



Organisational Update: COVID – 19

Thursday, 23rd April 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 12th March 2020 World Health Organisation chief Dr Tedros Ghebreyesus declared it a worldwide pandemic. On Sunday, 15th March 2020 our Prime Minister Scott Morrison declared that as of midnight, Sunday 15th 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 have adopted a precautionary approach in preparedness and planning for likely impacts to services. Relevant legislation is updated on a national basis.

Through the adoption of Business Continuity Management best practices GSL are achieving 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 we continue to consider the impact of health events such as COVID-19 on the organisation, staff and clients.

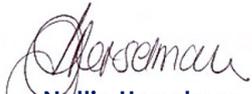
Our business continuity needs were reviewed and the following actions to reduce risk are currently in place:

1. Residential services operate on a core team basis only
2. Community based access and services have significantly reduced
3. Group based service delivery have adapted to an online model
4. Staff that are able to, are working from home on a full time basis
5. All face to face functions, processes and attendance have ceased and is replaced by online methods and interactions
6. We continue to communicate effectively on our risk and infection management protocols
7. We facilitate ongoing education to our clients using adapted social stories and visuals

Standard and Ongoing Monitoring

- As a priority we nurture, reassure and support our clients needs and we address their worries and concerns during this time
- We monitor the spread of the virus and the health advice associated with it and we will communicate consistently with all stakeholders
- We provide anyone who feels they have compromised health with advice on seeking the required medical attention
- We continue to support our staff through the facilitation of paid leave options where applicable
- We review our policies and procedures in line with what the Prime Minister advises and adapt accordingly
- 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 time. If you require more information please do not hesitate to contact our offices on 40310123.



Nettie Herselman
CEO