifts during the isolation period)
* Let me know as soon as you receive the result from your COVID-19 test

Next steps will be dependent on:

1. Your COVID-19 test result
2. The primary contact’s COVID-19 test result

I will be in contact with you again after you have let me know the result from your COVID-19 test. Please feel free to contact me at any time if you have any questions.

I understand this news might be difficult for you. I therefore remind you about our **Employee Assistance Program** (EAP) which is a free, confidential, short-term counselling and advice service for employees and their immediate family members. Call Actevate on **1300 663 155.**

Kind regards,

**INSERT NAME**

**INSERT ROLE   
Northcott**