

## INTRODUCTION

### PURPOSE

This live document is specifically designed to help WSP in Australia prepare for, manage and recover from a COVID-19 pandemic. This plan takes a risk-based, context-driven approach in alignment with our business continuity planning, and crisis response procedures. This plan includes guidance from the [Australian Department of Health](#), the [World Health Organisation \(WHO\)](#), [International SOS](#) and WSP Global. This scope of this plan includes the Health and Safety of our people, as well as holistic business continuity.

### PANDEMIC INFLUENZAS

An influenza pandemic is the most likely event to cause a large-scale health emergency. Influenza pandemics are characterised by the global spread of a novel type of virus and may cause unusually high morbidity and mortality for an extended period.

Most people are immunologically naive to the novel virus and are therefore susceptible to infection. A severe pandemic can overwhelm the resources of a society due to the exceptional number of people affected within a concentrated timeframe.

Influenza is characterised by rapid onset of respiratory illness with symptoms including fever, chills, sore throat, headache, dry cough, fatigue and aching. Influenza is easily spread through droplets from an infected person (suspended in the air through coughing or sneezing) being inhaled by another person, or through contact with contaminated surfaces such as hands or handrails. An influenza incubation period can range from one to fourteen days.

Pandemic influenza infection rates are likely to come in waves (per Figure 1), as such response and recovery actions will need to continually adjust.

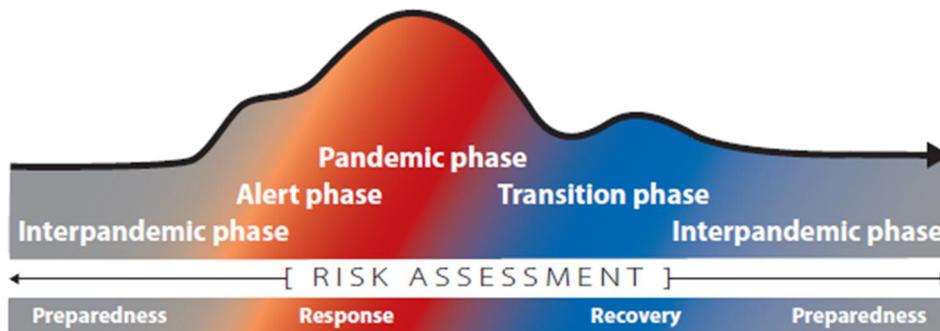


Figure 1. The Continuum of Pandemic phases

### HISTORY OF COVID-19

COVID-19 is believed to have originated in Wuhan, China. The virus is characterized by respiratory symptoms including fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

The virus is highly virulent with a lower mortality rate than its 'cousins' MERS and SARS. Due to this virulence, the mortality rate of COVID-19 has raised dramatically, with countries that have reduced medical resourcing typically experiencing higher death rates.

The virus is suspected to be transmitted by both physical contact and via aerosols (i.e. fine particles in the air). To date, containment and spread of the virus is largely controlled through good hygiene practices and isolation as the virus has a fourteen-day latency period before the onset of symptoms.

## OUR APPROACH

Our response to a COVID-19 Pandemic will be managed according to WSP's business continuity model.

WSP's Safety, Health, Environment & Quality (SHEQ) Team will continually monitor government advice for potential pandemics. If targeted action is required, the most appropriate Crisis Team will be convened to manage each situation as per our RACER and FASTRISK protocols:

### Report

- Report the incident
- Notify the Silver Team

### Assess

- Evaluate the impact and severity
- Contained or uncontained?

### Convene

- Bring together the most suitable Bronze Team

### Execute

- Apply FASTRISK (see over) to contain and manage the incident

### Recover

- Close-out or hand over
- Review and learn lessons

**F**acts

- What do you know?

**A**ssumptions

- What do you believe may have occurred or contributed to the situation?

**S**cenarios

- What is the best case, worst case and most likely scenarios?

**T**arget objectives

- Establish objectives of the crisis response (e.g. Returning to normal business?)

**R**esponse options

- Consider the range of options available
- Prioritise responses

**I**mplement actions

- Develop and implement your action plan

**S**takeholders

- Identify key stakeholders
- Prioritise according to interest & influence

**K**ey messages

- Prepare key messages for priority stakeholders



## ROLES & RESPONSIBILITIES

Key roles will be appointed within a Crisis Team, with the following responsibilities:

ROLE	DESCRIPTION	RESPONSIBILITIES
Team Leader	<p>Team Leader should do just that – lead. The individual should not get bogged down in the detail, but needs to retain an overview of the crisis.</p> <p>They <b>direct other team</b> members to gather and analyse information, or complete specific tasks, and then <b>make decisions</b> based on the information available.</p>	<ul style="list-style-type: none"> <li>- Declares/confirms emergency</li> <li>- Ensures an integrated team response is coordinated, reporting and communicating is maintained</li> <li>- Leads the Team in managing and recovering from the incident with a strategy-based perspective</li> <li>- Provides guidance and support to the other Teams</li> <li>- Ensures response is team-based, but decisions must be made expeditiously</li> <li>- Is authorised to make the final Team decision.</li> </ul>
Team Coordinator	<p>The Team Coordinator is the person who gets things done, and takes full responsibility for the execution of the Leaders’ instructions.</p> <p>The Coordinator <b>reports only to the Leader</b> for the duration of the crisis.</p>	<ul style="list-style-type: none"> <li>- Coordinates personnel and provides guidance to CMT members on their roles and tasks</li> <li>- Supports the two-way flow of information, assists with support to other teams</li> <li>- Maintains a strategic overview of the incident.</li> </ul>
Information Manager	<p>The Information Manager controls and monitors the flow of information to/from all stakeholders.</p>	<ul style="list-style-type: none"> <li>- Receives, sorts and makes sense of incoming intelligence and information</li> <li>- Maintains a chronological record of events and current status of response and recovery actions</li> <li>- Ensures relevant incoming information is noted and brought to the Team’s attention; and</li> <li>- Maintains regular communication with the other Teams.</li> </ul>
Communications Manager	<p>Communication during the first 48 hours of any crisis is crucial. When a crisis occurs, a communication void is created. If we don’t fill it, someone else will, and the information they share is often inaccurate or incomplete.</p> <p>Overcoming a negative perception is nearly impossible, thus the need to communicate as fast as we can and as frequently as we can.</p> <p>It’s impossible to over-communicate in a crisis. We can say the wrong thing, but you can never over-communicate.</p>	<ul style="list-style-type: none"> <li>- Maintains a central Intranet page to refer internal communications to</li> <li>- Identifies and evaluates implications of the incident on WSP’s or our partners’ reputation and future operability</li> <li>- Advise Team on development of internal and external affairs and communications strategy</li> <li>- Channels all information to our designated media spokesperson(s)</li> <li>- Manage any Communications Support personnel deployed at the Team location.</li> </ul>

Additional Crisis Team roles specific to a Pandemic response include:



# COVID-19 Pandemic Plan

ROLE	RESPONSIBILITIES
HR Specialist	<ul style="list-style-type: none"><li>- Ensure all social, legislative and ethical commitments regarding the treatment of staff and their families are acted on and fully understood by the Team</li><li>- Ensure country-specific HR issues are adequately considered and dealt with</li><li>- Ensure communication messages are appropriate to the current circumstances</li><li>- Liaise with HR members from activated Teams</li><li>- Ensure accurate, consistent HR approach between response teams during the crisis.</li></ul>
IT Specialist	<ul style="list-style-type: none"><li>- Ensure that the Teams are provided with all IT capability and solutions to operate effectively in the event of a crisis</li><li>- Maintain crisis management related IT capability and solutions in readiness for a crisis event</li><li>- Provide support to the Team in terms of continuity of IT systems during the crisis, and the provision of additional capability, as required</li><li>- Develop, own and maintain required Disaster Recovery Plans in readiness to meet defined success criteria</li><li>- Implement and manage Disaster Recovery Plans to conclusion</li><li>- Provide general IT systems advice and support to the Team on financial impacts.</li></ul>
SHEQ Specialist	<ul style="list-style-type: none"><li>- Ensure all SHEQ statutory commitments are identified, acted on and fully understood by the Team</li><li>- Manage Health Safety &amp; Environmental (HS&amp;E) responses consistent with the WSP Safety Management System and Environmental Management System</li><li>- Maintain a strategic security overview of the incident, ensuring strategic security issues are appropriately managed</li><li>- Assist the Team in addressing health, safety and security related issues.</li></ul>

## PREVENTATIVE CONTROLS

To mitigate the risks presented by a COVID-19 Pandemic the following controls will be implemented where it is deemed appropriate based on the specific context and the available information. A summary of the actions to be taken at each stage of a COVID-19 Pandemic response is included in Appendix A.

## ADDITIONAL CLEANING

During a pandemic, WSP will need to implement additional measures to minimise the transmission of the virus through environmental sources, particularly hard surfaces (e.g. sinks, handles, railings, objects and counters). Transmission from contaminated hard surfaces is unlikely, but influenza viruses may live up to two days on such surfaces.

Influenza viruses are inactivated by alcohol and by chlorine. Cleaning of environmental surfaces with a neutral detergent followed by a disinfectant solution is highly recommended. Surfaces that are frequently touched with hands should be cleaned often, preferably daily. This includes keyboards and telephones that are used by more than one person. Alcoholic wipes will be made available and these should be used to clean such surfaces prior to use.

Employees should be reminded not to share cups, dishes, and cutlery and ensure they are thoroughly washed with soap and hot water (>85°C) after use.

All magazines / papers etc. should be removed from lobbies, waiting rooms, and other common areas such as team rooms and kitchens.

## SOCIAL DISTANCING

The following social distancing measures will be implemented as appropriate:

- § Employees must not come into the workplace if feeling unwell, or displaying flu-like symptoms
- § Encourage communication using telephone and Skype to conduct business as much as possible
- § If a face-to-face meeting is unavoidable, minimise the meeting time, choose a large meeting room and sit at least one and a half metres away from each other if possible. Avoid personal contact by not shaking hands, kissing or hugging
- § Avoid unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops or training sessions
- § Enable and allow employees to work from home
- § Work varied shift patterns or flexible hours to limit the number of people in the workplace
- § Avoid public transport or go early or late to avoid rush hour crowding on public transport
- § Avoid eating in public places and preferably bring lunch from home
- § Visitors to Reception to be encouraged to maintain an acceptable social distance (and follow requests in signage).

To support the above items, management to consider:

- § Provide posters/video resources and improve facilities to maximise personal hygiene e.g. hand washing techniques, cough and sneezing etiquette, increased ventilation, foot operated lined waste bins
- § Consider the use of Personal Protective Equipment (PPE) where appropriate and practical for each workplace e.g. P2 masks, gloves and provide the associated waste disposal facilities
- § Restrict workplace entry of people with influenza symptoms by placing notices on all workplace/ facility entry points advising employees and visitors not to enter if they have influenza symptoms
- § Encourage our people to avoid recreational or other leisure classes, meetings etc. where they might come-into-contact with infectious people.



# COVID-19 Pandemic Plan

## TRAVEL

Travel restrictions will be applied based on the most current advice from Australian Government agencies, International SOS and Global WSP. Travel advice is likely to change rapidly so it is important to always refer to the most recent advice.

As a general rule, all non-essential travel should be avoided during a COVID-19 Pandemic.



## OPERATIONAL RISK MANAGEMENT

### CLIENTS

This plan serves to minimise the impact of COVID-19 on our operations and thus client delivery. The nominated WSP contact will maintain communication with client representatives to jointly manage specific situations as appropriate. Key issues may be escalated through WSP's pre-defined channels (e.g. SHEQ Team, Key Account Manager).

### SUPPLY CHAIN PARTNERS

The WSP Crisis Team will continually review the business impact of a COVID-19 Pandemic on business-critical supply-chain partners. Includes but not limited to:

- § Technology
- § Facilities (e.g. cleaning services and suppliers)
- § Employee support services (e.g. EAP).

The ongoing assessment will be captured in the Crisis Team's Risk Factors Register.

### CRITICAL BUSINESS FUNCTIONS

The WSP Crisis Team will continually review the business impact of a COVID-19 Pandemic on critical business functions. Includes but not limited to:

- § Payroll
- § Project delivery
- § Finance
- § Human Resources
- § Key Management Personnel (e.g. CEO, CFO)

### JOINT VENTURES

The nominated business contact will liaise with Joint Venture (JV) partners to determine the appropriate management framework, with reference to this plan, to ensure alignment of approach. Where there is no defined JV plan, this plan will apply to WSP personnel.



## INCIDENT TRIAGE

The following COVID-19 infection scenarios will be managed as per Appendix B:

- a. Employee/visitor feels ill at work OR colleagues notice sick person at work
- b. Employee feels ill outside of work
- c. Employee has been in close contact (>60 mins) with someone with suspected COVID-19 (e.g. colleague, client, close family members)
- d. Employee has been in close contact (>60 mins) with someone with confirmed COVID-19 (e.g. colleague, client, close family members)
- e. Employee detained overseas or at border
- f. Employee confirmed COVID-19

If a full or part office closure is deemed appropriate, the following steps shall be taken:

Scenario	A	B
	Full office-closure	Part office-closure
Response	Communicate office closure to all affected staff (including travellers & other offices) via email and cascaded SMS via line managers with as much warning as possible.	Communicate part-office closure to all affected staff (including travellers & other offices) via email and cascaded SMS via line managers with as much warning as possible.
	Facilities Manager to communicate with Building Management	Facilities Manager to communicate with Building Management
	Relevant contacts to communicate to affected clients and suppliers	Relevant contacts to communicate to affected clients and suppliers
	Office evacuation may be required if potential contamination event occurs during the workday. Staff should be permitted to leave via elevators, and should bring laptops, charger, head-set and essential personal belongings	Floor/Neighbourhood evacuation may be required if potential contamination event occurs during the workday. Staff should be permitted to leave via elevators, and should bring laptops, charger, head-set and essential personal belongings
	Facilities shall post signage on all exterior entrances wearing available PPE, and wash hands afterwards	Facilities shall post appropriate signage wearing available PPE, and wash hands afterwards
	Isolate the floor via removing swipe card access to WSP staff	Isolate the floor via removing swipe card access (where possible / appropriate)
	Arrange appropriate cleaning (in a safe manner) and comply with any DoH directives	Arrange appropriate cleaning (in a safe manner) and comply with any DoH directives
	Provide updates to affected people	Provide updates to affected people
	Re-open office when safe and appropriate	Re-open area when safe and appropriate



## RECOVERY

As operations are restored to adequate levels of functioning, active Crisis Teams will:

- Conduct a lessons learned exercise, and share key learnings with interested stakeholders
- If required, prepare a summary briefing to senior management
- Finalise any documents used during the crisis response and appropriately archive
- Wrap-up.

The WSP SHEQ Team will continually monitor for potential new pandemics, and maintain and continually improve our business continuity procedures and tools.

Level	1	2	3	4
Situation	Normal Risk	Moderate Risk	High Risk	Extreme Risk
Trigger	Business as usual	Government declared pandemic	<b>CRISIS EVENT</b> Confirmed multiple COVID-19 within same office, within a week	<b>COMMUNITY-WIDE CRISIS</b> Multiple employees / offices directly impacted / Government declared CBD shut-down
Employee	Maintain normal health & hygiene good practice Stay at home if symptomatic	Implement social distancing Stay at home if symptomatic Avoid non-essential air travel Update emergency contacts Test home office - give it a try Critical roles take laptop & charger home each day	Implement social distancing Work from home as directed - Part/single office closure Avoid air travel	Implement social distancing Work from home as directed - Major office / Multiple office closure Avoid air travel
Line Managers	Support healthy work-life balance Support flexible work arrangements Regularly check on employee well-being	Update personal phone numbers of team members Avoid approving non-essential travel Identify high-susceptibility employees, and consider re-deployment / WFH Regularly check on employee well-being	Help to communicate arrangements to team members, and support working from home Manage disruption to client projects - consider temporary redeployment or role modifications Regularly check on employee well-being	Help to communicate arrangements to team members, and support working from home Manage disruption to client projects - consider temporary redeployment or role modifications Regularly check on employee well-being
Facilities	Normal office cleaning good practice	Provide more hand sanitiser stations Increased office cleaning / wipe-down Liaise with building management to increase cleaning / wipe-downs Stock-pile sanitary supplies, PPE etc Confirm the safety & efficacy of cleaning contractors Check on suitability of HVAC arrangements with building management	Thorough wipe-down the employee's last work area (safely) Manage part/single office closure including security	Manage multiple office closures
HR	Support work from home arrangements Provide flu vaccinations as soon as they become available Maintain an EAP provider Periodic reminders to update emergency contacts	Prompt update of emergency contacts Update and communicate succession plans Identify high-susceptibility employees, and consider re-deployment / WFH	Activate EAP for affected staff Manage staff impacts if work delayed/cancelled Consider temporary redeployment or role modifications	Activate EAP for affected staff Manage staff impacts if work delayed/cancelled Consider temporary redeployment or role modifications
SHEQ	Maintain SHEQ procedures Maintain Pandemic Plan Monitor Govt Advice	Update Posters Update Pandemic Plan - provide a version appropriate for clients Monitor and implement Govt Advice	Monitor and implement Govt Advice	Monitor and implement Govt Advice
Finance		Prepare back-up arrangements for all critical business functions (e.g. Payroll)	Implement back-up arrangements (e.g. Payroll)	Maintain back-up arrangements (e.g. Payroll)
Crisis Team	Maintain CMP Provide periodic training + scenario testing	Update CMP Provide refresher training + scenario testing	Convene Bronze Team(s) Respond to Crisis Keep Silver Team -> ELT Updated	Respond to Crisis Consider rotation / back-up of crisis team members Keep Silver Team -> ELT Updated
IT	Support Work from Home arrangements	Confirm work-from-home arrangements Confirm Atos redundancy arrangements to support critical functions Consider alternate mechanisms for comms	Support staff to work from home remotely	Support staff to work from home remotely
ELT	-	Regularly communicate to staff (see Comms Plan) Support employees to not travel if they do not feel comfortable	Communicate office closures / arrangements Regularly communicate to staff + Group (see Comms Plan) Consider splitting team neighbourhoods over floor-levels Manage impacts if work delayed/cancelled	Regularly communicate to staff + Group (see Comms Plan) Manage impacts if work delayed/cancelled
Group	-	Provide advice on travel restrictions	Provide advice on travel restrictions	Provide advice on travel restrictions

## APPENDIX B: INCIDENT TRIAGE

Situation	Response
<p>A: Employee/visitor feels ill at work OR colleagues notice sick person at work</p>	<ul style="list-style-type: none"> <li>§ If a person feels ill, or if someone observes that another person is exhibiting symptoms of influenza, at work, contact their line manager immediately.</li> <li>§ Affected individual should self-assess for any of the following symptoms: fever, chills, sore throat, headache, dry cough, fatigue and aching.</li> <li>§ If affected person has two or more of the above symptoms then follow below: (if no, then reassure, and recommend they contact their doctor).</li> <li>§ The line manager must immediately advise the local Facilities Manager and SHEQ Team (Phone or email or iSMS or Help Centre).</li> <li>§ The affected person should leave the office immediately and contact a health professional.</li> <li>§ Call ahead of time to book an appointment. Tell your doctor about your symptoms, travel history and any recent close contact with someone who has COVID-19.</li> <li>§ The affected person should avoid using public transport if possible, wear a surgical mask to protect other people and try to avoid touching surfaces.</li> <li>§ Line Manager, Facilities Manager, SHEQ appoints an appropriate low-risk case manager.</li> <li>§ Gather locations, activity and people who the affected person has been in contact with. Respecting privacy, advise contacts to manage for Situation C.</li> <li>§ All potentially infected employees' workstations and equipment should be isolated and cleaned and disinfected as a precaution immediately by people competent in our cleaning work instruction. All adjacent desks shall be cleaned, and persons adjacent given the opportunity to work from home until a definitive diagnosis is made.</li> <li>§ The affected person's manager, or delegate, will need to manage the absence and return to work of the employee. Some issues to consider include:</li> <li>§ Advise the employee to not attend work sites until a medical clearance certificate is obtained.</li> <li>§ Decisions on the leave and cover arrangements.</li> <li>§ Stay connected with the team member during their absence from the office.</li> <li>§ Ensure that the employee is healthy before allowing them to return to the office. This will involve getting a medical certificate to confirm the employee is fit to return to work. Health providers will be extremely busy and obtaining a medical certificate could be difficult.</li> </ul>
<p>B: Employee feels ill outside of work</p>	<ul style="list-style-type: none"> <li>§ If you become unwell and think you may have symptoms of COVID-19, seek medical attention.</li> <li>§ Advise Line Manager and SHEQ Team ASAP.</li> <li>§ Call ahead of time to book an appointment. Tell your doctor about your symptoms, travel history and any recent close contact with someone who has COVID-19.</li> <li>§ If you must leave home to see your doctor, wear a surgical mask (if you have one) to protect others.</li> <li>§ Do not attend work until cleared by a medical professional.</li> </ul>
<p>C: Employee has been in close contact (&gt;60 mins) with someone with suspected COVID-19 (e.g. colleague, client, close family members)</p>	<ul style="list-style-type: none"> <li>§ Advise Line Manager and SHEQ Team ASAP.</li> <li>§ Self-isolate until the situation has been confirmed or dismissed. If Confirmed manage for Situation D.</li> <li>§ Advise other people who may have come in contact, including clients and suppliers.</li> <li>§ Do not attend work until safe to do.</li> <li>§ Arrange for thorough cleaning of the office areas likely to have been exposed.</li> </ul>
<p>D: Employee has been in close contact (&gt;60 mins) with someone with confirmed COVID-19 (e.g. colleague, client, close family members)</p>	<ul style="list-style-type: none"> <li>§ Advise Line Manager and SHEQ Team ASAP.</li> <li>§ Affected individual to self-isolate for 14 days.</li> <li>§ All potentially infected employees' workstations and equipment should be isolated and cleaned and disinfected as a precaution immediately by people competent in our cleaning work instruction. All adjacent desks shall be cleaned, and persons adjacent given the opportunity to work from home until a definitive diagnosis is made.</li> <li>§ Advise other people who may have come in contact, including clients and suppliers.</li> <li>§ Affected individual to call ahead of time to book an appointment. Tell your doctor about your symptoms, travel history and any recent close contact with someone who has COVID-19.</li> <li>§ If affected individual must leave home to see your doctor, wear a surgical mask (if you have one) to protect others.</li> <li>§ Affected individual to not attend work until cleared by a medical professional.</li> <li>§ If multiple D situations, Crisis Team to determine the extent of isolation required (e.g. team, floor, office).</li> </ul>
<p>E: Employee detained overseas or at border</p>	<ul style="list-style-type: none"> <li>§ Follow government advice.</li> <li>§ Line Manager to support affected employee as appropriate, including consulate support if required.</li> </ul>
<p>F: Employee confirmed COVID-19</p>	<ul style="list-style-type: none"> <li>§ Advise Line Manager and SHEQ Team ASAP.</li> <li>§ Line Manager, Facilities Manager, SHEQ appoints an appropriate low-risk case manager.</li> <li>§ Gather locations, activity and people who the affected person has been in contact with. Respecting privacy, advise contacts to manage for Situation D.</li> </ul>

	<ul style="list-style-type: none"><li>§ All potentially infected employees' workstations and equipment should be isolated and cleaned and disinfected as a precaution immediately by people competent in our cleaning work instruction. All adjacent desks shall be cleaned, and persons adjacent given the opportunity to work from home until a definitive diagnosis is made. Consider closing the floor or office.</li><li>§ The affected person's manager, or delegate, manages the absence and return to work of the employee.</li><li>§ Affected person to seek medical attention and follow all government advice.</li><li>§ Affected person to not attend work until cleared by a medical professional.</li><li>§ Communicate arrangements to affected people during and on recovered person's return to the office.</li></ul>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## APPENDIX C – ONLINE RESOURCES

Resource	Website
Department of Health	<a href="https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov">https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov</a>
World Health Organization	<a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019">https://www.who.int/emergencies/diseases/novel-coronavirus-2019</a>
Department of Foreign Affairs and Trade	<a href="https://www.dfat.gov.au/">https://www.dfat.gov.au/</a>
Department of Home Affairs	<a href="https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus">https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus</a>
COVID-19 Tracking Map	<a href="https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6">https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6</a>
Department of Health and Human Services - VIC	<a href="https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19">https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19</a>
BetterHealth - VIC	<a href="https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/novel-coronavirus">https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/novel-coronavirus</a>
Department of Health - NSW	<a href="https://www.health.nsw.gov.au/Infectious/controlguideline/Pages/novel-coronavirus.aspx">https://www.health.nsw.gov.au/Infectious/controlguideline/Pages/novel-coronavirus.aspx</a>
Department of Health - QLD	<a href="https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/diseases/coronavirus">https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/diseases/coronavirus</a>
Department of Health - WA	<a href="https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus">https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus</a>
Department of Health – NT	<a href="https://health.nt.gov.au/news">https://health.nt.gov.au/news</a>
Department of Health – SA	<a href="https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+topics+a++z/COVID+2019">https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+topics+a++z/COVID+2019</a>
Smart Traveller	<a href="https://www.smarttraveller.gov.au/news-and-updates/coronavirus-covid-19">https://www.smarttraveller.gov.au/news-and-updates/coronavirus-covid-19</a>
Handwash Poster (Vic)	<a href="https://www2.health.vic.gov.au/Api/downloadmedia/%7B315232D5-002E-400F-BEF3-AC457586851A%7D">https://www2.health.vic.gov.au/Api/downloadmedia/%7B315232D5-002E-400F-BEF3-AC457586851A%7D</a>