

INFECTIOUS DISEASES MANAGEMENT PLAN v3.0

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Introduction

Counsel's Chambers Limited ("CCL"), as a Person Conducting a Business or Undertaking (PCBU), recognises its responsibility under Work Health and Safety legislation to ensure, so far as is reasonably practicable, the health and safety of occupants and others at the workplace. This includes providing and maintaining a work environment that is without risks to health and safety. This Management Plan has been devised to manage the risk of infectious diseases, and in particular coronavirus impacting on the workplace.

The strategies identified within the Plan have been developed through research, advice and guidance provided by NSW Health, SafeWork NSW, SafeWork Australia and other resources.

The objectives of this Plan are –

1. Reducing transmission of infectious disease among staff and occupants of Wentworth & Selborne Chambers and Lockhart Chambers.
2. Protecting people who are at higher risk for adverse health complications (see Background).
3. Maintaining business operations.
4. Minimising adverse effects on other entities.

For the purposes of this Plan the term occupants has been used to include all PCBUs, management and workers, including contractors.

Background

Australians have been affected by an outbreak of respiratory illness caused by a novel (new) coronavirus (COVID-19) first identified in Wuhan, Hubei Province, China.

Most of the initial cases had direct or indirect travel history to affected areas, and strict restrictions on international and interstate travel remain in place.

As of October 2020, the number of confirmed cases of COVID-19 in NSW is stable and confirmed cases in Victoria are stable but high in number. The risk of infection remains the same and PCBUs must, wherever possible, mitigate the risk of infection to employees and people generally.

Categories of people at most risk of serious infection include:

- a) people with compromised immune systems;
- b) elderly people;
- c) Aboriginal and Torres Strait Islander people; and,
- d) people with diagnosed chronic medical conditions.

Pregnant women may also be at risk and should be prioritised in any response procedures.

1. Symptoms of COVID-19

Symptoms can range from mild illness to pneumonia, experiencing:

- a) fever;
- b) flu-like symptoms like coughing, sore throat and fatigue; and,
- c) shortness of breath.

There is no treatment for coronavirus, but medical care can treat most of the symptoms. Antibiotics do not work on viruses.

2. How it spreads

There is evidence that the virus spreads from person to person by:

- a) close contact with an infectious person;
- b) contact with droplets from an infected persons cough or sneeze; or,
- c) touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face.

3. Surgical masks

- a) The use of face masks can prevent droplet spread from airborne contaminants. The use of face masks is recommended wherever possible and in particular where physical distancing may be compromised or large numbers of people are present, including on public transport.

4. Respirators

The minimum level of respiratory protection against infectious diseases spread by airborne transmission is a Class P2 respirator. The use of this respirator should include fit testing to ensure an adequate facial seal.

5. Donning and removing PPE

PPE should be donned and removed in the correct order to maximise worker protection. For full PPE the correct order for donning is:

- a) hand hygiene;
- b) respirator;
- c) safety eyewear or face shield;
- d) protective coverall; and then,
- e) gloves.

The correct order for removing is:

- a) remove gloves and perform hand hygiene;
- b) safety eyewear or face shield;
- c) protective coverall;
- d) respirator; and then,
- e) hand hygiene.

Recommended preventative practices

1. Actively encourage sick occupants to stay home.

- a) Occupants who have symptoms of any respiratory illness, no matter how mild, are recommended to stay at home and not to work until they are free of fever, signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines, e.g. cough suppressants. Occupants should notify their supervisor or manager and stay home if they are sick.
- b) Instruct contractors and vendors that provide contract workers or temporary occupants about the importance of sick occupants staying home and encourage them to develop non-punitive leave policies.
- c) Forego the requirement to produce a Doctor's Certificate for occupants who are sick with acute respiratory illness to validate their illness or to return to work as medical centres may be too busy to provide a Certificate in a timely manner (see 1a).
- d) CCL and other PCBUs should maintain flexible policies that permit occupants to work from home or stay home to care for a sick family member.
- e) CCL Staff displaying any COVID-19 symptoms are to be tested immediately and stay at home until a negative result is returned.

2. Separate sick occupants.

- a) Occupants who appear to have acute respiratory illness symptoms (cough, shortness of breath etc) upon arrival to work should be separated from other occupants and sent home or advised to seek medical assistance immediately. Sick occupants should cover their nose and mouth with a tissue or similar when coughing and sneezing. A mask for the sick employee is recommended.
- b) Following their departure, an environmental clean is recommended.

3. Emphasise staying home when sick, respiratory etiquette and hand hygiene by all occupants.

- a) Place posters that encourage staying at home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to each building and on each level. Posters can be obtained at

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-businesses.aspx>

- b) Provide tissues and no-touch rubbish bins for use by occupants.
- c) Occupants must clean their hands on a regular basis with an alcohol-based hand sanitizer or wash their hands with soap and water for at least 20 seconds.
- d) CCL and other PCBUs should provide soap and water and alcohol based sanitisers and ensure that adequate supplies are maintained. Hand rubs must be placed in conference rooms to promote hand hygiene.

4. Perform routine environmental cleaning.

- a) CCL and other PCBUs, respectively, should ensure that all frequently touched surfaces such as work stations, countertops and door knobs are cleaned on a regular basis.
- b) CCL and other PCBUs, respectively, should provide disposable antiseptic wipes so that commonly used surfaces, e.g. door knobs, keyboards, remote controls, desks etc, can be wiped down by occupants before each use.
- c) Common touch point in Wentworth & Selborne Chambers performed by CCL includes:
 - Door handles at all five (5) entrances including:
 - Selborne side entrance
 - Selborne main foyer doors.
 - Ground Floor Wentworth Chambers entrance (middle doors)
 - Wentworth foyer doors.
 - Wentworth side entrance.
 - All common area door handles at Ground, Basement and Sub basement areas.
 - Lift landing buttons on all Floors.
 - Lift car buttons in every lift.
 - Toilet door handles on every floor.
 - Taps, sinks, flush buttons in toilets on every floor.
 - All fire stairs door handles, balustrades and touch points.
 - Handrails on the concourse.
- d) Common touch point cleaning in Lockhart Chambers performed by CCL includes:
 - All fire stairs and toilet door handles.
 - Taps, sinks, flush buttons in toilets on every floor.
 - Lift landing buttons on all floors.
 - Lift car buttons in both lifts.
 - All door handles to rooms on each Floor (only once per day)

5. Advise occupants against travel

- a) All travel should be deferred until further notice. Where travel is essential and absolutely necessary, observe the following requirements herein.
- b) Prior to any planned overseas travel, occupants must be advised to check Smart Traveller (www.smarttraveller.gov.au) for the latest guidance and recommendations for each country of travel. It is recommended that occupants be discouraged from travelling to countries that are identified as being 'at risk'.
- c) Occupants must be advised to check themselves for symptoms of acute respiratory illness before starting travel and notify their supervisor and stay home if they are sick.
- d) Occupants who become sick while travelling or on temporary assignment elsewhere should advise their supervisor and seek assistance from a medical practitioner. If overseas, the Australian Consulate should be advised.
- e) Occupants on return to Australia must comply with current directives issued by National and/or State Health and regulatory authorities.

6. Cleaning.

- a) Preventative measures will maintain the risk of COVID-19 impacting on CCL buildings as LOW. However, cleaning practices must be adapted to reduce the risk even further. It is recommended that a Safe Work Method Statement be provided by cleaning contractors to ensure that the correct procedures are used in cleaning all surfaces that may be contaminated and for the protection of all cleaners. See Annexure A.
- b) Cleaning practice should include, as a minimum –
 - Hand, mouth/nose and clothing protection for the cleaner;
 - Use of disposable wipes, rags and disinfectant rated to kill coronavirus;
 - Mop and bucket (similar treatment to bio waste clean up);
 - All surfaces including door knobs and lift buttons to be wiped with disposable wipes or rags with appropriate strength disinfectant;
 - Where possible, similar treatment for air conditioning vents;
 - Do not use spray bottles on the surface as this may cause the virus to splash onto other surfaces;
 - Dispose of wipes, rags and any protective disposable coverall into a double lined garbage bag.

7. Additional measures.

- a) Occupants who are well but who have a sick family member at home with COVID-19 must notify their supervisor and conduct a risk assessment of their potential exposure. The risk assessment should include exposure to surfaces that may have been compromised through cough and sneeze droplets by the

affected family member. The employee should seek medical assistance on the identification of any symptom of COVID-19 and should self isolate for a period of 14 days. (See Annexure B for more information about self isolation).

- b) If an employee is confirmed to have COVID-19, CCL and other PCBUs must inform fellow occupants of their possible exposure to COVID-19 in the workplace but maintain confidentiality of the infected person.
- c) Occupants must practice social distancing, maintaining a 1.5 metre distance from others, where possible and minimise all physical contact. Where possible to do so, social distancing shall also apply within the buildings' lifts, lift foyers and office areas.
- d) CCL Staff are not to attend any meetings, conferences, appointments or any other work related function outside of the office under any circumstances.
- e) Unless otherwise authorised to do so, CCL Staff shall not attend to routine maintenance, network or other requests for service within the buildings, or attend face to face meetings. All meetings shall be held via video conferencing facilities that have been comprehensive provided to Staff and Occupants.
- f) The physical distancing rule that permits one person per 4m² shall be observed in all indoor locations.

8. Contractors

All Contractors, trades and service personnel attending site must:

- a) obtain consent from all Floors where access is required to conduct the work;
- b) strictly observe the requirements for social distancing;
- c) wear face masks at all times in order to avoid possible contamination of the Floor and generally prevent the spread of COVID-19;
- d) are recommended to wear a new set of disposable gloves while on site;
- e) not attend site having flu or COVID-19 like symptoms;
- f) notify CCL immediately if within 14 days of visiting any of CCL's buildings;
 - i. have to self-isolate after confirmed contact with COVID – 19; or
 - ii. develop symptoms and are tested for COVID-19; or
 - iii. are confirmed to have contracted COVID-19;
- g) not have travelled outside of Australia in the last 6 weeks or from any other cluster area or hotspot as identified by a State Government;

- h) are strongly urged and recommended to be vaccinated against influenza and provide evidence of having the 2020 influenza vaccination;
- i) once available in Australia and by no later than 1 April 2021, whichever is the later, must have been vaccinated against the 2021 strains of influenza and provide evidence of having been vaccinated;
- j) undergo a temperature test/reading and record a temperature of below 38 degrees Celsius; and,
- k) not share a lift with more than one other person at a time.

9. NSW Bar Dispute Resolution Centre

At the time of the booking the hirer must read, understand and acknowledge the NSW Bar Resolution Centre COVID-19 Precautions. Hirers failing to do this will not be able to proceed with the booking. The NSW Bar Resolution Centre COVID-19 Precautions are attached to this document in Annexure C.

10. Lifts.

The confined space of a lift may pose an increase in risk to the exposure of COVID-19. CCL has implemented the following precautionary measures that shall be applied where reasonably practicable to reduce the transmission of COVID-19 when using the lifts in accordance with recommendations made by SafeWork Australia:

- a) Signage reminding staff, occupants and visitors to the building to maintain social distancing has been put in place on all floors and foyers and, where reasonably practical limiting 2 persons per lift at one time.
- b) Floor markings may be required as a guide for occupants and visitors where to stand to maintain social distancing when inside the lifts.
- c) All occupants have been advised to use the fire stairs where possible to alleviate possible congestions in lifts and foyers.
- d) Increased common touch point cleaning for lift cars and call buttons on each floor between the hours of 9 am – 5 pm and a final clean after hours.
- e) CCL staff have been specifically advised to use fire stairs for entry and exit.

CCL will continue to review all measures in consultation with its WHS consultant, the building's occupants and stakeholders, The Property Council of Australia and SafeWork Australia.

SafeWork Australia's recommendation in managing the risk of COVID-19 in lifts can be found on their website - https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/office/physical-distancing?tab=tab-toc-small_business

Preparation

CCL and each floor must prioritise activities so that in the event of increased absenteeism due to COVID-19 normal business activities can be maintained, with non-urgent activities delayed.

CCL and other PCBUs must be prepared to shut down or re-locate normal day to day operations if their floor needs to be isolated and evacuated after identification of a COVID-19 case and an environmental clean needs to be initiated.

Response

The risk of COVID-19 impacting on CCL building occupants is ever present. As restrictions are eased in NSW and in Sydney, activity and contact between people increases and that level of risk increases commensurately.

1. CCL staff

If a CCL staff member develops symptoms of COVID-19 they must stay at home and self-isolate.

But firstly, they must:

1. Contact and visit their General Practitioner (GP); or
2. Attend the Emergency Department (ED) of their local hospital or Sydney Hospital if at work; and
3. Contact Healthdirect on 1800 022 222.

If the coronavirus is confirmed they must remain in self-isolation at home for 14 days or the period of time recommended by NSW Health at the time. If the staff member does not wish to avail themselves of sick leave and is well enough to work, arrangements can be made for the staff member to work from home.

The staff member must not return to work until after the 14 days and only after 24 hours in which there are no more symptoms of coronavirus. A Certificate of Fitness must be obtained from the GP.

For further information they can call the National Coronavirus Information Line on 1800 020 080.

2. Building response

If preventative measures are compromised and an occupant or recent visitor to the building is diagnosed with COVID-19 NSW Health must be contacted and an assessment undertaken of likely cross-contamination of other occupants. CCL management must follow the recommendations of NSW Health but actions may require partial-closure, floor closure or general building closure. Where CCL staff are

in attendance they must have appropriate PPE including P2 respirator, eye protection, disposable gloves and disposable coverall.

Partial closure

In the event that an occupant or recent visitor has come into contact with a confirmed case of COVID-19 and is awaiting tests results for COVID-19, CCL will ensure in consultation with the Floor Clerk that;

- a) the person will immediately self isolate and leave the building;
 - b) access to the areas previously occupied by the person will be immediately restricted, the areas locked off and signage warning others not to enter will be prominently displayed;
- and,
- c) access will remain restricted to the areas previously visited by the person until such time:
 - i) that the person is tested for COVID-19 and the result is negative; or
 - ii) the required period of self-isolation has elapsed and the person is not experiencing symptoms of COVID-19; or,
 - iii) where those areas are thoroughly cleaned and disinfected (other than where the area is a persons Chambers, which shall remain isolated until one of the above criteria is satisfied).

Floor closure

Where CCL is notified that an occupant or recent visitor has been diagnosed with COVID-19, CCL shall immediately contact the Clerk to commence the management plans response procedures and specifically;

- a) to lock off lift and fire stair access to the affected Floor to prevent any access to the Floor;
- b) immediately notify all occupants on the Floor, by way of public address or via the Clerk, whichever is deemed appropriate, to;
 - i) not visit anywhere else in the buildings under any circumstances;
 - ii) seek medical advice as required and notify NSW Health;
 - iii) leave the building and not return until CCL have indicated that it is safe to do so;
- c) evacuate the Floor;

- d) have signage visible to visitors, occupants and persons generally that the access to the Floor is not available;
- e) initiate a full environmental clean of the Floor;
- f) notify the building's occupants of the event including details of the affected Floor and person;
- g) notify all contractors and service technicians who have attended site in the 14 days prior to the notification that a confirmed case has been reported; and,
- h) shall not allow the Floor to be re-occupied until such time that both the specialist cleaner and NSW Health have determined that it is safe to do so.

Important Notes:

- **Environmental cleaning involves a process called fogging that may have an adverse impact on artwork, legal volumes, papers and any other delicate item that may absorb moisture in Chambers and on the Floors. An Environmental Clean will involve all artwork being taken down, bagged in a plastic bag and left in place. Books and Legal volumes susceptible to the process will be covered and sealed on shelves only. The artwork and books must not be touched or removed from the air-tight bags for 14 days.**
- **Local Health authorities and the federal government have stringent requirements for self-isolation for those who have had contact with confirmed cases of COVID-19. CCL's response to a confirmed case is immediate Floor closure. Appropriate measures should be implemented to enable work to continue in self-isolation where a Floor closure takes place on short notice.**
- **Should a confirmed case of COVID-19 arise within the buildings, CCL shall notify Safework NSW immediately, and cooperate with local Health authorities.**

Building closure

In the event that occupants and visitors of multiple floors of Selborne, Wentworth and/or Lockhart Chambers are diagnosed with COVID-19 a decision may be required to close access to the building/s. This decision by CCL management must be in conjunction with NSW Health and each floor, particularly to assist with their contingency plans for suspension or temporary re-location of normal day to day operations.

Closure of the building out of hours must be communicated to occupants. This may be via bulk SMS and media release.

The cause for multiple floors being impacted may also be due to contamination via the air conditioning system, with airborne droplets drawn through the vents. The fine particles would not be captured by the filtration system.

It may only be necessary to close one building or all three. The link between Lockhart Chambers and Selborne Chambers would need to be managed and access to the building/s may require the presence of a Security Guard positioned near each entry point.

An environmental clean should be initiated, with contaminated floors treated as a priority and a controlled maintenance of the air conditioning system.

Otherwise, the response procedures will be the same as the Floor Closure.

Recovery.

Occupants shall not return to the affected area/floor/building until the 'all clear' has been given by CCL management, in consultation with NSW Health, cleaning contractors and air conditioning contractors. The return to day to day operations will be monitored and reviewed.

Environmental impact cleaning procedures should be aligned with the Environmental Cleaning Response Plan (Annexure A).

During the recovery process to normal business activities, CCL and other PCBU's must take advice and guidance from NSW Health and regulatory authorities, maintaining preventative strategies to mitigate any risk and ensure a safe and healthy workplace.

CCL and other PCBU's must use all resources available for the prevention and early detection of COVID-19. COVIDSafe is an App developed by Australian health authorities for contact tracing. All occupants should be encouraged to download the App, although it must be remembered that it is voluntary.

Emergency contacts

Name	Phone Number	Email/Website
Healthdirect	1800 022 222	www.health.nsw.gov.au
Coronavirus Info Line	1800 020 080	
Sydney Hospital	9382 7111	
Kamakan Forensic Cleaning	1800 994 911	andrew@kamakan.com.au
Lee Albert	0407 281 781	lalbert@ccl.com.au
Debbie George		dgeorge@ccl.com.au
Nathan Howes	0407 910 361	nhowes@ccl.com.au
Peter Asimus (Security)	0415 214 554	Peter@alliedmanagement.com.au
Allied Security	1300 003 456	Ryan@alliedmanagement.com.au
Ryan Kerseboom	0426 960 480	
Jet Black Plumbing	0420 233 377	nsedgman@jetblackplumbers.com.au
Mark Spark (Electrician)	0418 474 905	mark@markspark.com.au
Sydney Water 24/7 faults	132 090	www.sydneywater.com.au
Police	000	
Police Assistance Line	131 444	
National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
Day Street Police Station	9265 6499	
Fire Brigade	000	
Ambulance	000	

Annexure A – Environmental Cleaning Response Plan

The specification for the environmental clean of a Floor follows:

Where a case is confirmed in one of the offices, it is recommended that the artwork would need to be taken down and bagged in a plastic bag. Due to the value and fragility of the artwork, it would not be possible to spray or fog a room with the artwork on the wall.

Where someone is confirmed positive with the virus, a Tier three clean of their office would be conducted along with any entry way, corridors, lifts etc they would use to get to their office and areas accessed by that person.

What is involved?

Tier one: Preventative/Low Risk Based

1. Walk through using and applying a medical grade disinfectant spray throughout the area. This is done as preventative care in a lower risk building or as a safety measure for our staff in a 'hot zone.'

Tier two: Medium Risk Based

1. Walk through using and applying a medical grade disinfectant spray throughout the area.
2. Use a ¼ fold methodology cleaning using a cleaner/disinfectant on critical touch points to reduce soiling and chance of contamination.
3. Apply medical grade disinfectant to all critical touch points and walk through area using and applying a medical grade disinfectant spray throughout.

Tier three: High Risk/Guaranteed Hot Zone

1. Walk through using and applying a medical grade disinfectant spray throughout the area.
2. Perform ATP testing and record results on touch point (examples are railings, light switches, door, lift buttons etc)
3. Use a ¼ fold methodology cleaning using a cleaner/disinfectant on critical touch points to reduce soiling and chance of contamination.
4. Possibly steam clean carpeted areas and wet wash all surfaces including walls, windows etc.(where requested)
5. Apply medical grade disinfectant to all critical touch points and walk through area using and applying a medical grade disinfectant spray throughout.
6. Perform post remediation verification with ATP testing. Copy of report will be kept on file. This testing process will reveal any living cells missed during the cleaning process thus advising whether further cleaning is needed.

PPE required:

Our staff are all internationally trained technicians and will be wearing full coveralls, bootees, respirators and gloves. They must follow a stringent process when undertaking a biohazard clean up to ensure the contamination is contained and disease-causing agents are exterminated for a safe and biohazard free result.

Note: In order for work to commence, the level/s must be vacated.
If works are requested to be conducted after hours, weekend etc., additional after hour rate may be applicable.

All our efforts cannot guarantee total safety against the virus once humans are again in a disinfected area. There is much more to learn about how COVID-19 is spread, its severity, and other features associated with the **virus**; epidemiological and clinical investigations are ongoing. We can only complete preventative actions to hopefully reduce the spread.

Annexure B – Guidelines for Self-Isolation



Home isolation guidance when unwell (suspected or confirmed cases)

Who should be isolated at home?

Home isolation for people who are suspected or confirmed to have novel coronavirus COVID-19 is appropriate in the following circumstances, if:

- they are well enough to receive care at home;
- they have appropriate caregivers at home;
- there is a separate bedroom where they can recover without sharing an immediate space with others;
- they have access to food and other necessities;
- they (and anyone who lives in the same home) have access to the recommended personal protective equipment (at a minimum, gloves and mask); and
- they do not live with household members who may be at increased risk of complications from novel coronavirus infection (e.g. people over the age of 65, young children, pregnant women, people who are immunocompromised or who have chronic heart, lung, or kidney conditions).

Wherever possible, if you need to travel to your location for isolation (for example, traveling from the airport), you are advised to use a personal mode of transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport

Being isolated at home means that people need to stay at home. A person in isolation cannot leave to attend public places, including work, school, childcare or university. Only people who usually live in the household should be in the home. Do not see visitors.

Do I need to wear a mask inside my home?

You should wear a mask while you are inside your home when other people are present. If you cannot wear a surgical mask, the people who live with you should not stay in the same room as you and should wear a mask if they enter your room.

What about other people in my home?

Only household members who are essential for caring for you should stay in the home. Other people living in the home should consider staying elsewhere if possible. Elderly people and those with compromised immune systems or chronic health conditions should stay away. If you are sharing the home with others, you should stay in a different room from them, or be separated as much as possible. You should use a separate bathroom, if available. Avoid shared or communal areas and wear a surgical mask when moving through these areas. Surfaces in shared areas such as door handles, taps and benches should be cleaned daily with household disinfectant or a diluted bleach solution (see the cleaning section below).

Do carers or household members need to be isolated as well?

If you are a confirmed case, the people you live with and other close contacts will need to be isolated at home. They will be contacted by your local public health unit and told how long they need to be isolated.

If you are suspected of being infected and are waiting on test results, the people you live with may need to be isolated—even if they don't have any symptoms. This will be determined by your public health unit on a case-by-case basis. You will be contacted and told whether your household members and close contacts need to be isolated. If they do not require isolation and become unwell, they should contact your local public health unit who will assess and advise on what to do next. If they have difficulty breathing or are seriously unwell and it is an emergency, they should call triple zero (000) immediately and alert ambulance staff to their travel/contact history.

Where do I find my local public health unit's contact details?

If you are a suspected or confirmed case, the local public health unit in the state or territory where you have been placed in home isolation would normally provide their contact details to you. If you don't have these details or they have been misplaced, you are welcome to call the National Coronavirus Health Information Line on 1800 020 080. They will redirect you to the state and territory health department responsible for the local public health unit. If you have the contact details, rewrite them here as back up:

Local public health unit:	Randwick Public Health Unit (South Eastern Sydney LHD)
Business hours phone number:	1300 066 055 or (02) 9382 8333
After hours phone number:	(02) 9382 2222

How can we help prevent the spread of coronavirus?

Practising good sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 meters from people).

Going outside

If you live in a private house, then it is safe for you to go outside into your garden or courtyard. If you live in an apartment, it is also safe for you to go outside into the garden but you should wear a mask to minimise risk to others. You should move quickly through any common areas and wear a mask. It is safe to go onto your balcony if you have one.

Cleaning

If others in the home want to clean your room, ask them to put on a mask before entering the room. They should wear gloves while cleaning, and use alcohol hand rub before and after wearing gloves. Surfaces which are touched regularly, such as door handles, kitchen and bathroom areas and phones should be cleaned frequently using detergent and water or a detergent-based cleaner.

Keeping spirits up while in home isolation

Being in isolation can be stressful. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media;
- Learn more about coronavirus and talk with others. Understanding coronavirus will reduce anxiety;
- Reassure young children using age-appropriate language;
- Where possible, keep up normal daily routines, such as eating and exercise. Exercise is a proven treatment for stress and depression;
- Reflect on your resilience and on how you have coped with difficult situations in the past. Remember that isolation won't be for long.

Reducing boredom during isolation

Being isolated at home can cause boredom and stress. Suggestions include:

- Arrange with your employer to work from home, if possible;
- Ask your child's school to supply assignments or homework by post or email;
- Treat quarantine as an opportunity to do activities that help you relax.

Where can I get more information?

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.

Annexure C – NSW Bar Resolution Centre COVID-19 Precautions

15 June 2020

NSW BAR DISPUTE RESOLUTION CENTRE COVID-19 PRECAUTIONS

In light of the continuing concerns related to COVID-19, the Centre is taking measures and precautions for upcoming events, which are subject to ongoing review and update to respond to this unprecedented situation in conjunction with recommendations of the Australian Government and State Government Departments of Health.

In order to help prevent the spread of the COVID-19 virus, the following arrangements have been adopted at the New South Wales Bar Dispute Resolution Centre premises from today.

Room Capacity

- Hearing Room 1 Max 9 persons
- Hearing Room 2 Max 10 persons
- All Party Rooms Max 3 persons

NSW Health has advised that rooms are not occupied for longer than 2 hours at a time. Furthermore, the spacing of the chairs in the Hearing and Party Rooms will be set up to ensure the requirements for social distancing are observed, the use of the rooms requires clients to maintain 1.5m separation from each other.

Access to New South Wales Bar Dispute Centre

Please do not visit the premises if you, or spouse or child or household member, have any of the following symptoms:

- fever
- cough
- sore throat
- shortness of breath.

If you, or spouse or child or household member, have:

- travelled to (including through) another country in the last 14 days; or
- had close contact with someone diagnosed with or suspected of having coronavirus in the last 14 days

If you, or spouse or child or household member, do not have the above symptoms and do need to attend the premises please observe the following precautions:

- Wash your hands
- Use the hand sanitisers provided
- Keep a reasonable separation from others at reception, meeting rooms and other parts of the building
- Use the stairs if possible
- Raise any concerns with reception immediately
- Observe any additional instructions given to you by NSW Bar Dispute Resolution Centre

As an additional precaution we have introduced additional cleaning measures to ensure the safety of customers and staff.

Persons who are within the Centre and show flu like symptoms will be asked to leave the Centre. We encourage all persons who are experiencing flu like symptoms to follow the advice of NSW Health. For more information on COVID-19 visit www.health.nsw.gov.au/coronavirus.

The Centre has increased signage within the Centre to inform staff, members, guests and visitors of good hygiene practices.

Cancellation Policy

The NSW Bar Dispute Resolution Centre cancellation policy follows:

- More than 28 days = NIL
- 10 – 28 days = 20% of the total booking fee Less than 10 days = 100% of the booking fee
- The cancellation policy will be reviewed again on the 22nd April.

The information surrounding the COVID-19 pandemic is changing rapidly, and we are doing our best to remain as responsive as we can to meet the requirements of our customers. We appreciate your patience and understanding during this uncertain time.

Upon attending The Centre, all visitors must register and provide their name, mobile phone number and confirm that they are not experiencing or had close contact with anyone who has experienced COVID-19 symptoms and have not travelled recently.