Confirmed cases of COVID-19

If you have tested positive for COVID-19, you must immediately:

- Self-isolate in your home
- Tell the following people that you have tested positive for COVID-19:
  - people staying at your house
  - friends and other people you have met socially such as friends you had dinner with, people you met up with at a pub or club or social function, either:
    - from 2 days before you got sick until you started isolating, or
    - if you had no symptoms, from 2 days before your test until you started isolating.
  - your manager at work
  - the head of the education facility you attend or relevant staff member.

You do not have to tell the people you have been in contact with if you are too unwell, or you feel it is not safe to do so.

NSW Health will contact you as soon as possible by text message. If you are having severe headaches or dizziness, difficulty breathing or have pain in your chest, call Triple Zero (000) straight away and tell the ambulance staff that you have been diagnosed with COVID-19.

Managing COVID-19 at home

If you are under 65 years of age, have had at least two doses of COVID-19 vaccine and you are not pregnant or do not suffer from any chronic health conditions you can safely self-manage COVID-19 at home. Children who are under 16, including those who are not vaccinated, can also be cared for at home. If you have tested positive for COVID-19 and are pregnant, please call the NSW Health COVID-19 Care at Home Support Line on 1800 960 933.

You must self-isolate for 10 days from the day you were tested. You can only leave self-isolation after 10 days if you do not have symptoms in the last 72 hours before your 10 days finishes. Even if you do not have symptoms in these 72 hours, you must still continue to self-isolate for a full 10 days. You will receive an SMS from NSW Health after 10 days, but you do not have to wait for this SMS to leave self-isolation if it has been 10 days since you were tested.

If you have symptoms in the 72 hours before your 10 days is finished, please call the NSW Care at Home Support Line on 1800 960 933 for further advice. If you are under the care of a clinical team, your team will tell you when you will be released from isolation.

For more information about safely self-managing COVID-19 at home read Self-managing COVID-19 safely at home If you need assistance, call the NSW Health COVID-19 Care at Home Support Line on 1800 960 933.

How will I be told I have COVID-19?

If you have tested positive for COVID-19, you will be contacted by text message or phone call. Tap on the survey link in the text message and help us by answering the questions as soon as you can.

What does COVID-19 feel like?

Common symptoms (the way you feel)

Common symptoms include runny nose, cough, tiredness and fever. Resting up and having plenty of fluids, like you would with a regular cold or flu, can help. If you feel unwell, paracetamol and ibuprofen can also be taken to help with symptoms.

Most people with COVID-19 will have a mild illness and will recover in a few days or so. Some people will have no symptoms at all.

There are effective treatments available for people with COVID-19. Please contact the health team caring for you or your GP early if you have any health concerns, especially if you have any chronic health conditions.

Severe symptoms

While most people will experience mild symptoms there are some who may develop serious illness. When isolating, you should look out for severe or worsening symptoms, particularly:

- Severe headaches or dizziness
- Shortness of breath/difficulty breathing
- Chest pressure or pain

If you have severe symptoms you should call Triple Zero (000) straight away and tell the ambulance staff that you have been diagnosed with COVID-19.

Have I put others at risk of COVID-19?

People can spread COVID-19 to others before testing positive. People can give another person COVID-19 from two days before developing symptoms, or if you have no symptoms, in the two days before your test. This is known as the start of your infectious period.

What do I need to do?

Self-isolate

You must self-isolate at home, even if you are fully vaccinated. You are not allowed to leave your home except for urgent medical care or in an emergency (including to avoid injury or escape risk of harm from domestic violence). Please see the Self-Isolation Guideline for further information on how to self-isolate.

Please take all reasonable steps to tell your household, employer, place of education, and other people you have come into contact with that you have tested positive for COVID-19.

Household

A household contact is someone who lives with you or someone who has spent more than 4 hours with you in a house, accommodation or care facility. Tell your household contacts that you have tested positive for COVID-19. Ask them to get a COVID-19 test immediately, return home and follow the advice from NSW Health. All household contacts are at very high risk of getting COVID-19, and should follow the advice in the close contact fact sheet.

Employer and/or education facility

Tell your work manager or education facility head/relevant staff member that you have tested positive for COVID-19. Tell them:

- The date of your test
- The date that you got sick (if you have symptoms)
- The days you were at work or at the education facility from 2 days before you got sick (or 2 days before your test if you have no symptoms).

You can tell your manager by phone or text. If you do not have their phone number you can email them, or you can ask a work friend to tell them for you.

If you have attended an educational facility, you can call the main phone number for the campus you attend. If you live in educational facility residence, also tell someone in the office of the residence.

Other people you have been in contact with

This includes friends and other people you have met socially such as: friends you had dinner with, people you met up with at a pub or club or social function, friends or family who visited your home, or anyone you were in a car with either:

- From 2 days before you got sick until you started isolating
- If you had no symptoms, from 2 days before your test until you started isolating.

Ask them to get a COVID-19 test immediately, return home and isolate until they receive a negative result. Because they are at increased risk of getting COVID-19 they should follow NSW Health advice in the [casual contact fact sheet](#).

You can tell them by phone or text. If you do not have their phone number, you can email them.

NSW Health may also consider other people close contacts in settings where transmission has occurred, or there is a high risk of transmission.

What is self-isolation?

Self-isolation means you must stay at your home or accommodation and remain separated from others, even if you are fully vaccinated or feel well. People who have COVID-19 or who are close contacts must self-isolate to help stop the spread of COVID-19 to other people.

Self-isolation means you cannot:

- Go to work or school
- Go to any public places (e.g. shops, parks, beaches)
- Use public transport
- Have any visitors in your home, unless they are providing healthcare, emergency maintenance or emergency services.

You are only allowed to leave your home or accommodation to get a COVID-19 test, for urgent medical care or in an emergency (including to avoid injury or escape the risk of harm from domestic violence).

If you need to leave for any of these reasons, you should travel by private vehicle, ride or walk. You must wear a face mask, stay 1.5 metres away from anyone else, travel directly to and from where you need to go and self-isolate in suitable accommodation as soon as possible.

Where should I self-isolate?

You should spend your self-isolation period in one place wherever possible. This may be your home, a hotel, motel or other form of accommodation, and you must be able to safely stay there and be separate from all other people.

If you are not already at home when you find out that you need to self-isolate, you must immediately travel by private car directly to your accommodation. You should only stop for rest breaks or in an emergency.

If you can't access a private car, or you are staying in temporary accommodation that ends before you will complete your self-isolation period, please call the NSW Health Isolation Support Line on 1800 943 553 for advice and assistance.

Further information about travelling, accessing testing and self-isolation is available in [Travelling for testing and self-isolation](#) and the [Self-Isolation Guideline](#). You may be told to self-isolate in a different accommodation such as a quarantine facility, hospital or other medical facility by a designated health practitioner or an authorised contact tracer (including an officer in the NSW Department of Education) at any time if they determine you cannot safely isolate at your home. Health accommodation will be prioritised for people who have medical or social issues and people who are of greatest risk.

How can I self-isolate safely within my home?

If you live with other people, you need to remain separated from them during your self-isolation period.

Physically distance

This means:

- Stay and sleep in a separate room
- Use a separate bathroom if available, or clean a shared bathroom after each use
- Do not be in the same room as another person (unless they also have COVID-19)
- Do not share household items including dishes, cups, towels and bedding. After using these items, wash them thoroughly with soap.

Practice good hygiene

- Wash your hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser:
    - before entering an area where other people may go
    - 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
- Cover coughs and sneezes
- Regularly clean all surfaces you touch as much as possible (such as tabletops, doorknobs and bathroom fixtures) by using household disinfectant or diluted bleach solution.
- Wear a mask in shared areas or when caring for other members of your household.
- Take extra care to remain separate from any members of your household who are elderly, immunocompromised or have medical conditions such as heart, lung or kidney problems.

What if I live in an apartment building?

If you have to self-isolate and live in an apartment building, you will need to follow some extra steps to protect other building residents from COVID-19.

- You must remain inside your own unit. You should not use shared laundry facilities, or any other common areas, such as a gym, pool or shared outdoor area.
- Wash your clothes inside your own unit. Neighbours or friends should not do your laundry.
- Ask a neighbour or contact your building manager about collecting your rubbish. Leave the rubbish outside your door, return inside your unit, and close your door. The other person can collect the rubbish and should wear gloves and a surgical mask while doing this, and thoroughly wash their hands afterwards.
- If you are receiving deliveries including food to your home, please ask that it is left outside your door. Do not open the door to pick up the delivery until the corridor is empty.

What support is available while I am in self-isolation?

Coping with self-isolation

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

- Keep up a daily routine as much as possible.
- Keep in touch with family and friends via telephone, social media or email.
- Exercise inside your home, on your private balcony or in your backyard, using home exercise equipment, if available.

- Take care of yourself and try to eat healthy foods.

Clinical support

If you are over 65, or not fully vaccinated, or have a chronic medical illness, or are pregnant, please call the NSW Care at Home Support Line on 1800 960 933 for further advice.

Continue to take any medications you have been prescribed as usual.

If you are unsure about continuing to take your current medication or treatment, or have any concerns about your health, call your doctor.

If you need other clinical support or have non-urgent health related questions during isolation, call the NSW Health COVID-19 Care at Home Support Line on 1800 960 933.

Food and other essential supplies

Ask your family or friends who do not live with you to help by picking up groceries and medicines as needed, or you can order food 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 getting food or other essentials, call the NSW Health Isolation Support Line on 1800 943 553 and you will be directed to Service NSW for assistance.

Mental health and domestic violence 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 Service 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 and 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.

When can I leave self-isolation?

You must self-isolate for 10 days from the day you were tested. This means ten full 24-hour periods from the time you had your test. For example, if you had your test at 10am on Tuesday, you must self-isolate until 10am Friday of the following week.

You can only leave self-isolation after 10 days if you do not have any symptoms in the 72 hours before your 10 days is finished. Even if you do not have symptoms in these 72 hours, you must continue to self-isolate for a full 10 days.

You will receive an SMS from NSW Health after 10 days, but you do not have to wait for this SMS to leave self-isolation if it has been 10 days since you were tested.

If you have symptoms in the 72 hours before your 10 days is finished, please call the NSW Care at Home Support Line on 1800 960 933 for further advice. If you are under the care of a clinical team, your team will tell you when you will be released from isolation. Please see the Release and recovery factsheet for more advice.