



## Organisational Update: COVID – 19

Sunday, 15<sup>th</sup> March 2020

GSL has an obligation to all its stakeholders (staff, clients, participants, customers and the wider Cairns community) to ensure that its operations can continue to a pre-determined minimum level in the event of a major disruptive incident.

On 30 January 2020, the Australian Government declared the outbreak of Coronavirus (COVID-19) a Public Health Emergency of International Concern and on 12<sup>th</sup> March 2020 World Health Organisation chief Dr Tedros Ghebreyesus declared it a worldwide pandemic. On Sunday, 15<sup>th</sup> March 2020 our Prime Minister Scott Morrison declared that as of midnight, Sunday 15<sup>th</sup> March 2020 all travellers entering Australia and all Australian citizens returning to Australia, regardless of their departing country, must self-isolate on their return for a period of 14 days. The federal and state governments are adopting a precautionary approach in preparedness and planning for potential impacts to services. Relevant legislation is in process of being updated nationally.

Through the adoption of Business Continuity Management best practices GSL will achieve its business continuity objectives of:

1. providing timely availability of key resources necessary to operate the critical business processes at an acceptable level
2. maintaining stake holder contact confidence and trust
3. fulfilment of regulatory requirements such as Fair Work, Work Safe Queensland and Queensland Health
4. safeguarding our reputation
5. controlling extraordinary expenditure caused by the event
6. controlling risk in priority areas and facilitating ongoing trusted information and sources of information
7. supporting all our stakeholders

GSL as an organisation remains accountable for the successful continuity planning of the business and as such now need to consider the impact of health events such as COVID-19 on the organisation, staff and clients.

We have taken the time to review our business continuity as a team to reduce risk by putting into place the following actions:

### Prevention and containment

- Providing our stake holders with information about the virus and risks associated with it.
- Providing information about handwashing and other hygiene prevention strategies and products.
- Provide guidance and advice to staff, clients and customers on the following:
  - ✓ If you have been overseas in the last 14 days and are feeling unwell, see a doctor immediately.
  - ✓ Frequently wash your hands with soap.
  - ✓ Cover your nose and mouth when coughing or sneezing.
  - ✓ Avoid contact with anyone who is unwell.
  - ✓ Stay home if you are unwell.

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- ✓ Ensure staff returning to Australia post international travel, regardless of their departing country, self-isolate on their return for a period of 14 days.
- If staff become unwell and need to self-quarantine, we will provide them with information and support in accordance with information obtained from known and trusted sources like Fair Work and Work Safe Qld
- Within selected services in the event that clients / participants become unwell will request that parents or carers keep them home and follow the necessary precautionary medical advice and protocols. Should clients / participants become unwell during the day whilst attending selected services, we request that parents and carers make arrangements to collect participants / clients immediately.
- Work with families, clients and participants to ensure we maintain protocol around their services funding during such instances.

#### Ongoing monitoring

- We will monitor the spread of the virus and the health advice associated with it and we will communicate consistently with all stakeholders
- We will provide anyone who feels they have compromised health with advice on seeking the required medical attention
- we will continue to support our staff through the facilitation of paid leave options
- we will continuously review options as the Prime Minister releases further updates to legislation currently in the process of being written and will adapt our continuity protocols accordingly
- we will make a weekly assessment of the risk of travel and adjust advice to staff including the potential of ceasing all travel for a period and we will ensure self isolation
- we commit to regularly share information and education about any trusted updates we are able to source

I can assure you of our continued support in this. If you require more information please do not hesitate to contact our offices on 40310123.



**Nettie Herselman**  
CEO

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