

Unite 
against

COVID-19

Returning to the workplace

A physical workplace guide for Queensland
Government agencies

3 August 2021



Queensland
Government

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Introduction

As the Queensland Government eases physical and business restrictions around the COVID-19 pandemic, government agencies are working on their respective plans to return staff progressively and safely to the workplace. Decisions about returning to the workplace are based on health directions and advice. The government is implementing measures to support the return to the workplace by providing additional cleaning and providing educational material.

This guide, produced by the Queensland Government Accommodation Office (QGAO), Department of Energy and Public Works, provides advice to Queensland Government agencies about the return of their staff to the workplace.

It includes [links](#) to resources and the Queensland Health website, to further assist in highlighting practices that support a safe return to the workplace.

As the health directions and advice change, QGAO will review and update this guide to support agencies to manage the transition of staff returning to the workplace for as long as necessary.

Planned return to the workplace

Queensland has done such a remarkable job in responding to COVID-19 that everyone can feel safe at work.

Queensland is continuing to ease restrictions as we move toward a new COVID-19 normal. For this reason, public servants who have been working from home are now encouraged to increase their presence in their usual workplace.

Unless your workplace is a restricted business (defined in the [Restrictions on Businesses, Activities and Undertakings Direction](#)), there are no COVID-19 restrictions that apply. For example, office environments are not restricted under current Public Health Directions.

For non-restricted workplaces, each individual workplace can make decisions about how to support staff to safely increase their presence in the workplace.

It is important to remember that every workplace must continue to comply with existing workplace health and safety obligations to ensure the safety of workers and others. This includes continuing COVID-safe practices, including hand hygiene and physical distancing.

Queensland public servants are encouraged to start discussions with their employer about increasing their presence in the workplace.

COVID-safe measures are in place in Queensland public service workplaces, including:

- Regular cleaning and disinfecting of high-traffic areas and high-touch surfaces.
- Ongoing provision of alcohol-based hand sanitiser and soap for handwashing
- Ongoing hygiene practices and physical distancing whenever possible

The planned return to the workplace occurs in line with the [Public Service Commission framework](#) (PDF, 179 KB).

All staff returning to the workplace should practice physical distancing, where possible, maintain personal and workplace hygiene, but most importantly, stay home if they show signs of illness or feel unwell.

Workplace capacity

Occupant density limits do not apply in non-restricted workplaces, including offices. For example, there are no COVID-19 restrictions on the number of people who can be in:

- Foyers
- bathrooms
- shared office workspaces
- tea rooms
- meeting rooms
- lifts

How do I continue to stay COVID-19 safe in my workplace?

To keep our workplaces COVID-19 safe, everyone should still:

- stay home if you are unwell
- get tested if you have any COVID-19 symptoms, no matter how mild
- wash your hands often, using soap and water or use hand sanitiser
- continue to maintain your physical distance (think two big steps), wherever possible
- sneeze or cough into your arm or a tissue, then dispose of the tissue in the bin
- limit food handling and sharing of food in the workplace
- avoid handshakes, hugs and kisses

Agencies will need to plan for the transition of staff returning to COVID-Safe workplaces in line with guidance from the Public Service Commission.



As restrictions ease, will staff be able to continue working from home if preferred?

The Queensland Government supports flexible working. As restrictions ease, staff are encouraged to discuss the various options that may be suitable with their manager.



Who should I contact to discuss my work arrangements?

You should contact your line manager and discuss the options available for increasing your presence in the workplace, including accessing flexible work arrangements (.e.g. working from home, working remotely or compressed hours). Regular conversations should occur between managers and employees, to ensure that any arrangements put in place continue to promote practical, productive and safe workplaces.

Your local Human Resources team can also be contacted for further advice on increasing your presence in the workplace.

Physical distancing

Maintaining physical distance from others should continue in the workplace whenever and wherever possible. Physical distancing is also referred to as social distancing.

Things to consider:

- How best to hold meetings (e.g. Skype, Microsoft Teams, physically distanced in a meeting room).
- While additional cleaning will be undertaken of these areas, disinfectant wipes and cleaning products should be provided for staff who need to use hot desks or agile spaces so they can wipe surfaces down before and after use. Where possible, each worker should be provided with their own equipment for these spaces, such as own keyboard and mouse.



Will staff have to move desks when they return to the workplace?

Staff may be required to temporarily move to another desk to achieve the physical distancing practices. Tip: make sure that the new desk is cleaned and ergonomically set up for the staff member using that desk.



Can staff go to a colleague's desk to discuss something?

Yes, maintain physical distance, where possible.



How do I keep my physical distance while driving a vehicle for work?

You can keep your physical distance starting with booking the right-sized vehicle for your trip. For example, if you and your colleagues need to travel, ensure the vehicle you select has enough distance between you and your passengers; or ask your colleague/s to book another vehicle so only two of you travel in one vehicle at any one time.

You can also increase the amount of fresh air in the vehicle by opening windows or adjusting air conditioning; and if you can, wipe down the vehicle before and after use. See the 'Vehicle cleaning and sanitation guideline' for more information via QFleet's Client Access System (CAS).

Resources

- [Queensland Health website](#)
- [Queensland Health - Safe return to the workplace factsheet \(PDF\)](#)

Building and lift access

Whilst there are no density limits on the number of people who can be in a lift at the same time, building owners can make decisions on lift capacity based on the size of the lift. For example, most office building lifts will be able to safely accommodate up to 6 people.

Please continue to practice good hygiene including sneezing or coughing into your arm or a tissue, then dispose of the tissue in the bin.

Face masks

On occasions, instances may arise when Queensland Health advice changes and the mandatory wearing of face masks directive is temporarily implemented.

At all other times, it is encouraged to wear a mask in any indoor or outdoor space when physical distancing is not possible.

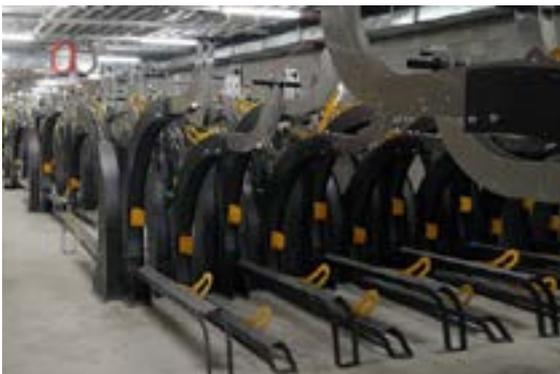
Read the [Queensland Health face masks information](#).

End of trip facilities

Queensland Health supports end of trip facilities remaining open to encourage the use of active transport to the workplace and a decreased reliance on public transport.

Staff are requested to adhere to physical distancing, where possible, while using end of trip facilities. While these facilities are regularly cleaned, they continue to operate on the mutual commitment of individuals to:

- maintain physical distance from others, where possible and reasonably practicable
- carry out regular hand washing and practice good hygiene
- spend minimal time in showers and the change room to reduce congestion and in consideration of other users waiting their turn, and most importantly
- do not come into the workplace if feeling unwell.



Applying the guidelines

The following scenarios are examples only and do not relate to any specific person or role but can be used to help staff understand the changes required to their workplace and work practices.

Regional service centre worker

Jake works in a service centre in Roma and is returning to the centre to continue helping Queenslanders in a face-to-face setting. Jake drives his car to work and parks at the centre, washes his hands upon entry to the service centre and walks to his desk.

Once Jake has arrived at his desk, he uses disinfectant wipes to wipe down the desk, computer, keyboard, mouse, phone and any other hard surfaces before he starts working, as other people use the desk when he is not working. He also wipes down the counter areas and the payment machine used, in between serving customers. Jake notices changes to his work environment including alcohol-based hand sanitiser for him to use and some for customers. Jake washes his hands more frequently and makes sure he disinfects his hands between each customer he helps.

Field officer

Brian's role requires him to occasionally carry out site visits to conduct inspections and complete reports. The number of site visits has declined as video conferencing and photographs have been used to verify information about the sites. However, when Brian needs to carry out a site visit, he drives to the site, uses alcohol-based hand sanitiser before entering and completes his duties while maintaining physical distance from others. Upon exiting the site, Brian disinfects his hands again.

Manager

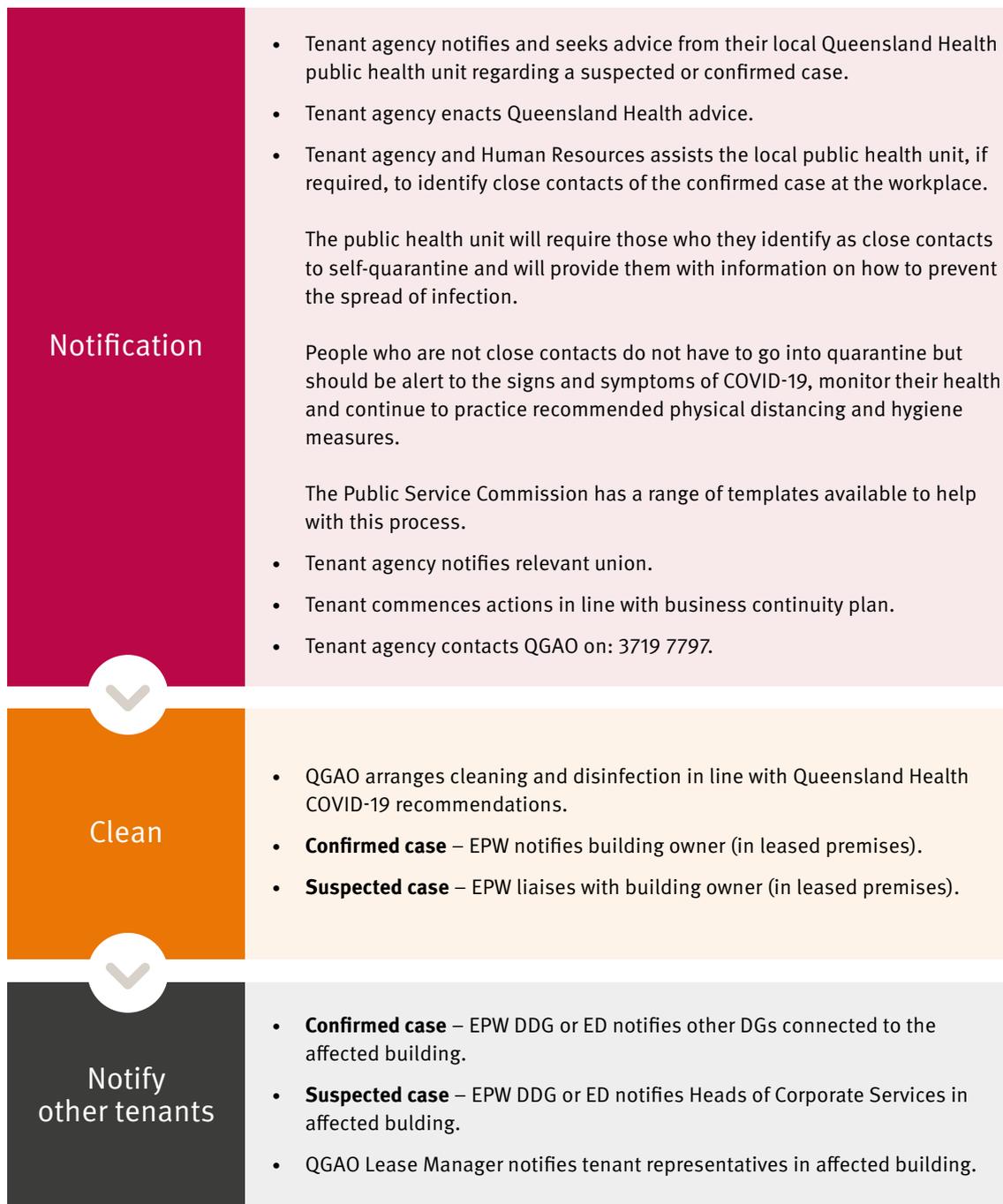
Michelle's team have commenced returning to their workplace in Maroochydore. At the beginning of the day her team holds a virtual meeting. Conducting meetings online ensures there aren't too many people in meeting rooms and enables staff to participate in meetings regardless of where they are working.

Health and safety

Cases of COVID-19

This cleaning protocol details the response that will be undertaken when there is a suspected or confirmed case of COVID-19 in a Queensland Government owned or leased building with government tenants. In addition to the steps in this protocol, agencies should also consider any reporting obligations that they have under workplace health and safety regulations.

Suspected or confirmed case



A comprehensive incident protocol is available on page 12.

Cleaning and hygiene

Alcohol-based hand sanitisers have been installed on the ground floor and at major entry points in all government owned office buildings.

Additional alcohol-based hand sanitiser and soap for handwashing should be procured by agencies for use in the tenanted areas of buildings. Single use paper towels are recommended for drying hands.

Using the existing cleaning contracts, additional cleaning in buildings is being undertaken for high contact areas such common areas, hot desks, agile workspaces and amenities, including lift buttons and door handles. Further cleaning protocols are being followed for any suspected or confirmed cases of COVID-19 within a building.

Currently, all government owned office buildings have a nightly cleaning service. The Queensland Government is using day cleaners (Monday to Friday) in all major office buildings to undertake enhanced cleaning during business hours.

For more information on how to keep workplaces clean, visit Workplace Health and Safety Queensland's '[Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy](#)'.

Where cleaning and hygiene products have been provided, employees should use these to assist in maintaining high levels of hygiene at their workstations, and in shared areas such as hot desks and printing areas. Cleaning products such as multi-purpose spray and disinfectant wipes should be used, ensuring that rubbish is disposed of immediately after cleaning the area. Staff who have an allocated desk can access these cleaning products to regularly clean their desks, and staff using hot desks or agile workspaces should clean them before and after use, complementing the additional cleaning that is occurring under the existing cleaning contracts.



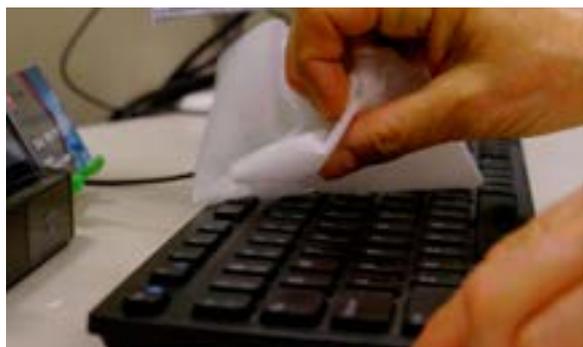
Will alcohol-based hand sanitiser be provided to staff?

Many buildings have alcohol-based hand sanitiser provided, however, washing hands regularly is important to reduce the risk of transmission.



How are kitchens and shared lunchrooms being managed?

Daily cleaning will be undertaken in shared kitchen and lunch spaces. Staff can help reduce the risk of transmission by cleaning up after using the spaces throughout the day. Staff are encouraged to thoroughly clean shared kitchenware and eating utensils before and after use. Alternatively, employees may choose to use their own eating utensils.



Building evacuation and first aid

All building services, such as lights and air-conditioning, will remain in normal operation mode during business hours. However, during the returning to the workplace activity, the usual arrangements for building evacuation and first aid may not be possible as the usual first aid officers or floor wardens may not be in the workplace. QGAO will work with agencies to review emergency plans and first aid protocols during this transition period. The following additional advice may be helpful for agencies to share with staff.

Evacuation – advice for staff

1. Familiarise yourself with the emergency evacuation posters on your floor. Each day be aware of other staff on your floor to identify who may need assistance in the event of evacuation, if a designated Floor Warden is not available.
2. In after-hours mode, an automated bell/alert/evacuation tone will sound to alert the occupants of a potential emergency incident.
3. When an **alert tone** is sounded you should prepare to self-evacuate.
4. If followed by an **evacuation tone**, you should proceed to self-evacuate the building following regular evacuation procedures (e.g. do not use the lifts).
5. If you are aware of anybody still in the building, report their name and location to building security or the attending Queensland Fire and Emergency Services.
6. Proceed to the usual assembly area and wait for further instruction.

First-aid – advice for staff

1. Familiarise yourself with other employees on your floor each day to identify who may be able to help with first aid assistance, if a designated First Aid Officer is not available.
2. For minor injuries, please use the first aid kit located on your floor.
3. For urgent medical assistance, call 000 immediately and ask the operator for ‘ambulance’ and provide location and other details as requested. Follow their instructions. Alert the Building Concierge or Building Services officers if required.

Resources

- [‘Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy’ fact sheet](#)
- [Hand washing poster](#)

What should be managed as normal

Even though there are extra steps we need to take as part of ensuring that we have a safe workplace for all staff, there are some things that should be managed using the normal facilities management processes. For example, agencies should continue to leverage their 'business as usual' processes for activities like:

- checking that equipment and facilities are in good working order
- supporting any moves of staff
- ergonomic checks for staff
- purchasing new equipment, and
- procuring cleaning supplies, including alcohol-based hand sanitiser and disinfectant wipes.



Returning to the workplace

Checklist

As people return to the workplace, managers should talk with their staff to find work solutions that keep employees safe while maintaining business continuity. The following checklists are provided as a guide and should be considered against the specific physical environments and services provided by agencies.

Facilities managers:

- Ensure educational materials are available.
- Obtain staff lists from HR team/business units to ensure that staff numbers can be managed within physical distancing capacity.
- Ensure signage about lift usage is displayed next to the lift.
- Ensure workstation layouts comply with the return to the workplace guideline.
- Ensure all IT equipment for virtual meetings has been tested and in working order (desk-based and meeting room/conference room-based).
- Procure additional tissues, paper towel, disinfectant wipes, alcohol-based sanitiser, antibacterial sprays (if not done by business services teams) and ensure that these are visible and available for staff.
- Arrange building specific evacuation and first aid information to support reduced numbers of staff in the workplace.

Work group managers:

- Working with staff, develop a Return to Workplace Plan for each work unit and communicate the details of the plan to all team members.
- Continue to set times to connect with team members to maintain relationships and connections in the mixed modes of working, for both those working remotely and those now in the workplace.
- Ensure that all returning employees understand that physical distancing should be practiced in the workplace.
- Encourage staff to use alternatives to face-to-face meetings (virtual meetings such as Microsoft Teams or Skype).
- Develop communication to advise staff about the COVID-Safe protocols for your workplace.
- Be open to staff accessing flexible work arrangements and work innovations developed during this period.
- Seek support from your HR team when required.
- Consider individual circumstances and ensure health and safety of staff remains a priority.

Employees:

- ❑ Speak to your manager or HR if you have any concerns about returning to the workplace, or have suggestions about other COVID-Safe workplace practices.
- ❑ Practice physical distancing at the workplace.
- ❑ Practice good hygiene at all times when in the workplace; wash your hands or use alcohol-based sanitiser.
- ❑ Stay connected with your colleagues who are working remotely and with those who have

returned to the workplace.

- ❑ Consider active commuting for work such as walking, running or riding your bike.
- ❑ Wash hands or use alcohol-based hand sanitiser and antibacterial wipes where available before and after using shared areas such as quiet rooms, meeting rooms and equipment such as printers.



Incident protocol

This incident protocol details the response that the Department of Energy and Public Works (EPW) and government agencies will follow when there is a request for a precautionary clean, or if there is a suspected or confirmed case of COVID-19 in a Queensland Government owned or leased building with government tenants.

In the first instance, tenant agency representatives are to contact Queensland Health.

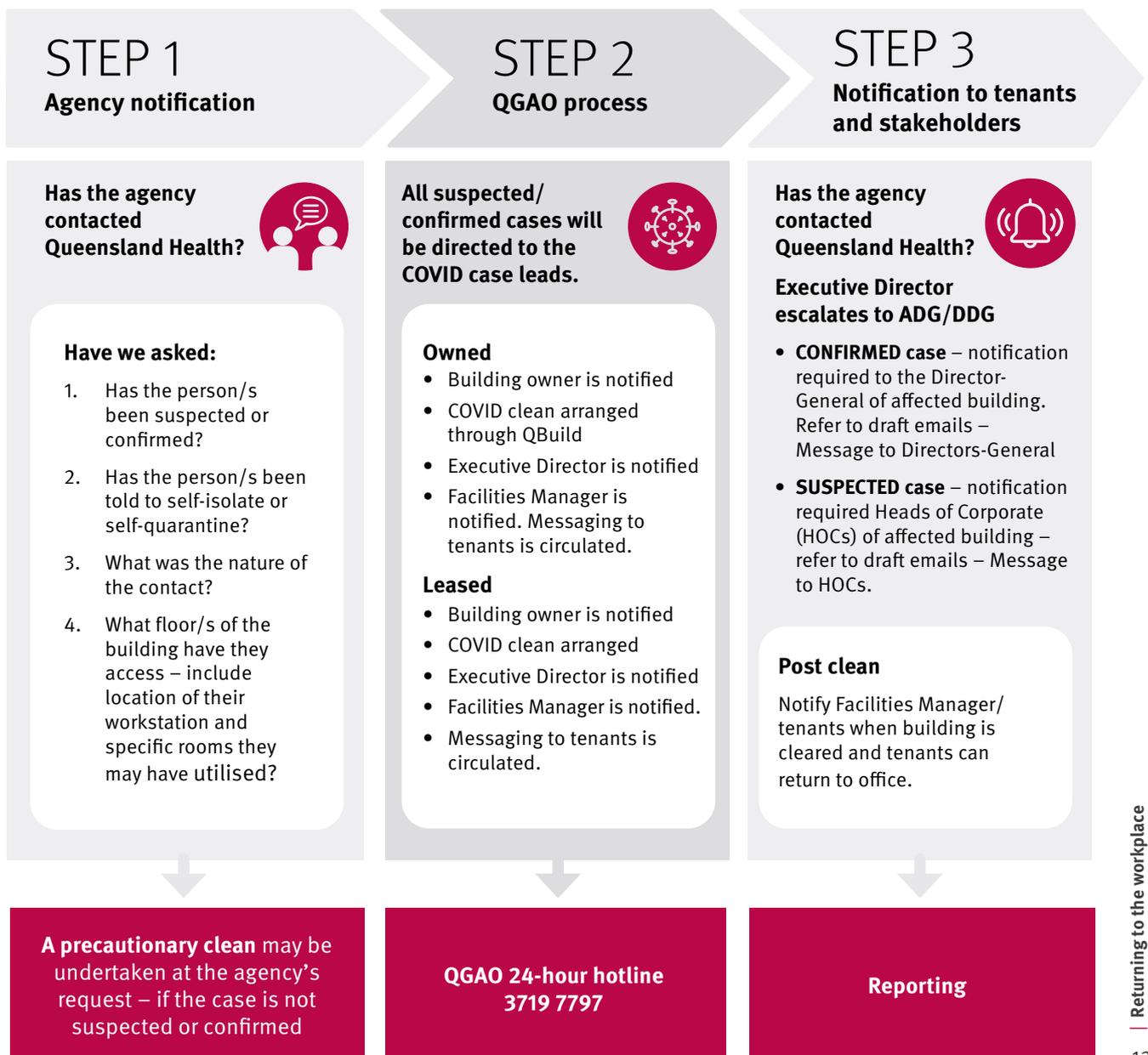
If the tenant agency representative has not contacted Queensland Health, they should be referred directly to their local Queensland Health public health unit:

www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units.

If the agency has contacted Queensland Health, EPW will seek answers to the following questions to determine the next course of action:

1. Has the person/s been suspected or confirmed?
2. Has the person/s been told to self-isolate or self-quarantine?
3. What was the nature of the contact?
4. What floor/s of the building have they access? Include location of their workstation and specific rooms they may have used.

EPW will undertake the appropriate actions based on the responses to these questions, as noted below.



Precautionary cleans in a Queensland Government tenancy

A precautionary clean may be undertaken at the agency's request – if the case is not suspected or confirmed

Request for a clean

If staff member was in the tenancy on the previous day but not the day the request is made:

As the night-time clean would have been completed on the surrounding areas, EPW will arrange a precautionary workstation clean only. This would usually be done after hours unless requested by the agency who logged the initial request.

Request for a clean

If a staff member attended work that same day and was sent home unwell or has been in contact with a suspected or confirmed case:

EPW will arrange a precautionary clean of the staff members workstation and surrounding meeting rooms as well as common areas such as the atrium, lift lobbies and bathrooms.

Precautionary clean to be completed as soon as possible on the same day.

Confirmed case advice

Precautionary clean would be elevated to Live COVID Clean of the whole floor as per below.

Suspected case in a Queensland Government tenancy

1. **Tenant agency (with suspected staff member case)** notifies their local Queensland Health public health unit www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units
2. **Tenant agency (with suspected staff member case)** follows Queensland Health advice guidelines regarding self-isolation in conjunction with advice from Human Resources within their tenant agency.
3. **Tenant agency (with suspected staff member case)** commences other actions in line with their individual Business Continuity Plan.
4. **Tenant agency (with suspected staff member case)** contacts EPW for further action via the QGAO 24/7 Hotline 3719 7797.
5. **Tenant agency (with suspected staff member case)** to advise relevant Unions of the suspected case, as well as any other interested stakeholders.
6. **EPW** arranges cleaning in accordance with Queensland Health COVID-19 Cleaning and disinfection recommendations.
7. **EPW (DDG, BPAM or GM, AMPS)** notifies the Heads of Corporate Services for the agencies, copying in any other appropriate agency officers (as per below messaging).
8. **EPW (QGAO)** contacts other tenant representatives within the building to advise of the incident and the actions taken (as per the following message).
9. **EPW** liaises with the building owner (in leased premises) of a suspected case of COVID19.
10. Depending on the agency's Business Continuity Plan, if required, EPW may be able to assist with any interim accommodation until cleaning processes are complete.
11. **Queensland Police Service – Protective Services** will continue to ensure security to the buildings is maintained at all times.
12. **EPW** provides clearance for affected agency/ies to return to the tenancy/building.

Confirmed case in a Queensland Government tenancy

1. **Tenant agency (with confirmed staff member case)** notifies their local Queensland Health public health unit www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units.
2. **Tenant agency (with confirmed staff member case)** enacts Queensland Health advice.
3. **Tenant agency (with confirmed staff member case)** follows advice from Human Resources within their agency to notify and advise staff deemed as having close contact, Queensland Health's website provides guidance on [contact tracing and close contact](#).
A close contact is a person who has:
 - had face-to-face contact for any amount of time or shared a closed space for at least 1 hour with a confirmed case during their infectious period
 - been to a venue or location where the risk of transmission is considered high based on public health assessment.
4. The local public health unit will tell you if you have been deemed a close contact of someone who has COVID-19. The Public Service Commission has a range of information available to help with this process: www.forgov.qld.gov.au/support-employees-during-health-pandemic-covid-19
5. **Tenant agency (with confirmed staff member case)** to advise the Union of the confirmed case, as well as any other interested stakeholders.
6. **Tenant agency (with confirmed staff member case)** commences other actions in line with their individual Business Continuity Plan.
7. **Tenant agency (with confirmed staff member case)** contacts EPW for further action via the QGAO 24/7 FM Hotline 3719 7797
8. **EPW** arranges cleaning in accordance with [Queensland Health COVID-19 Cleaning and disinfection recommendations](#).
9. **EPW** notifies the building owner (in leased premises) of a confirmed case of COVID-19.
10. **EPW (DDG BPAM or ADG BLP)** notifies Directors-General and Heads of Corporate Services with tenancies in the building, copying in any other appropriate agency officers (refer to Attachment 3).
11. **EPW (QGAO)** contacts other tenant representatives within the building to advise of the incident, the actions taken and Tenant Notice messaging (refer to Attachment 4).
12. **Agencies facilities team** to advise building occupants, using content of Attachment 4 as the basis for the Tenant Notice.
13. **Depending on agency's Business Continuity Plan**, if required, **EPW** may be able to assist with any interim accommodation until cleaning processes are complete.
14. **Queensland Police Service – Protective Services** will continue to ensure security to the buildings is maintained at all times.
15. **EPW** provides clearance for affected agency/ies to return to the tenancy/building.

Attachment 2 – Suspected case

Suspected case who DID NOT visit the floor

Message to Heads of Corporate Services (and other appropriate officers) – single floor

Hi <name>

Please be advised that a suspected case of COVID-19 in <building name> was reported on <day/date>.

Based on the information available, the person involved did not visit a floor shared with your workplace.

Close contact with your staff or visitors is unlikely to have occurred (being face-to-face contact for any amount of time or shared a closed space for at least 1 hour with a confirmed case during their infectious period).

A comprehensive clean of the affected areas <has been completed/will be completed by (xx date)> in line with Queensland Health guidelines.

The Queensland Government Accommodation Office will provide advice to your tenant representatives, including wording for a Tenant Notice to be distributed to your staff.

We seek your support in disseminating this information when received and maintaining advice to staff to remain vigilant, stay home if unwell and to practice good hygiene and social distancing.

Should the case be confirmed, Queensland Health will contact anyone who may have been in close contact with the confirmed case. Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

If you would like more information, please contact XXXX.

Suspected case who DID visit the floor

Message to Heads of Corporate Services (and other appropriate officers) – single floor

Hi <name>

Please be advised that a suspected case of COVID-19 in <building name> was reported on <day/date>.

Based on the information provided, the person involved visited a floor shared with your workplace.

The Queensland Government Accommodation Office will provide advice to your tenant representatives shortly, including wording for a Tenant Notice to be distributed to your staff.

We seek your support in disseminating this information as a priority when received and importantly ask you provide advice to staff to remain vigilant. It is essential that staff who are unwell stay at home and get tested. All staff should continue practicing good hygiene and social distancing.

A comprehensive clean of the affected areas <has been completed/will be completed by (xx date)> in line with Queensland Health guidelines.

Should the case be confirmed, Queensland Health will contact anyone who may have been in close contact with the confirmed case. Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

If you would like more information, please contact XXXX.

Suspected case – message to other tenants

(proposed for relevant agencies' facilities team to send as a 'Tenant Notice' to all building occupants by email)

Hi <name>

Please be advised that a suspected case of COVID-19 in <building name> was reported on <date>.

Based on the information available, the person involved did/did not visit a floor shared with your workplace.

A comprehensive clean of the affected areas <has been completed/will be completed by xx date> in line with Queensland Health guidelines.

Should the case be confirmed, Queensland Health will contact anyone who may have been in close contact with the confirmed case. Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

We are seeking assistance from all our tenants to help reduce the risk of close contact within the workplace by continuing to follow Queensland Health advice and putting in place measures such as:

- a strict requirement that unwell staff do not attend work
- staff working from home where possible/appropriate
- promoting and enabling good hand and respiratory hygiene practices
- providing staff with access to hand sanitiser and desk cleaning wipes
- implementing physical distancing measures
- using electronic communication as much as possible, rather than face-to-face interactions, including for meetings
- implementing a frequent cleaning schedule of commonly touched surfaces
- encouraging physical distancing while eating/taking breaks
- avoiding sharing of mobile devices such as phones and iPads.

If you would like more information, please contact XXXX.

Attachment 3 – Confirmed case

Confirmed case who DID NOT visit the floor

Message to Directors-General (and other appropriate officers) – single floor

Hi <name>

Please be advised that a case of COVID-19 in <building name> was confirmed by health officials on <day/date>.

Based on the information available, the person involved did not visit a floor shared with your workplace.

Close contact with your staff or visitors is unlikely to have occurred (being face-to-face contact for any amount of time or shared a closed space for at least 1 hour with a confirmed case during their infectious period).

A comprehensive clean of the affected areas <has been completed/will be completed by (xx date)> in line with Queensland Health guidelines.

Queensland Health is working with the tenant agency involved, and after contact tracing, will contact anyone who may have been in close contact with the confirmed case. Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

The Queensland Government Accommodation Office will provide advice to your tenant representatives, including wording for a Tenant Notice to be distributed to your staff.

We seek your support in disseminating this information when received and maintaining advice to staff to remain vigilant, stay home if unwell and to practice good hygiene and social distancing.

If you would like more information, please contact XXXX.

Confirmed case who DID visit the floor

Message to Directors-General (and other appropriate officers) – single floor

Hi <name>

Please be advised that a case of COVID-19 in <building name> was confirmed by health officials on <day/date>.Based on the information available, the person involved visited a floor shared with your workplace.

Queensland Health is working with the tenant agency involved, and after contract tracing, will advise anyone who may have been in close contact with the confirmed case.

The Queensland Government Accommodation Office will provide advice to your tenant representatives shortly, including wording for a Tenant Notice to be distributed to your staff.

We seek your support in disseminating this information as a priority when received and importantly ask you provide advice to staff to remain vigilant. It is essential that staff who are unwell stay at home and get tested. All staff should continue practicing good hygiene and social distancing.

Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

A comprehensive clean of the affected areas <has been completed/will be completed by (xx date)> in line with Queensland Health guidelines.

If you would like more information, please contact XXXX.

If you would like more information, please contact XXXX.

Message to other tenants within the building – single floor

(for relevant agencies' facilities team to send as a 'Tenant Notice' to all building occupants by email)

Hi everyone

Please be advised that a case of COVID-19 in <building name> was confirmed on <date>. Based on the information available, the person involved did not visit a floor shared with your workplace.

Close contact with your staff or visitors is unlikely to have occurred (being face-to-face contact for any amount of time or shared a closed space for at least 1 hour with a confirmed case during their infectious period).

A comprehensive clean of the affected areas <has been completed/will be completed by xx date> in line with Queensland Health guidelines.

Queensland Health is working with the tenant agency involved, and after contract tracing, will contact anyone who may have been in close contact with the confirmed case. Queensland Health is not looking for people who may have had a passing interaction in an office environment, as the risk in these situations is extremely low.

We are seeking assistance from all our tenants to help reduce the risk of close contact within the workplace by continuing to follow Queensland Health advice and putting in place measures such as:

- a strict requirement that unwell staff do not attend work
- staff working from home where possible/appropriate
- promoting and enabling good hand and respiratory hygiene practices (individual tissues, bins, hand sanitiser)
- implementing social distancing measures in the office
- using electronic communication as much as possible, rather than face to face interactions, including for meetings
- implementing a frequent cleaning schedule of commonly touched surfaces
- encouraging social distancing while eating/taking breaks
- avoiding sharing of mobile devices such as phones and iPads.

If you have any questions or would like to discuss the above in more detail, please contact XXXX.