- I want to remind Canberrans who need this support to leave a message on the line if their call is not answered, and we will get back to you. All calls so far have been responded to and orders are continuing to be placed.

Contributed and updated by CSD 24 August 2021

Housing ACT

- Housing ACT is still open online and over the phone and will continue to provide essential services and support.
- During the lockdown, we ask that you do not visit the Housing ACT Shopfront. If you need to contact Housing ACT, please call 13 34 27 (9:00 am – 5:00 pm) and a staff member will assist you. For Tenancy enquiries phone 1800 950 255 (9:00 am – 5:00 pm)
- The Programmed Maintenance call centre will continue to operate and Tenants can phone 6207 1500 (24 hours).
- While non-urgent maintenance is on hold during lockdown, some works may continue if they are required to meet health and safety standards. For example, fence repairs may be undertaken in situations such as children or pets reside at the property.

Homelessness services

- Homelessness services will continue throughout the lockdown period.
- If you are homeless or at immediate risk of homelessness including emergency accommodation call OneLink on 1800 176 468 or via *www.onelink.org.au.*
- OneLink's normal hours of operation will continue throughout the lockdown period for contact by phone or email. These are Monday to Friday 8.00am - 6.00pm, and Saturday and Sunday 12.30pm - 5.00pm.
- Through Housing ACT, the government continues to work closely with specialist homelessness services to ensure that those most in need are provided with the support they need. Services in the Canberra community that provide support to rough sleepers and other vulnerable members of the community continue to operate safely during the lockdown and in accordance with health guidelines.
- While services remain available, delivery will adapt to health advice and restrictions to ensure the safety of both clients and staff. For example, rather than sit down meal service, food may be provided as take away meal options. For some services, there has been a need to temporarily cancel non-essential face-to-face activities and will switch to phone or online support.
- OneLink is the ACT Government's central intake service for homelessness accommodation services and support in the ACT and continues to provide operations throughout the lockdown period. For those in our community who are experiencing homelessness and are in need of accommodation, OneLink will work to identify a suitable vacancy with a homelessness accommodation service.
  Where needed, OneLink also has access to temporary hotel brokerage to support the most vulnerable members of the Canberra community, including rough sleepers and residents from homelessness and community housing shared accommodation settings who need to self-isolate or quarantine due to

COVID-19. All requests for access to temporary accommodation, including hotel brokerage are assessed on a case by case basis.

Rough Sleepers

- We acknowledge that rough sleepers are a particularly vulnerable group within ACT's homelessness community. At the beginning of COVID last year, a focused working group was established to better understand current and emerging issues, including sector capacity and opportunities during the Covid-19 pandemic.
- Members of the working group include frontline organisations which work directly with people sleeping rough, including CatholicCare, St Vincent de Paul, Uniting Care/EMC, Woden Community Service/OneLink, Australian Red Cross/Roadhouse and Safe Shelter.
- The Working Group identified suitable alternative accommodation options for rough sleepers who are required to self-isolate or quarantine, and to ensure essential services continue to be provided to this particularly vulnerable group of the Canberran community.
- While not all of Canberra's entrenched rough sleepers are ready or willing to engage, many have chosen to accept accommodation options available to them during COVID, and during lockdown, and we will continue to work with our sector partners to support rough sleepers and provide them the help they need in a way that best meets their personal needs

Crisis accommodation and support

Toora Women Inc

- Toora will continue to support women, children and families who are homeless or at risk of homelessness or in need of alcohol and other drug supports.
- Toora has implemented operational precautions to ensure sustainability of service delivery during this period.
- You can contact:
  - Toora Domestic Violence and Homelessness Services on 6247 2399
  - Toora Alcohol and other Drug Services on 6241 7233
  - Toora Counselling Services on 6122 7070

Beryl Women Inc

- Beryl will continue to remain open and available to their accommodated clients and those they are working with in an outreach capacity.
- For existing clients, Beryl's on-call system is still operating from 5:00 pm to 9:00 am Monday to Friday and 24 hours on weekends.
- Beryl is not doing any face-to-face contact unless in cases of an emergency.

Child and Youth Protection Services

Reporting child abuse and neglect

- Keeping our children safe and connected during this time remains a critical priority for our community.
- Child and Youth Protection Services as an essential service, continues *to respond* to community concerns regarding child abuse and neglect through the lockdown.
- If you have concerns a child is being abused or neglected, a report can be made by going to the Access Canberra website 'report child abuse' or call 1300 556 729. If a child or young person is in immediate danger call 000.

Operations

- CYPS continue to provide a service through the lockdown to help children, young people, families and carers involved with child protection and youth justice matters.
- COVID-safe practices have been in place since the start of the pandemic, and these have been stepped up further with the new lockdown restrictions to ensure everyone remains safe.
- We are actively working with our community service partners and providers to ensure support services for children in care continue with minimal disruptions during this time.
- Essential face-to-face services are continuing with strict safety measures. Other services are being provided virtually, over the phone and/or via email.
- CYPS continue to be in contact with all children and families they are working with, recognising this is an exceptionally difficult time for some.
- CYPS continue to be in regular contact with its partner and community agencies to stay updated on how current services are being delivered during the lockdown across the sector.
- Melaleuca Place is closed for face-to-face services and has commenced online delivery of services.
- The delivery of services to young people in residential care to ensure their safety, is being undertaken by increased cleaning, personal hygiene and social distancing measures. Meetings continue to be held regularly with service providers and staff to ensure compliance with ACT Health directions.

Bimberi Youth Justice Centre

- Young people in Bimberi remain safe and supported. COVID-safe practices have been in place since the start of the pandemic and staff are well equipped to work through the lockdown.
- All essential staff will continue to work on site, with some modifications made to who is onsite at specific times and their access within the Centre.
- Primary Health Services and Forensic Mental Health Services continue to be provided to young people. Education staff who work full-time at Bimberi continue to attend Murrumbidgee School and deliver education programs.
- The Programs and Services team will continue to attend Bimberi to facilitate programs and services for young people.
- Programs facilitated by external providers have been suspended for the period of the lockdown.
- Court is continuing via AVL, as directed by the Courts.
- Visits at Bimberi have been suspended for the period of the lockdown, we are working on AVL options to maintain visual contact between young people and their immediate family members, as well as professionals such as case managers and legal services.

- Contact visits between young people, their families and professionals such as case managers and legal services are occurring via AVL.

Young people's phone accounts have been updated to provide all young people with 20 phone calls each week.

- The main contact phone line for Bimberi Youth Justice Centre is (02) 6205 9051.

Child and Family Centres and Child Development Service

- All CFC and CDS sites are closed during lockdown until further notice. Families with appointments have been contacted to reschedule and offer other remote supports.
- The CFCs and CDS are well placed to implement their online and remote services used previously in the pandemic. Individual contact sessions with families have been occurring since lockdown began.
- Services such as drop-in clinics and groups began online on 20 August 2021. A schedule of online groups and activities has been developed for both CDS an CFCs.
-
- Intake services continue to operate via phone:
    - Child Development Service: (02) 6207 8884
    - Gungahlin Child and Family Centre: (02) 6207 0120
    - Tuggeranong Child and Family Centre: (02) 6207 8228
    - West Belconnen Child and Family Centre: (02) 6205 2904
    - The CFCs and CDS are well-placed to reimplement their online and remote services used previously in the pandemic should this be required and planning is underway. Individual contact with families is already underway and groups and services such as Drop In Clinics will begin recommencing on line from Friday 20 August 2021.

Translated Resources and CALD communities

- A range of COVID-19 translated resources are available via the ACT Government's COVID-19 website.
- CSD is facilitating translation of vital information, including a raft of new materials during the past 24 hours.
- The ACT's distribution plan for multicultural communities has been activated including provision of health approved messaging to the Ministerial Advisory Council for ongoing distribution and communication throughout the multicultural community.
- Health approved messaging has been distributed to community leaders and key stakeholders with a request for them to communicate within their communities and to raise with Office for Multicultural Affairs any issues with the information, content or concerns within communities.
- In addition, health approved messaging has been provided to community radio stations and community language schools.
- All community activities within the Theo Notaras Multicultural Centre ceased from 5pm 12 August 2021 and all tenants received health approved information to assist them during this time.

PPE

- CSD holds a stock of PPE and is managing increased requests for the community sector and people with a disability.
- Supplies for PPE are made available to CSD for this purpose through the ESA stockpile.

Safe and Connected Youth service information

- The Safe and Connected Youth Program will continue in an amended format using phone calls and digital technology.
- Case workers are continuing contact with all children, young people and their families and providing services.
- This service supports children and young people aged 8 to 16 years who are at risk of, or experiencing, homelessness due to family conflict.

Contributed and last updated by CSD on 24 August 2021

CONSTRUCTION SECTOR

The ACT Government is appreciative of the support and ideas provided by construction sector participants to date. We urge all sector participants to strictly abide by lockdown restrictions which are currently in force, for the benefit of the sector and all Canberrans.

Under the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 1)* (the '**Direction**'), only essential business, activities or undertakings are permitted.

Essential services include:

- Urgent repair and maintenance services, including for example plumbing, electrical and heating repair.

Essential workers include:

- A person who is critical to, and involved in, the ACT's COVID-19 response.
- Any person who provides or works in essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking), includes construction, maintenance and repair of such infrastructure.
- Any person who provides or works in urgent repair and maintenance services, including plumbing, electrical and heating repair.

Construction Projects

- Construction projects are expected to stop during lockdown.
    - A very limited number of ACT Government projects relating to the ACT Government's COVID-19 response may continue, subject to restrictions.
    - There may be a very limited number of other works which may be necessary for emergency services.
- Construction sites must be made safe and secure during the lock-down. In this respect:
    - It is acknowledged that 'make-safe' activities may need to continue over the next 24 hours. Only works necessary to shut down and make safe a site should occur in this period. This may include, for example:

  - Works to ensure emergency access to property is possible. For example, completing a driveway to enable emergency access to a private residence; or
  - Concrete stressing works following concrete poured immediately prior to the lock-down, if failure to do so will cause other safety and structural integrity issues.
- In making a site safe, attention should be made to:
  - Ensuring site fencing is appropriate and secure;
  - Ensuring materials cannot blow off the site or otherwise be improperly accessed;
  - Ensuring works or materials that need to be safely propped are done so;
  - Ensuring 'fall from height' and trenching risks are appropriately made secure;
  - Ensuring any other site-specific hazards are addressed;
  - Ensuring the risk of environmental spills are addressed;
- Covering, protecting or moving materials which, if exposed to the elements, would be unsafe;
  - Ensure regulatory signage is installed and visible. This should include contact details for the site; and
  - Ensuring all other actions normally undertaken to secure a site during a shutdown (such as during the Christmas shutdown) are undertaken.
  - It is acknowledged that minimal site attendance will be required during the lock-down to ensure the closed site remains safe and secure.

Freight and deliveries

- Although transport, freight and logistics are essential services, deliveries should not occur at construction sites which are otherwise shut down.

Offsite fabrication and manufacturing

- Offsite fabrication and manufacturing activities are not permitted, with one exception. Only manufacturing, fabrication or assembly of goods and materials necessary for or related to supporting defence or security industries is deemed to be essential.

Cross-border movement of construction workers

- All of NSW is now deemed a COVID-affected area.
- For NSW residents who work on ACT construction projects - If you live in one of the following postcode areas, you can only enter the ACT for essential work (or healthcare reasons) as defined by the ACT Government:

Postcodes	Included cities, townships and areas
2581	Gunning, Collector
2582	Murrumbateman, Yass
2584	Binalong
2611	Uriarra
2618	Wallaroo, areas along the ACT's north-western edge
2619	Jerrabomberra
2620	Queanbeyan, Googong, Karabar, Sutton, Gundaroo
2621	Bungendore
2623	Captains Flat

2626	Bredbo and Michelago

- All other NSW residents are not permitted to enter the ACT without an exemption. Exemptions are generally not being granted for construction activities.
- For ACT residents who work on NSW construction projects - Generally, ACT residents who work on NSW construction, repair or maintenance projects are required to undertake 14 days quarantine upon return to the ACT. The only exception to this quarantine requirement is where:
    - The ACT resident is working on a construction site within one of the postcode areas listed above; AND
    - Where the NSW construction, repair or maintenance activities are for essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking).
- If a construction activity is permitted in NSW, this does not by itself mean it is an essential construction activity for which ACT residents are allowed to travel.
- It is the ACT Government assessment of "essential" which applies, even if a project is in NSW.

Exemption for public housing maintenance

- Essential maintenance on a number of public housing residences owned by Housing ACT is required during lockdown in the ACT.
- This is urgent and essential work to enable these properties to be used by those in need in our community
- This work does NOT mean that construction or any other non-essential work is reopened in the ACT. The scope of non-essential work remains unchanged.
- This work will strictly follow COVIDSafe protocols including QR check-in and WHS requirements including re-inducting all workers to the sites.
- WorkSafe ACT is working closely with Major Projects Canberra and ACT Policing in surveilling ACT worksites and ensuring emergency Health Directions are complied with.

Contributed and updated by MPC 23 August

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

Protocols for updating this document

- *Individual Directorates are responsible for updating the talking points for the issues they are leading – this includes seeking approvals from relevant executive.*
- *Please avoid adding information is that incomplete - no gaps, or TBC's.*
- *All updates must be tracked, so that the Public Information Coordination Centre (PICC) can collate the changes/updates and have them approved, and ready for use.*
- *All critical updates/new content will be highlighted in yellow when circulated.*
- *The TPs document is a living document and will expand rapidly over the coming weeks and months. It may be updated daily or weekly as required.*

NOTE: Please click on the drop down to view the talking points.

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

Contents

Hot issues

ACT SITUATION

- We want to thank Canberrans for doing the right thing and staying at home. This is the single most important thing we can all do at this time to limit the spread of COVID-19 in our community.
- We remind people that if undertaking essential activity out of the home to take precautions to protect yourself and your family.
    - Everyone aged 12 years and over must wear a face mask outside the home.
    - maintain good hand hygiene
    - keep your distance and
    - use the Check In CBR app.

Key Numbers

- 14 new cases of COVID-19 recorded in the ACT in the past 24 hours
- 190 active cases associated with this outbreak
- More than 6,900 people have self-identified as close contacts.
- There are over 420 exposure locations listed for the ACT
- There are currently nine (9) patients in ACT hospitals, including one (1) requiring ventilation.
- ACT Pathology, along with our private providers, returned 5,707 negative test results in the 24 hours to 9am on 26 August 2021.
- Our vaccination efforts continue across the ACT with total of 196,783 vaccine doses administered.

Testing Update

- We remind Canberrans to continue to get tested.
- With active community transmission of COVID-19 in the ACT, it is important to ensure that we are picking up any cases that are currently going undetected.
- Please keep up to date with testing service arrangements through ACT Health social media channels and on the ACT COVID-19 website.
- While the queues have eased at the testing sites, this is now the time for people who have those signs and symptoms to start making plans to get tested.
- Wait times at ACT testing sites are currently good, so for Canberrans requiring day 12 or 13 testing, today is a good day to get tested.
- Our priority will always be those who are close contacts and those who have been contacted by ACT Health to get tested, but we also need those who have signs and symptoms to come forward as well.

Condamine Court

- Condamine Court was listed as a close contact exposure location on Monday 23 August.
- The ACT Government has comprehensive plans in place for a range of high risk and vulnerable settings including high density public housing.

- Our approach to this situation is far more than a health response. Our focus is on supporting the tenants and their needs.
- There is a multi-agency response team on site at Condamine Court, providing information and support to those affected and all tenants. This response includes our community partners, who are critical to ensuring we are able to meet the needs of tenants.

Disability sector

- The new cases announced on Monday 23 August includes a support worker adding one case to this cluster in the disability sector.
- We continue to work with those directly affected and the wider disability sector with a focus on reducing the risk of transmission, communication and support.
- We acknowledge the impacts on the sector are wider than those directly affected, and we are committed to working through these impacts and providing support to the entire sector.

ACT Policing enforcement

- ACT Policing officers will continue to keep the Canberra community safe during the COVID-19 pandemic.
- Should any workforce impacts occur as a result of coronavirus, ACT Policing has established business continuity plans to manage its workforce, workplaces and systems.
- Where required, ACT Policing will encourage compliance before considering enforcing ACT COVID-19 directions.
- ACTP members always assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- The most important thing for us is that everyone takes personal responsibility to report if they have come from restricted areas. Not doing so is a breach of the directions.

Overall Compliance Activity Since 12 August 2021 (as of 0800 22 August 2021)

- Since the ACT-wide lockdown began on 12 August:
  - ACT Policing has issued 12 infringement notices and 35 cautions.
  - 5632 traffic stops have been conducted and 92people have been directed to leave the ACT.
- Police assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- Eight people have been arrested for breaches of COVID-19 Public Health Directions in the ACT since lockdown began. Enforcement of directions under Public Health Act

Policing of visitors from interstate hotspots:

- Police are using a variety of methods and measures to ensure compliance and enforcement of all ACT health directions.
- A lot of people from nearby NSW have valid reasons to be in Canberra, and many fleet or rental vehicles have other interstate plates attached. A person driving a car registered in another jurisdiction may not be from a restricted area.

Misdirected calls to police

- ACT Policing understands that people are concerned about everyone doing the right thing during the lockdown, however, the Police Assistance line (131 444) is receiving calls that are not genuine police matters.
- Call waiting times for non-urgent calls to 131 444 have increased significantly as a result of misdirected, and sometimes needless, calls being made to police
- These calls can delay important information about crimes currently being committed such as family violence incidents, vehicle thefts, burglaries and information about missing persons.
- For all legitimate police matters please call 131 444 for police assistance or Triple Zero (000) in life threatening situations.
- **Media release (issued on 20 August):** *www.policenews.act.gov.au/news/media-releases/misdirected-calls-impacting-police-emergency-call-centre*

Details of Recent Compliance Activity (24 hours to 0800 22 Sunday August 2021)

- Police conducted 303 in-person compliance checks of homes, hotels and businesses.
- Police stopped 448 drivers to speak with them about the current health orders.
- Two people were directed to leave the ACT in the 24-hour period.

Contributed and last updated by ACT Policing 21 August

TRAVEL RESTRICTIONS

New South Wales

- The ACT has declared all of NSW as a COVID-19 affected area.
- For residents in the surrounding NSW region, if you live in one of the approved postcodes you may enter the ACT for essential work and healthcare reasons only.
- You will not need an exemption as you are covered by a standing exemption issued by ACT Health.
- ACT Policing will be undertaking compliance checks across the ACT and you will be expected to provide proof of residential address and the reason you are moving about the ACT community.
- If you live outside these postcodes and need to enter the ACT for essential work or healthcare reasons, you will be required to seek an exemption.

Updated by PICC 20 August

Health and community response

VISITOR RESTRICTIONS

- Visitor restrictions are currently in place at all hospitals, community health centres and walk-in centres in the ACT.

- Visitors are not permitted to enter health facilities unless in exceptional circumstances such as end of life, birthing or for paediatric care.
- The decision to restrict visitors to our health facilities is always a difficult one, but it ensures we can protect the health and safety of everyone. This is especially necessary for our most vulnerable, particularly patients whose health is already compromised.
- Family and friends are strongly encouraged to keep in touch with patients at CHS facilities via phone and/or video calls.
- All COVID-19 safe principles and behaviours continue to apply to all permitted visitors.
- We understand this is difficult news, but it is necessary to keep everyone as safe as possible.
- We are constantly reviewing these difficult restrictions and will make changes as soon as it is safe to do so.
- For those who must attend our facilities, surgical face masks are mandatory at all health facilities across Canberra, including hospitals, community health centres and walk-in centres.
- Masks will be handed out at all screening points on entry to the facility and you must wear a new mask each day.
- Please also make sure you complete a digital screening tool before entering a health facility.

COVID-19 TESTING CLINICS

- With the increase in exposure locations, demand for testing can be high.
- Regular updates on expected testing clinic wait times are provided on the ACT Health Twitter and Facebook pages to help everyone manage their attendance and to reduce queues at the sites.
- We thank the community for their patience as our testing staff work extremely hard to test as many people as quickly as possible.
- The ACT Government requested support from the Department of Defence to assist at testing sites to continue to build on our testing capacity.
- We have also surged additional logistics support to improve the flow of vehicles through the two drive through clinics at EPIC and Brindabella Park to enable our testing clinics to redirect their existing resources into further testing capacity.
- If you are going to get tested, please wear a mask, bring water and any other supplies you may need during the wait, and leave your pets at home.
- Please treat our staff and each other with kindness and respect as we get through this together.
- For a full list of COVID-19 Testing Clinics and opening hours visit covid19.act.gov.au

Last updated by PICC on 22 August.

COVID-19 VACCINATION

- Canberrans aged 16-29, can now register their interest for a Pfizer COVID-19 vaccination at an ACT Government clinic.
- Pfizer vaccine registrations are only available for ACT Government COVID-19 vaccination clinics, not GPs or pharmacies.

- Canberrans are strongly urged to get vaccinated against COVID-19 to protect themselves and their community.
- Getting as many people vaccinated as possible will reduce the likelihood of outbreaks and the need for preventive measures, like border closures and travel restrictions.
- During lockdown the ACT Government's COVID-19 vaccination clinics remain open and operating daily.
- It is safe to attend your appointment, so long as you're feeling well and you're not in isolation or quarantine.
- If you're in mandatory quarantine you cannot attend a COVID-19 vaccination appointment during this time.
    - Contact the COVID-19 vaccination booking line on (02) 5124 7700 (between 7am and 7pm daily) to reschedule your appointment. You'll be given a new priority appointment time – for when your quarantine period has ended.
    - If your booking is at a GP or pharmacy, you should contact them directly to reschedule your appointment.
    - It's important you reschedule your appointment so the booking can be used by others to keep everyone safe and lower the risk of COVID-19 transmission.
- The ACT is currently vaccinating all people in phase 1a, 1b, people aged 30 years and over, Aboriginal and Torres Strait Islander people aged 16 years and over, and pregnant people aged 16 years and over.
- Health, aged or disability care workers are given priority appointments at ACT Government COVID-19 vaccination clinics. This includes but is not limited to clinical and non-clinical workers of hospitals, health, age, and disability facilities.
    - They or their managers can book their appointment by calling the ACT COVID-19 vaccine booking line on 02 5124 7700 (7am to 7pm, daily) and identify themselves as an aged, disability or health care worker.
- Children aged 12-15 with either specified medical conditions or who identify as Aboriginal and Torres Strait Islander are eligible to receive a Pfizer COVID-19 vaccine. This follows the *Australian Technical Advisory Group on Immunisation (ATAGI) recommendation.*
    - Bookings can be made by calling the ACT COVID-19 vaccination booking line on (02) 5124 7700 (7am to 7pm daily) or using the Commonwealth Government Department of Health's Eligibility Checker.
- The ACT Government will let the community know as soon as it opens to more age groups and priority groups.
- Demand for COVID-19 vaccines is high and supplies are limited. Please be aware that lead times for your vaccination appointment may be several weeks.
- Our teams are working hard to book in your appointments as quickly as possible.
- COVID-19 vaccines are free and will be made available for everyone regardless of Medicare or visa status.

- The Access and Sensory clinic has extended its operating hours and is now open on Tuesdays and Thursdays from 8am to 3.30pm. This will enable double the number of Pfizer COVID-19 vaccines to be administered.
- From 20 August 2021, exemptions are not being granted for travellers from outside *approved postcodes* who have a COVID-19 vaccination booked in the ACT. The ACT Government will be providing vaccine doses to NSW to ensure you receive your vaccination. We are working closely with NSW Health to rearrange appointments. ACT Health will contact affected individuals directly.

Contributed by Vaccine team and last updated on 23 August

ACT Government response

PUBLIC TRANSPORT

Affected Transport Routes

- Several light rail and bus transport routes have been identified as exposure locations.
- ACT Health is working closely with Transport Canberra to access MyWay card data and use Check In CBR app data to identify people on the routes at the specific dates and times.

More than 80 bus drivers are currently in isolation to comply with ACT Health directions meaning they are unable to work. This has placed pressure on our transport network. An interim bus network is now in place to ensure a reliable, while still frequent, network.

Using public transport

- We ask that people use public transport for essential travel only and please do not travel if you are unwell.
- Use of face masks in the community (including onboard buses and light rail) is mandatory for people 12 years and over.
- The Check in CBR App is also mandatory on board all services. If you don't have access to the app please ensure you travel with a registered MyWay card or keep good travel records.
- Registering your MyWay card at the Transport Canberra website can assist with contact tracing should it be required.
- Transport Canberra's highest priority is the safety of our customers and our workforce.
- Increased cleaning is being carried out each day across the network. Hard surfaces across bus interchanges and light rail stops are cleaned daily and buses and light rail vehicles twice daily – this includes all internal surfaces such as MyWay readers, poles, stop buttons and seats.
- Cash is not being accepted on buses. Please use MyWay or pre-purchase tickets from ticket vending machines located at all light rail stops and most bus interchanges.

- To keep our drivers safe please enter and exit the bus via the rear doors at all stops unless you require the front doors for low floor access – just signal the driver if you need to use the front doors.
- Drivers will only not open the rear doors if there are safety concerns at particular locations, or access is required for a pram, wheelchair, or less abled person.
- Light rail doors are now automatically opening to remove the need for passengers to press the 'open door' buttons.
- The front seats of buses and light rail are temporarily closed, providing more space between drivers and customers.

Light rail services

- Light rail services are currently running to the regular frequency during the lockdown period.

Interim weekday bus timetable

- In response to the current COVID-19 lockdown in the ACT, Transport Canberra will commence an interim bus timetable from Wednesday 25 August 2021. This timetable will remain in place until further notice.
- The COVID-19 situation in the ACT continues to evolve with an increasing number of bus drivers required to comply with ACT Health directions and unable to attend work.
- We are introducing these changes now to ensure regular and reliable services can be delivered for essential workers and their children without putting any further pressure on our workforce.
- The interim bus timetable provides a high level of frequency with all local services and the Rapid 10 running at least every 30 minutes and all other Rapids running at least every 15 minutes during the day and around every hour after 8pm during the week.
- This is the same timetable that ran over the summer holiday period and customers are already familiar with it.
- While the timetable sees a reduction in services it still provides enough frequency to get people that rely on public transport where they need to be.
- The Flexible Bus Service continues to run for those who need it however we ask you to not travel with us if you feel unwell.
- Weekend services will remain the same.
- Light rail is continuing to run to its regular frequency at this time.
- We thank our customers for their understanding during this time and our workforce for their commitment to ensuring reliable services at this difficult time.

School services

- Transport Canberra will be working closely with the Education Directorate and private schools to ensure families are provided with information regarding services available to students attending face-to-face learning during this time.
- Many students already travel to school using the regular network which still has good frequency during school travel times.
- Dedicated school bus services will not be running during this time. For students that rely on dedicated school buses Transport Canberra can provide a bespoke service. This can be arranged via your child's school. Students must be registered to access this service.
- Please check with your school if your child is attending in person and uses a dedicated school bus.

Bus service disruptions

- Transport Canberra bus services have experienced some delays and cancelled services in recent days due to an increasing number of bus drivers required to comply with ACT Health directions.
- Dedicated school buses and regular services that carry school students continue to be prioritised to help children of essential workers get to and from school. We are grateful that to assist with filling shifts, a number of drivers who had planned leave have cancelled this to help out. We are also using our casual driver pool.
- With more exposure sites being announced each day (including on public transport) Transport Canberra is continuing to monitor the situation closely. We expect to see more services affected in the coming days as the health situation in the ACT continues to evolve.
- Updates on possible delays are available on the Transport Canberra website (*www.transport.act.gov.au*) and social media channels.
- Community members using public transport can also use NXTBUS (*www.nxtbus.act.gov.au*) for real time travel information (or call 13 17 10).
- Light rail, Special Needs Transport and the Flexible Bus Service are currently not affected.
- Transport Canberra thanks our workforce for their continued service during this difficult time and the community for their understanding.

Check In CBR on Public Transport

- Canberrans must check in on public transport in the ACT using the Check in CBR app.
- Individual Check in CBR QR codes have been installed on each bus and light rail vehicle making it easy for ACT Health to contact trace if required.
- QR codes are available throughout the cabins of buses and light rail vehicles, making it easy for people to access. This will also help avoid queuing at vehicle doors. Customers can check in once they are seated.
- We are seeing a good number of check ins on public transport. We need people to keep up this great work and continue checking in whenever they hop on a bus, light rail vehicle, taxi or rideshare.
- Clear signage is available at stops and stations and on board to explain the new requirements.
- Customers must check in on every vehicle they travel on, regardless of whether they connect services. Customers are not required to check in at public transport stops or stations.

- All members of the community aged 16 years and over must check in when travelling on the regular public transport network and on special school services. Parents are encouraged to check in on behalf of children under the age of 16.
- If passengers do not have a smartphone and are unable to scan into the Check In CBR app, the registered MyWay card can be used to track travels on Transport Canberra bus and light rail services only. You simply need to tap on and tap off the bus or light rail service you are travelling on.
- Customers should continue to tap on and off using MyWay and follow all COVID Safe travel measures in place.
- Registering your MyWay card remains important and will also supplement contact tracing efforts if needed.
- Keep your MyWay card details up to date by completing the change of details form when you change address, email address or phone number to assist with contact tracing.
- Transport Officers and Canberra Metro customer services staff are available at major stops and stations to assist customer if they have any questions.
- Transport Canberra is working with COTA to ensure that senior customers are provided with the relevant advice in relation to the Check in CBR process onboard bus and light rail vehicles.
- Drivers are not able to help check in customers.
- To find out more visit *www.transport.act.gov.au* or call 13 17 10.

Vaccination Clinic public transport

- Transport Canberra will be providing free transport on bus and light rail for anyone who is travelling to a COVID-19 vaccination clinic from Wednesday 1 September when the AIS mass vaccination clinic opens.
- To access free travel, customers need to have their vaccination booking information available to show the driver or customer service officers on request.
- Customers are asked to track their travel using the Check In CBR app on all public transport services.
- You can plan your trip ahead of time using the Journey Planner at *www.transport.act.gov.au*.

AIS Arena Mass Vaccination Clinic

- The R9 will service the AIS clinic from Dickson and Belconnen interchanges. The service will divert slightly to drop off and pick up customers from the vaccination site.
- The service operates every 15 minutes on weekdays (until 8pm) and every 30 minutes on weekends.

Canberra Airport COVID-19 Vaccination Clinic

- A free shuttle bus service is available from the Airport Terminal bus stop to the Canberra Airport COVID-19 Mass Vaccination Clinic.
- The shuttle service operates from 7.50am until 4pm, 7 days a week with services every 15 minutes.
- Customers can connect with the Rapid 3 from the Airport Terminal stop (regular fares apply).

Park & Ride

- The Park & Ride scheme has been put on hold due to the current COVID-19 lockdown.

- Public transport customers travelling for essential purposes can use any Park & Ride location during the COVID-19 pandemic without a permit.
- We are not issuing permits at this time and customers who submit permit applications are being notified of the current arrangements.

ACCESS CANBERRA SERVICES

- Access Canberra Service Centres including Hume and Mitchell are currently closed.
- You can do most Access Canberra transactions online, visit *www.accesscanberra.act.gov.au*.
- If you are an essential worker or need a service for essential purposes that cannot be done online call 13 22 81. Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements there will be delays to some of our services. Thank you for your patience and support.
- Please be patient as our Contact Centre are currently experiencing longer than normal wait times.
- Access Canberra are doing everything they can to answer your enquiries quickly, please treat our staff with kindness and respect as we get through this together.

Contributed by Access Canberra and last updated on 25 August

COVID-19 Compliance

- Since the announcement of the ACT lockdown on 12 August 2021, Access Canberra and Health Protection Services has been undertaking widespread education and engagement with businesses to ensure compliance with the ACT lockdown requirements.
- Inspections are focused on key areas including retailers, pubs, clubs, bars, restaurants, cafes, gyms, brothels, food courts, entertainment venues and sporting centres.
- Inspections are being conducted during business hours and on weekends and weekday evenings. The focus of these inspections is to provide education to businesses and monitor compliance with the restrictions.
- The ACT has been largely compliant, with low levels of non-compliance, most of which have been resolved through information and education on the spot.
- .
- Access Canberra and Health Protection Services is continuing to work closely across government agencies to monitor compliance with the Public Health Direction, identifying pressure points, and sharing that information across Government, including with the Chief Health Officer, Public Information Coordination Centre and ACT Health to ensure clear messaging and timely information is available for businesses and the community.

Reasonable Steps

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only. This includes:

- Every business will have unique requirements and you should put into place arrangements suitable for your specific needs
- Providing online or click and collect as the primary service
- Asking customers to wait outside or in their vehicles while they wait for food or drink
- Providing clear guidance to customers on the need to purchase and leave – not to browse
- Removing all furniture that people may sit on.

Contributed by Access Canberra and last updated on 26 August

ROADS AND INFRASTRUCTURE

- Existing construction projects will be closed. Safety and security are paramount and all sites will be made safe. Sites will be secured to prevent entry. Where projects are underway on our road and path network, additional signage, fencing and bollards will be installed to ensure public safety where required.
- Roads ACT will continue to support community safety by responding to emergencies as required.
- Transport Canberra and City Services is planning for situations where significant impacts on service delivery occur. In these circumstances, priority will be given to continuing the delivery of critical services related to public safety and wellbeing. This includes working closely with contractors, ACT Policing and the AFP.
- For the latest updates see the *ACT Government COVID-19 website*.

Updated by TCCS on 13 August

ACT EMERGENCY SERVICES AGENCY

- An ACTESA Incident Management Team (IMT) has been set-up to support with WhOG COVID-19 support operations (IMT active since 13 August).
- The ACT Emergency Services Agency (ACTESA) is providing support to the ACT Health Outreak Resource Centre.
- Volunteers from the ACT Rural Fire Service, ACT State Emergency Service and ACT Fire & Rescue Community Fire Units have provided water and distributed information to people queuing for testing at EPIC, Weston Creek Walk-in Centre and Brindabella. While this has now ceased, it may recommence if required.
- ACTESA is supporting Community Services Directorate (CSD) with pick-up and deliveries of essential food and items to ACT's vulnerable people. 114 deliveries completed on Monday 23 August 2021. Logistical support by ACTESA to residents of Condamine Court in Turner after the Housing ACT complex was named as a COVID-19 close contact exposure site on Monday 23 August 2021.ACTSES and ACTRFS crews will collect essential food items from central locations and provide a contact free delivery to vulnerable ACT residents, including those in quarantine.
- More than 170 volunteers have delivered over 900 essential food & item deliveries

- More than 50 volunteers have delivered over 1,000 laptops and educational resources to enable home-schooling
- More than 150 staff and volunteers are helping ACT Health with testing, contact tracing welfare support and general assistance to those in need
- ACTESA has delivered 98,000 facemasks and more than 300 litres of hand sanitiser to ACTESA members, volunteers, and community partners
- ACTESA is providing Liaison Officers (LOs), mapping support, scribes and Logistics Officers to the Outbreak Resource Centre (formerly the HECC).
- ACTESA has updated all Electronic Fire Danger ratings signs on all major roads with COVID-19 messaging (total of 12 signs)

Updated by ACTESA 26 August

SPORTING ORGANISATIONS

- Community sport is not considered essential – competition and training activities, both indoors and outdoors, should not occur in accord with health directions. This includes any coaching/professional service, including where it is on an individual basis.
- Indoor sporting facilities, including pools, gyms and dance facilities, should not open.
- ACT Government sportsgrounds are closed.
- We know the importance of exercise for our physical and mental health. Outdoor exercise, for no more than one hour a day, can continue provided that this is with no more than one other person or only with members of your direct household.
- To limit the movement of people within the ACT any outdoor exercise should be within your immediate home region/district (eg Belconnen, Tuggeranong, Weston Creek).
- While some sports like tennis, rowing and golf may argue that participation can continue within the parameters of these guidelines, advice is that for this immediate seven-day lockdown people look to pursue alternate forms of localised physical activity.
- Under the public health directions, professional athletes are considered essential.
- This only applies to someone who derives an income from their sport – it's their livelihood.

Contributed by Economic Development on 19 August

JUSTICE AND COMMUNITY SAFETY

ACT CORRECTIVE SERVICES

- ACT Corrective Services is operating under Stage 3 of the Pandemic Arrangements.
- The safety of all staff and detainees is our number one priority and remains at the forefront of our decision-making during this time.
- This includes the suspension of face-to-face visits at the Alexander Maconochie Centre (AMC) for the duration of the lockdown. This includes all legal and professional face-to-face visits.

Audio visual visits will be maximised.
All non-essential detainee movements within the AMC have ceased.

- Other changes include the suspension of programs and education at the AMC.
- Restrictions will be reviewed towards the end of the lockdown and changes will be made accordingly.
- Staff are required to wear masks at the AMC.
  Touch points in the AMC are being cleaned as well as the daily disinfection of admissions cells.
  Specialist intervention services continue to support detainees and staff in the AMC – with minimised face-to-face contact.
- The organisation Karralika Programs Inc., which offers a range of alcohol and drug programs, will commence phone counselling to detainees on Mondays, Wednesdays and Fridays from this Friday 27 August.
- On 19 August 2021 an ACT Corrective Services staff member tested positive to COVID-19. The staff member has not attended the workplace since exposure on 12 August 2021.
- ACTCS continues to work closely with colleagues within Health to identify and monitor close, casual and secondary COVID-19 contacts, take their advice and respond accordingly.
- All correctional officers at the AMC are eligible for the vaccine under phase 1B. They have been encouraged to be vaccinated at an ACT Government clinic or through a participating general practice.
- All detainees have been offered COVID-19 vaccinations.
- This includes when first entering the AMC and follow up reminders.
- As of 12 August, 61% of detainees currently in custody have received their first COVID-19 vaccination and 55% their second dose. This number fluctuates as detainees enter and are released from custody.

Contributed by Justice and Community Safety on 26 August

EDUCATION AND EARLY CHILDHOOD

General

- During the lockdown families should keep their children at home.
- *Home learning resources* by year level are available on the Education Directorate's website for students and families who wish to undertake self-directed learning from home. Schools will use this time to transition to remote learning.
- All ACT schools will remain open for children of parents who cannot work from home and vulnerable children for supervision and general learning activities. Those students will be able to attend their usual school.
- Year 11 and 12 College students are encouraged to continue with their current assessment tasks from home.

- Children 12 and over *in the community* are required to wear masks, but children who are 12 and over and *in primary school* will not be required to wear them when they attend school sites.
- Schools will check in on vulnerable students.
- Ongoing cleaning and hygiene measures will remain in place at school sites.

ACT Scaling Test (AST)

- The ACT Scaling Test (AST) was scheduled for Tuesday 31 August and Wednesday 1 September 2021.
- As the ACT is in lockdown, the AST has been postponed until Tuesday 12 and Wednesday 13 October 2021.
- The ACT Board of Senior Secondary Studies (the Board) acknowledges that this can be a stressful time for students and families.
- The Board is committed to the health and well-being of students and to processes that support the validity of academic results.
- All plans and arrangements for the AST will be subject to the public health directions and advice at the time.

Vaccination program in schools

- The ACT Government supports the Commonwealth Government's intention for all Canberrans aged 12 and over to be vaccinated by Christmas. This matter will be further considered by National Cabinet.
- It is important to note that achieving this goal in the ACT will be subject to sufficient and timely vaccine supply, which has not been confirmed by the Commonwealth at this stage.
- ACT Health and the Education Directorate have been collaborating on potential options for school vaccination programs.
- Any program will need to be delivered in conjunction with the Catholic Education Office, and the Association of Independent Schools to ensure equitable access for all students. We will keep you updated as we make further progress on this issue.

Remote Learning

- From Friday 20 August all ACT Public Schools have moved to remote learning.
- Many students and families are also engaging with self-directed online learning using the Education Directorate's Home Learning Resources available on the web site.
- Families who require devices or internet access are being assisted.
- Families have been asked to keep children at home if they can, however, vulnerable students and children whose parents or carers cannot work from home are able to attend their usual school.
- A registration process will be instigated once a child attends their school. This will involve a short form that families are required to complete and return to their child's school as soon as possible.
- The form requires families to advise which days they need to send their children to school and identify any individual needs and requirements to support safe attendance at school during lockdown.

- In addition, schools will maintain contact with students who may be vulnerable to identify whether they will attend school.
- The registration process will help schools roster staff to attend for onsite supervision.
- Business Managers at each school will be responsible for maintaining the registration process.
- The Education Directorate will monitor student registration numbers/attendance closely and provide supports to schools if required.

Out of School Hours Care

- Out of School Hours Care can remain open during remote learning for children who need to attend, such as vulnerable children but families are encouraged to keep their children at home.
- The ACT Government will work to support Out of School Hours Care providers, including accessing information about Commonwealth support in the event of closures and/or significantly reduced attendance.

Gold Creek School

- A student at Gold Creek School tested positive for COVID-19 and attended school during their infectious period. This case has since resulted in further cases within this school community.
- A pop up COVID-19 testing clinic was established at the Gold Creek School for the Gold Creek and Holy Spirit schools and associated early learning centres.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

Lyneham High School

- A student at Lyneham High School tested positive for COVID-19 and attended school during their infectious period. This case has since resulted in further cases within this school community.
- ACT Health set up dedicated testing options for the Lyneham High School community at Gold Creek School and Brindabella Park.
- The Education Directorate and ACT Health continue to work to support the Lyneham High School community during this time.

Instrumental Music Program

- A student who tested positive for COVID-19 attended the Instrumental Music Program (IMP) Choir at UC High School Kaleen during their infectious period.
- ACT Health set up testing specifically for impacted members of the Instrumental Music Program community at the Gold Creek School testing facility.
- The Education Directorate and ACT Health continue to work to support the Instrumental Music Program community during this time.

Harrison School

- A student at Harrison School tested positive for COVID-19 and attended school during their infectious period.
- ACT Health set up testing specifically for impacted members of the Harrison School community at the Gold Creek School testing facility.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

UC SSC Lake Ginninderra

- ACT Health identified the UC SSC Lake Ginninderra gymnasium and canteen/cafeteria area as a COVID-19 exposure location.
- ACT Health set up testing specifically for impacted members of the UC SSC Lake Ginninderra community at the Erindale Active Leisure Centre testing facility.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

St. Thomas Aquinas Primary School

- ACT Health identified the St. Thomas Aquinas Primary School as a COVID-19 exposure location.
- ACT Health set up testing specifically for impacted members of the St Thomas Aquinas community.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

Holy Spirit Primary School

- ACT Health identified the Holy Spirit Primary School as a COVID-19 exposure location.
- ACT Health set up testing specifically for impacted members of the St Thomas Aquinas community.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

Chapman Primary After School Care

- ACT Health has advised that a confirmed COVID-19 case attended Chapman Primary After School Care service building during their infectious period.
- Close contacts were contacted and advised to quarantine. Other members of the Chapman Primary School community **are not** considered close contacts.
- ACT Health invited close contacts of this case to receive priority testing at the Kambah drive-through COVID-19 testing clinic.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

Goodstart Turner

- ACT Health identified Goodstart Early Learning in Turner as a COVID-19 exposure location.
- Close contacts were contacted and advised to quarantine.

- The Education Directorate and ACT Health continue to work to support this facility and its community during this time.

Ginninderra ECC

- ACT Health identified Ginninderra ECC in Belconnen as a COVID-19 exposure location.
- Close contacts were contacted and advised to quarantine.
- The Education Directorate and ACT Health continue to work to support this facility and its community during this time.

Bright Bees

- ACT Health identified Bright Bees Early Learning Centre in Nicholls as a COVID-19 exposure location.
- Close contacts were contacted and advised to quarantine.
- The Education Directorate and ACT Health continue to work to support this facility and its community during this time.

Community hiring of school facilities

- Community hiring of school facilities is suspended during the period of the lockdown.

Wellbeing

- The Education Directorate acknowledges that this is a difficult time for our ACT public school families and students.
- We are all going through this together, so please continue to be kind to each other and to yourselves during this time.
- Everyone is experiencing the anxiety and uncertainty of COVID-19 and people need different types of support to help them through lockdown.
- If your ACT public school children and young people require extra help and assistance, our school psychologists area available to provide support through telehealth. To access the service, a booking request may be made via an online form or by calling 6205 1559 between 9:00am and 4:30pm.
- There are also a range of services available for the ACT community to access if you need to reach out for support.

Contributed by Education and last updated on 23 August

LOCAL BUSINESS SUPPORT

COVID-19 Business Support Grants

- Applications are now open for the COVID-19 Business Support Grants.

- The grants will deliver up to *$10,000 for employing businesses* and up to *$4,000 for non-employing businesses* over the three-week lockdown period where the business can demonstrate turnover has declined by 30 per cent or more as a result of the COVID-19 public health measures.
- Applications will open at 9am on Thursday 26 August 2021. Businesses can apply at any time before 7 October and only need to apply once.
- Payment will be made in a lump sum on average within 30 days of receiving a correctly lodged application. If we need to seek further or updated information from you to correctly assess your claim, this timeline will be reset. Note that we expect high initial demand and the timeframe may need to be extended
- These grants are jointly funded by the Commonwealth and the ACT Governments will give support to small and medium businesses in the Territory who have been impacted by the lockdown measures.
- The COVID-19 Small Business Hardship Scheme will enable eligible ACT small businesses to apply to the ACT Government to receive credits for payroll tax, utility charges, rates and other selected fees and charges up to a maximum of $10,000 per operator. To be eligible for credits the applicant must be able to demonstrate 30 per cent loss in revenue. Details of this scheme are being finalised.
- More information about these programs is available on the *Business Hub website.*

Updated by Economic Development on 25 August

Covid-19 Disaster Payment

- Employees who are unable to earn an income during the lockdown may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from $200 to up to $750 depending on the hours of work lost during the lockdown and other eligibility criteria.
- Applications are now open on the *Services Australia website*.

Updated by Economic Development on 26 August

LOCAL BUSINESS ISSUES

Support for businesses under the $75,000 turnover threshold

- For businesses that have a turnover under $75,000, and who are unable to earn an income during the lockdown, you may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from $200 to up to $750 each week of the lockdown depending on the hours of work lost during the lockdown and other eligibility criteria.
- More information is available on the *Services Australia website*.

Contributed by Economic Development on 25 August

Advice for people wanting to attend their business during lockdown

- If you need to go into your business premises for an essential reason, e.g. to reset an alarm, collect essential office equipment or tools of trade for work that can reasonably be undertaken at home or make the premises safe, and you can't reasonably delay the visit, you may do so.
- You cannot attend your premises to operate your business, or instruct an online class, or any other non-essential reason.

Contributed by Economic Development on 19 August

Advice for essential businesses to help get customers in and out

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only.
- Reasonable steps to ensure that persons entering your premises minimise the time they spend at your premises include:
    - Every business will have unique requirements and you should put into place arrangements suitable for your specific needs.
    - Providing online or click and collect as the primary service.
    - Asking customers to wait outside or in their vehicles while they wait for food or drink.
    - Providing clear guidance to customers on the need to purchase and leave – not to browse.
    - Removing all furniture that people may sit on.

Contributed by Access Canberra on 19 August

Requirements for NSW/ACT border residents

- With regional NSW now also in lockdown, the ACT Government will continue to have a standing exemption for NSW/ACT border residents to cross the border for approved essential reasons under the ACT lockdown restrictions.
- The NSW Government has confirmed that NSW residents from the *approved postcodes* can leave home for essential work in the ACT if it is not possible to work from home. More information for NSW residents is available on the *NSW Government website*.
- Workers from the *approved postcodes* will need to fill in a NSW Government online declaration form to be able to enter NSW from the ACT.
- You must complete the NSW entry declaration form within the 24 hour period before you enter NSW or on entry. You are only required to complete a declaration form once every 72 hours.
- You can complete a NSW entry declaration form and find out more information on the *Service NSW website*.

Contributed and updated by Economic Development 15 August

Essential workers outside the ACT/NSW border regions

- Workers that live outside the ACT in one of the *approved postcodes*, can enter the ACT for an approved essential reason under the lockdown restrictions, such as essential work.

- But if you live outside these postcodes (i.e. in a COVID-19 affected area) and need to enter the ACT for essential work or healthcare reasons, you will be required to *seek an exemption*.
- Please note, applications for exemption from non-ACT residents seeking to enter the ACT from a COVID-affected area for work will only be considered if they are an essential worker in these sectors:
    - healthcare
    - government
    - education
    - maintenance and repair of critical infrastructure
    - members of parliament and staff
- During the lockdown, any other workers (even if they are considered essential under the lockdown rules, such as supermarket workers) are not considered essential if they seek to enter the ACT from a COVID-19 affected area.

Contributed by Economic Development 15 August (used in Business EDM)

Click and Collect (for non-essential retail) during lockdown

- Click and Collect for non-essential retail is not currently permitted under the Public Health Direction currently in force in the ACT. This is because the aim of the lockdown is to restrict the movement of people as much as possible to prevent the spread of the highly infectious Delta strain of COVID-19.
- As more is known about the outbreak in the ACT, it may be possible to revisit the settings relating to Click and Collect for non-essential retail.

Contributed by Economic Development on 13 August

Guests in hotels

Hotel restaurants are not permitted to offer seated dining arrangements and should only offer room service or takeaway only at this time.

Unless guests are in quarantine, they can leave their hotel room for the following reasons:

- to buy essential groceries and medicine
- to access essential healthcare including in-home care
- for essential work
- to exercise outdoors for one hour per day in your region
- to get a COVID-19 test
- to get a COVID-19 vaccinated.

Guests are able to leave the hotel to return to their principle place of residence. Taxis, rideshare and hire cars are operating.

No new 'recreational' bookings should be taken during lockdown. Bookings may be accepted for:

- a person avoiding or escaping an emergency

- a person who is an essential worker
- a person requiring any other form of emergency accommodation

Contributed by Economic Development on 14 August

Updated by PICC 12 August

Check In CBR advice for essential businesses

- It is now mandatory for anyone aged 16 years and over, including staff, to use the Check In CBR app if they are on business premises, no matter how brief the length of time.
- The check in process is quick and simple to use, and there should be no additional burden for staff.
- business owners should include how they are supporting their staff to meet this requirement in their COVID Safety Plan.
- Business owners and their staff have a general power to refuse entry or service on reasonable and lawful grounds.
- You may refuse a person entry or service if a customer does not comply with the requirement. This may apply where a person hasn't checked in or they refuse to do so on request. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult you can seek assistance from ACT Policing on 131 444.
- For more information on your rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: https://business.gov.au/people/customers/refusing-service
- Businesses must use their best endeavours to require everyone on its premises to check in, this could include:
    - Active monitoring of points of entry.
    - Requesting that people show staff the 'green tick'.
    - Signage or messaging in clear view advising of the need to check in.
- As well as scanning a QR code, there is the option to check in using the six digit number located under the QR code.
- Businesses may also want to remind people of their legal obligation to check in, and potential penalties for failing to do so.
- That is a person may face a fine of $1,000 if they fail to comply with the check in requirement.
- For anyone who does not own a smartphone or forgets to bring it with them when going out, businesses have the ability to check people in on their behalf through a business profile function on the Check In CBR app.
- The business profile function ensures the customer's information goes straight to ACT Health and does not get recorded on the device to ensure privacy.

- You could also suggest anyone with them can check them in on their own smartphone as a frequent guest.

Updated by Economic Development on 19 August

Advice for business on customers breaking public health direction

- Business owners and their staff can refuse entry or service on reasonable and lawful grounds.
- A business may refuse a person entry or service if the business knows the person is breaching public health directions. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult a business can seek assistance from ACT Policing on 131 444.
- For more information on rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: https://business.gov.au/people/customers/refusing-service

Contributed and last updated by CMTEDD on 3 August

Advice for commercial cleaners

- Under the Public Health Direction cleaners are considered essential workers for the purposes of:
  - Cleaning of essential businesses and services; and
  - End-of-lease cleaning, in line with the exemption for moving residence, where it cannot be reasonably delayed.
- Cleaning services can be provided to NDIS clients under the direction as it is considered part of providing care services. There is further advice for disability providers at *https://www.covid19.act.gov.au/stay-safe-and-healthy/disability/advice-for-disability-providers*
- Cleaning of non-essential businesses premises and commercial buildings is not permitted under the direction.
- Cleaners should wear a mask at all times, practice appropriate hand and respiratory hygiene, and observe physically distancing wherever possible. Cleaners should also check in wherever required or available.

Contributed and updated by Economic Development 16 August

Advice for garden centres and nurseries

- Hardware businesses are considered to be an essential business under the public health direction primarily to allow tradespeople to access critical tools and items for urgent repair and maintenance.
- This is because the aim of the lockdown is to restrict the movement of people as much as possible to prevent the spread of the highly infectious Delta strain of COVID-19.

- People who do need to visit a hardware store for essential supplies are encouraged to get their items as quickly as possible and should not browse. As more is known about the outbreak in the ACT, it may be possible to revisit the settings relating to non-essential retail.
- We understand this is a difficult time for local business. The ACT Government is finalising the support it will provide to businesses impacted by the COVID restrictions.
- Further information is available at *https://www.act.gov.au/business/business-support/covid-19-economic-support-for-business.*

Advice for forest and timber workers

- As of Wednesday 18 August, forest and timber workers have been added to the Chief Health Officer's list of essential businesses, activities or undertakings.

Contributed by EPSDD 19 August

COMMUNITY SERVICES

Domestic and family violence services

- Canberra's domestic and family violence services are essential services and will remain open during lockdown.
- While the ACT is in lockdown if you are not safe at home, you can leave.
- If you are living with domestic and family violence help is available.
- If you are in immediate danger call ACT Police on 000.
- A full list of domestic, family and sexual violence services is available on covid19.act.gov.au.
- If you are worried about your safety, or the safety of your family, you can call:
    - Police Operations on 131 444 (24 hours)
    - Domestic Violence Crisis Service on 02 6280 0900 (24 hours)
    - Canberra Rape Crisis Centre on 6247 2525 (7am – 11pm)
- If you need an interpreter call Telephone Interpreter Service on 131 450 and ask them to call Domestic Violence Crisis Service on 02 6280 0900.
- We are working closely with our domestic and family violence services to understand the emerging needs of the sector and those they support.
- We know the pandemic is having a significant impact on services that support those who are experiencing domestic and family violence.
- Already support services are seeing an increase in the complexity of cases of domestic and family violence.
- We expect demand for support services to grow as the lockdown continues and we will work closely with the sector to help them meet this demand.
- We are expecting to see higher dependence on hotel/motel accommodation to meet the immediate needs of people experiencing domestic and family violence.

- Over the last week there has been some uncertainty about what domestic and family violence services are open.
- For clarity, the ACT's domestic and family violence services remain open during COVID-19 lockdown, and you can leave your home if you do not feel safe.
- Some service may operate differently, for example face-to-face consultations may be replaced with phone and video calls.
- Around the world the COVID-19 pandemic has seen an increase in the incidents of domestic and family violence.
- Some people experienced domestic and family violence for the first time.
- If your relationship has changed, or you have noticed changes in a friend's relationship, help is available.
- If you are using violence, or thinking about using violence, help is also available.
- There are details of services on the ACT's COVID-19 website covid19.act.gov.au
- During lockdown the ACT Government is rolling out a campaign to reinforce that help is available and to raise awareness that services are open.
- Initially advertising will run on social media and digital channels.
- The campaign is underway now and will continue while lockdown continues.

Emergency food relief

- Free food and essential items are available for Canberrans who need it during the seven-day lockdown.
- Any Canberran who is significantly and adversely impacted by this lockdown and is unable to feed their family or themselves are encouraged to call VolunteeringACT on 1800 43 11 33 between 9am and 5pm any day during this 7-day lockdown to request a shopping order be placed on your behalf.
- Your order will be collected by the ACT Emergency Services Agency and delivered to your door.
- We are experiencing a high demand for this service.
- I want to remind Canberrans who need this support to leave a message on the line if their call is not answered, and we will get back to you. All calls so far have been responded to and orders are continuing to be placed.

Contributed and updated by CSD 24 August 2021

Housing ACT

- Housing ACT is still open online and over the phone and will continue to provide essential services and support.
- During the lockdown, we ask that you do not visit the Housing ACT Shopfront. If you need to contact Housing ACT, please call 13 34 27 (9:00 am – 5:00 pm) and a staff member will assist you. For Tenancy enquiries phone 1800 950 255 (9:00 am – 5:00 pm)
- The Programmed Maintenance call centre will continue to operate and Tenants can phone 6207 1500 (24 hours).

- While non-urgent maintenance is on hold during lockdown, some works may continue if they are required to meet health and safety standards. For example, fence repairs may be undertaken in situations such as children or pets reside at the property.

Homelessness services

- Homelessness services will continue throughout the lockdown period.
- If you are homeless or at immediate risk of homelessness including emergency accommodation call OneLink on 1800 176 468 or via *www.onelink.org.au.*
- OneLink's normal hours of operation will continue throughout the lockdown period for contact by phone or email. These are Monday to Friday 8.00am - 6.00pm, and Saturday and Sunday 12.30pm - 5.00pm.
- Through Housing ACT, the government continues to work closely with specialist homelessness services to ensure that those most in need are provided with the support they need. Services in the Canberra community that provide support to rough sleepers and other vulnerable members of the community continue to operate safely during the lockdown and in accordance with health guidelines.
- While services remain available, delivery will adapt to health advice and restrictions to ensure the safety of both clients and staff. For example, rather than sit down meal service, food may be provided as take away meal options. For some services, there has been a need to temporarily cancel non-essential face-to-face activities and will switch to phone or online support.
- OneLink is the ACT Government's central intake service for homelessness accommodation services and support in the ACT and continues to provide operations throughout the lockdown period. For those in our community who are experiencing homelessness and are in need of accommodation, OneLink will work to identify a suitable vacancy with a homelessness accommodation service.
  Where needed, OneLink also has access to temporary hotel brokerage to support the most vulnerable members of the Canberra community, including rough sleepers and residents from homelessness and community housing shared accommodation settings who need to self-isolate or quarantine due to COVID-19. All requests for access to temporary accommodation, including hotel brokerage are assessed on a case by case basis.

Rough Sleepers

- We acknowledge that rough sleepers are a particularly vulnerable group within ACT's homelessness community. At the beginning of COVID last year, a focused working group was established to better understand current and emerging issues, including sector capacity and opportunities during the Covid-19 pandemic.
- Members of the working group include frontline organisations which work directly with people sleeping rough, including CatholicCare, St Vincent de Paul, Uniting Care/EMC, Woden Community Service/OneLink, Australian Red Cross/Roadhouse and Safe Shelter.
- The Working Group identified suitable alternative accommodation options for rough sleepers who are required to self-isolate or quarantine, and to ensure essential services continue to be provided to this particularly vulnerable group of the Canberran community.

- While not all of Canberra's entrenched rough sleepers are ready or willing to engage, many have chosen to accept accommodation options available to them during COVID, and during lockdown, and we will continue to work with our sector partners to support rough sleepers and provide them the help they need in a way that best meets their personal needs

Crisis accommodation and support

Toora Women Inc

- Toora will continue to support women, children and families who are homeless or at risk of homelessness or in need of alcohol and other drug supports.
- Toora has implemented operational precautions to ensure sustainability of service delivery during this period.
- You can contact:
  - Toora Domestic Violence and Homelessness Services on 6247 2399
  - Toora Alcohol and other Drug Services on 6241 7233
  - Toora Counselling Services on 6122 7070

Beryl Women Inc

- Beryl will continue to remain open and available to their accommodated clients and those they are working with in an outreach capacity.
- For existing clients, Beryl's on-call system is still operating from 5:00 pm to 9:00 am Monday to Friday and 24 hours on weekends.
- Beryl is not doing any face-to-face contact unless in cases of an emergency.

Child and Youth Protection Services

Reporting child abuse and neglect

- Keeping our children safe and connected during this time remains a critical priority for our community.
- Child and Youth Protection Services as an essential service, continues *to respond* to community concerns regarding child abuse and neglect through the lockdown.
- If you have concerns a child is being abused or neglected, a report can be made by going to the Access Canberra website 'report child abuse' or call 1300 556 729. If a child or young person is in immediate danger call 000.

Operations

- CYPS continue to provide a service through the lockdown to help children, young people, families and carers involved with child protection and youth justice matters.
- COVID-safe practices have been in place since the start of the pandemic, and these have been stepped up further with the new lockdown restrictions to ensure everyone remains safe.

- We are actively working with our community service partners and providers to ensure support services for children in care continue with minimal disruptions during this time.
- Essential face-to-face services are continuing with strict safety measures. Other services are being provided virtually, over the phone and/or via email.
- CYPS continue to be in contact with all children and families they are working with, recognising this is an exceptionally difficult time for some.
- CYPS continue to be in regular contact with its partner and community agencies to stay updated on how current services are being delivered during the lockdown across the sector.
- Melaleuca Place is closed for face-to-face services and has commenced online delivery of services.
- The delivery of services to young people in residential care to ensure their safety, is being undertaken by increased cleaning, personal hygiene and social distancing measures. Meetings continue to be held regularly with service providers and staff to ensure compliance with ACT Health directions.

Bimberi Youth Justice Centre

- Young people in Bimberi remain safe and supported. COVID-safe practices have been in place since the start of the pandemic and staff are well equipped to work through the lockdown.
- All essential staff will continue to work on site, with some modifications made to who is onsite at specific times and their access within the Centre.
- Primary Health Services and Forensic Mental Health Services continue to be provided to young people. Education staff who work full-time at Bimberi continue to attend Murrumbidgee School and deliver education programs.
- The Programs and Services team will continue to attend Bimberi to facilitate programs and services for young people.
- Programs facilitated by external providers have been suspended for the period of the lockdown.
- Court is continuing via AVL, as directed by the Courts.
- Visits at Bimberi have been suspended for the period of the lockdown, we are working on AVL options to maintain visual contact between young people and their immediate family members, as well as professionals such as case managers and legal services.
- Contact visits between young people, their families and professionals such as case managers and legal services are occurring via AVL.

Young people's phone accounts have been updated to provide all young people with 20 phone calls each week.

- The main contact phone line for Bimberi Youth Justice Centre is (02) 6205 9051.

Child and Family Centres and Child Development Service

- All CFC and CDS sites are closed during lockdown until further notice. Families with appointments have been contacted to reschedule and offer other remote supports.
- The CFCs and CDS are well placed to implement their online and remote services used previously in the pandemic. Individual contact sessions with families have been occurring since lockdown began.
- Services such as drop-in clinics and groups began online on 20 August 2021. A schedule of online groups and activities has been developed for both CDS an CFCs.

-
- Intake services continue to operate via phone:
    - Child Development Service: (02) 6207 8884
    - Gungahlin Child and Family Centre: (02) 6207 0120
    - Tuggeranong Child and Family Centre: (02) 6207 8228
    - West Belconnen Child and Family Centre: (02) 6205 2904
    - The CFCs and CDS are well-placed to reimplement their online and remote services used previously in the pandemic should this be required and planning is underway. Individual contact with families is already underway and groups and services such as Drop In Clinics will begin recommencing on line from Friday 20 August 2021.

Translated Resources and CALD communities

- A range of COVID-19 translated resources are available via the ACT Government's COVID-19 website.
- CSD is facilitating translation of vital information, including a raft of new materials during the past 24 hours.
- The ACT's distribution plan for multicultural communities has been activated including provision of health approved messaging to the Ministerial Advisory Council for ongoing distribution and communication throughout the multicultural community.
- Health approved messaging has been distributed to community leaders and key stakeholders with a request for them to communicate within their communities and to raise with Office for Multicultural Affairs any issues with the information, content or concerns within communities.
- In addition, health approved messaging has been provided to community radio stations and community language schools.
- All community activities within the Theo Notaras Multicultural Centre ceased from 5pm 12 August 2021 and all tenants received health approved information to assist them during this time.

PPE

- CSD holds a stock of PPE and is managing increased requests for the community sector and people with a disability.
- Supplies for PPE are made available to CSD for this purpose through the ESA stockpile.

Safe and Connected Youth service information

- The Safe and Connected Youth Program will continue in an amended format using phone calls and digital technology.
- Case workers are continuing contact with all children, young people and their families and providing services.
- This service supports children and young people aged 8 to 16 years who are at risk of, or experiencing, homelessness due to family conflict.

Contributed and last updated by CSD on 24 August 2021

CONSTRUCTION SECTOR

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

The ACT Government is appreciative of the support and ideas provided by construction sector participants to date. We urge all sector participants to strictly abide by lockdown restrictions which are currently in force, for the benefit of the sector and all Canberrans.

Under the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 1)* (the '**Direction**'), only essential business, activities or undertakings are permitted.

Essential services include:

- Urgent repair and maintenance services, including for example plumbing, electrical and heating repair.

Essential workers include:

- A person who is critical to, and involved in, the ACT's COVID-19 response.
- Any person who provides or works in essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking), includes construction, maintenance and repair of such infrastructure.
- Any person who provides or works in urgent repair and maintenance services, including plumbing, electrical and heating repair.

Construction Projects

- Construction projects are expected to stop during lockdown.
    - A very limited number of ACT Government projects relating to the ACT Government's COVID-19 response may continue, subject to restrictions.
    - There may be a very limited number of other works which may be necessary for emergency services.
- Construction sites must be made safe and secure during the lock-down. In this respect:
    - It is acknowledged that 'make-safe' activities may need to continue over the next 24 hours. Only works necessary to shut down and make safe a site should occur in this period. This may include, for example:
    - Works to ensure emergency access to property is possible. For example, completing a driveway to enable emergency access to a private residence; or
    - Concrete stressing works following concrete poured immediately prior to the lock-down, if failure to do so will cause other safety and structural integrity issues.
- In making a site safe, attention should be made to:
    - Ensuring site fencing is appropriate and secure;
    - Ensuring materials cannot blow off the site or otherwise be improperly accessed;
    - Ensuring works or materials that need to be safely propped are done so;
    - Ensuring 'fall from height' and trenching risks are appropriately made secure;
    - Ensuring any other site-specific hazards are addressed;
    - Ensuring the risk of environmental spills are addressed;
- Covering, protecting or moving materials which, if exposed to the elements, would be unsafe;
    - Ensure regulatory signage is installed and visible. This should include contact details for the site; and

- Ensuring all other actions normally undertaken to secure a site during a shutdown (such as during the Christmas shutdown) are undertaken.
- It is acknowledged that minimal site attendance will be required during the lock-down to ensure the closed site remains safe and secure.

Freight and deliveries

- Although transport, freight and logistics are essential services, deliveries should not occur at construction sites which are otherwise shut down.

Offsite fabrication and manufacturing

- Offsite fabrication and manufacturing activities are not permitted, with one exception. Only manufacturing, fabrication or assembly of goods and materials necessary for or related to supporting defence or security industries is deemed to be essential.

Cross-border movement of construction workers

- All of NSW is now deemed a COVID-affected area.
- For NSW residents who work on ACT construction projects - If you live in one of the following postcode areas, you can only enter the ACT for essential work (or healthcare reasons) as defined by the ACT Government:

Postcodes	Included cities, townships and areas
2581	Gunning, Collector
2582	Murrumbateman, Yass
2584	Binalong
2611	Uriarra
2618	Wallaroo, areas along the ACT's north-western edge
2619	Jerrabomberra
2620	Queanbeyan, Googong, Karabar, Sutton, Gundaroo
2621	Bungendore
2623	Captains Flat
2626	Bredbo and Michelago

- All other NSW residents are not permitted to enter the ACT without an exemption. Exemptions are generally not being granted for construction activities.
- For ACT residents who work on NSW construction projects - Generally, ACT residents who work on NSW construction, repair or maintenance projects are required to undertake 14 days quarantine upon return to the ACT. The only exception to this quarantine requirement is where:
  - The ACT resident is working on a construction site within one of the postcode areas listed above; AND
  - Where the NSW construction, repair or maintenance activities are for essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking).

- If a construction activity is permitted in NSW, this does not by itself mean it is an essential construction activity for which ACT residents are allowed to travel.
- It is the ACT Government assessment of "essential" which applies, even if a project is in NSW.

Exemption for public housing maintenance

- Essential maintenance on a number of public housing residences owned by Housing ACT is required during lockdown in the ACT.
- This is urgent and essential work to enable these properties to be used by those in need in our community
- This work does NOT mean that construction or any other non-essential work is reopened in the ACT. The scope of non-essential work remains unchanged.
- This work will strictly follow COVIDSafe protocols including QR check-in and WHS requirements including re-inducting all workers to the sites.
- WorkSafe ACT is working closely with Major Projects Canberra and ACT Policing in surveilling ACT worksites and ensuring emergency Health Directions are complied with.

Contributed and updated by MPC 23 August

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

Protocols for updating this document

- *Individual Directorates are responsible for updating the talking points for the issues they are leading – this includes seeking approvals from relevant executive.*
- *Please avoid adding information is that incomplete - no gaps, or TBC's.*
- *All updates must be tracked, so that the Public Information Coordination Centre (PICC) can collate the changes/updates and have them approved, and ready for use.*
- *All critical updates/new content will be highlighted in yellow when circulated.*
- *The TPs document is a living document and will expand rapidly over the coming weeks and months. It may be updated daily or weekly as required.*

NOTE: Please click on the drop down to view the talking points.

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

Contents

Hot issues

ACT SITUATION

- We want to thank Canberrans for doing the right thing and staying at home. This is the single most important thing we can all do at this time to limit the spread of COVID-19 in our community.
- We remind people that if undertaking essential activity out of the home to take precautions to protect yourself and your family.
    - Everyone aged 12 years and over must wear a face mask outside the home.
    - maintain good hand hygiene
    - keep your distance and
    - use the Check In CBR app.

Key Numbers

- 21 new cases of COVID-19 recorded in the ACT in the past 24 hours
- Two cases have recovered which means there are now 209 active cases associated with this outbreak.
- More than 3,500 people have self-identified as close contacts.
- There are over 247 exposure locations listed for the ACT
- There are currently eleven patients in ACT hospitals, including one requiring ventilation.
- ACT Pathology, along with our private providers, returned 5,850 negative test results in the 24 hours to 9am on 27 August 2021.
- Our vaccination efforts continue across the ACT with total of 199,281 vaccine doses administered.

Testing Update

- We remind Canberrans to continue to get tested.
- With active community transmission of COVID-19 in the ACT, it is important to ensure that we are picking up any cases that are currently going undetected.
- Please keep up to date with testing service arrangements through ACT Health social media channels and on the ACT COVID-19 website.
- While the queues have eased at the testing sites, this is now the time for people who have those signs and symptoms to start making plans to get tested.
- Wait times at ACT testing sites are currently good, so for Canberrans requiring day 12 or 13 testing, today is a good day to get tested.
- Our priority will always be those who are close contacts and those who have been contacted by ACT Health to get tested, but we also need those who have signs and symptoms to come forward as well.

Condamine Court

- Condamine Court was listed as a close contact exposure location on Monday 23 August.
- The ACT Government has comprehensive plans in place for a range of high risk and vulnerable settings including high density public housing.

- Our approach to this situation is far more than a health response. Our focus is on supporting the tenants and their needs.
- There is a multi-agency response team on site at Condamine Court, providing information and support to those affected and all tenants. This response includes our community partners, who are critical to ensuring we are able to meet the needs of tenants.

Disability sector

- The new cases announced on Monday 23 August includes a support worker adding one case to this cluster in the disability sector.
- We continue to work with those directly affected and the wider disability sector with a focus on reducing the risk of transmission, communication and support.
- We acknowledge the impacts on the sector are wider than those directly affected, and we are committed to working through these impacts and providing support to the entire sector.

ACT Policing enforcement

- ACT Policing officers will continue to keep the Canberra community safe during the COVID-19 pandemic.
- Should any workforce impacts occur as a result of coronavirus, ACT Policing has established business continuity plans to manage its workforce, workplaces and systems.
- Where required, ACT Policing will encourage compliance before considering enforcing ACT COVID-19 directions.
- ACTP members always assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- The most important thing for us is that everyone takes personal responsibility to report if they have come from restricted areas. Not doing so is a breach of the directions.

Overall Compliance Activity Since 12 August 2021 (as of 0800 22 August 2021)

- Since the ACT-wide lockdown began on 12 August:
  - ACT Policing has issued 12 infringement notices and 35 cautions.
  - 5632 traffic stops have been conducted and 92people have been directed to leave the ACT.
- Police assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- Eight people have been arrested for breaches of COVID-19 Public Health Directions in the ACT since lockdown began. Enforcement of directions under Public Health Act

Policing of visitors from interstate hotspots:

- Police are using a variety of methods and measures to ensure compliance and enforcement of all ACT health directions.
- A lot of people from nearby NSW have valid reasons to be in Canberra, and many fleet or rental vehicles have other interstate plates attached. A person driving a car registered in another jurisdiction may not be from a restricted area.

Misdirected calls to police

- ACT Policing understands that people are concerned about everyone doing the right thing during the lockdown, however, the Police Assistance line (131 444) is receiving calls that are not genuine police matters.
- Call waiting times for non-urgent calls to 131 444 have increased significantly as a result of misdirected, and sometimes needless, calls being made to police
- These calls can delay important information about crimes currently being committed such as family violence incidents, vehicle thefts, burglaries and information about missing persons.
- For all legitimate police matters please call 131 444 for police assistance or Triple Zero (000) in life threatening situations.
- **Media release (issued on 20 August):** *www.policenews.act.gov.au/news/media-releases/misdirected-calls-impacting-police-emergency-call-centre*

Details of Recent Compliance Activity (24 hours to 0800 22 Sunday August 2021)

- Police conducted 303 in-person compliance checks of homes, hotels and businesses.
- Police stopped 448 drivers to speak with them about the current health orders.
- Two people were directed to leave the ACT in the 24-hour period.

Contributed and last updated by ACT Policing 21 August

TRAVEL RESTRICTIONS

New South Wales

- The ACT has declared all of NSW as a COVID-19 affected area.
- For residents in the surrounding NSW region, if you live in one of the approved postcodes you may enter the ACT for essential work and healthcare reasons only.
- You will not need an exemption as you are covered by a standing exemption issued by ACT Health.
- ACT Policing will be undertaking compliance checks across the ACT and you will be expected to provide proof of residential address and the reason you are moving about the ACT community.
- If you live outside these postcodes and need to enter the ACT for essential work or healthcare reasons, you will be required to seek an exemption.

Updated by PICC 20 August

Health and community response

VISITOR RESTRICTIONS

- Visitor restrictions are currently in place at all hospitals, community health centres and walk-in centres in the ACT.

- Visitors are not permitted to enter health facilities unless in exceptional circumstances such as end of life, birthing or for paediatric care.
- The decision to restrict visitors to our health facilities is always a difficult one, but it ensures we can protect the health and safety of everyone. This is especially necessary for our most vulnerable, particularly patients whose health is already compromised.
- Family and friends are strongly encouraged to keep in touch with patients at CHS facilities via phone and/or video calls.
- All COVID-19 safe principles and behaviours continue to apply to all permitted visitors.
- We understand this is difficult news, but it is necessary to keep everyone as safe as possible.
- We are constantly reviewing these difficult restrictions and will make changes as soon as it is safe to do so.
- For those who must attend our facilities, surgical face masks are mandatory at all health facilities across Canberra, including hospitals, community health centres and walk-in centres.
- Masks will be handed out at all screening points on entry to the facility and you must wear a new mask each day.
- Please also make sure you complete a digital screening tool before entering a health facility.

COVID-19 TESTING CLINICS

- With the increase in exposure locations, demand for testing can be high.
- Regular updates on expected testing clinic wait times are provided on the ACT Health Twitter and Facebook pages to help everyone manage their attendance and to reduce queues at the sites.
- We thank the community for their patience as our testing staff work extremely hard to test as many people as quickly as possible.
- The ACT Government requested support from the Department of Defence to assist at testing sites to continue to build on our testing capacity.
- We have also surged additional logistics support to improve the flow of vehicles through the two drive through clinics at EPIC and Brindabella Park to enable our testing clinics to redirect their existing resources into further testing capacity.
- If you are going to get tested, please wear a mask, bring water and any other supplies you may need during the wait, and leave your pets at home.
- Please treat our staff and each other with kindness and respect as we get through this together.
- For a full list of COVID-19 Testing Clinics and opening hours visit covid19.act.gov.au

Last updated by PICC on 22 August.

COVID-19 VACCINATION

- The ACT Government will open the new COVID-19 mass vaccination clinic at the Australian Institute of Sport (AIS) Arena on Friday 3 September 2021.
    - It will be the ACT's largest mass COVID-19 vaccination site.

- It will administer Pfizer COVID-19 vaccines for eligible people and will help us vaccinate more Canberrans sooner.
- The larger venue will allow us to ramp up our capacity to meet expected increases in supply in coming weeks and months.
- With increased vaccine supply, the AIS Arena COVID-19 mass vaccination clinic will be able to double vaccination capacity in ACT Government clinics.
- The COVID-19 mass vaccination clinic at Garran will close end of the day on Thursday 2 September, for use as a COVID-19 testing clinic.
- We thank the community for their patience as we work on adjusting our operations.
- Existing appointments at the Garran clinic, on or after Friday 3 September, will be moved to the AIS Arena clinic. Appointments will be the same time and dates as the original appointment – but as the AIS Arena clinic.
- You will receive a text message over the next few days confirming details of your appointment at the AIS Arena clinic.
- If you have a MyDHR account, you will be able to see the details of your appointment online over the next few days.
- More information at www.covid19.act.gov.au/vaccine-AIS

- Canberrans aged 16-29, can now register their interest for a Pfizer COVID-19 vaccination at an ACT Government clinic.
- Pfizer vaccine registrations are only available for ACT Government COVID-19 vaccination clinics, not GPs or pharmacies.
- Canberrans are strongly urged to get vaccinated against COVID-19 to protect themselves and their community.
- Getting as many people vaccinated as possible will reduce the likelihood of outbreaks and the need for preventive measures, like border closures and travel restrictions.
- During lockdown the ACT Government's COVID-19 vaccination clinics remain open and operating daily.
- It is safe to attend your appointment, so long as you're feeling well and you're not in isolation or quarantine.
- If you're in mandatory quarantine you cannot attend a COVID-19 vaccination appointment during this time.
    - Contact the COVID-19 vaccination booking line on (02) 5124 7700 (between 7am and 7pm daily) to reschedule your appointment. You'll be given a new priority appointment time – for when your quarantine period has ended.
    - If your booking is at a GP or pharmacy, you should contact them directly to reschedule your appointment.

  - It's important you reschedule your appointment so the booking can be used by others to keep everyone safe and lower the risk of COVID-19 transmission.

- The ACT is currently vaccinating all people in phase 1a, 1b, people aged 30 years and over, Aboriginal and Torres Strait Islander people aged 16 years and over, and pregnant people aged 16 years and over.
- Health, aged or disability care workers are given priority appointments at ACT Government COVID-19 vaccination clinics. This includes but is not limited to clinical and non-clinical workers of hospitals, health, age, and disability facilities.
  - They or their managers can book their appointment by calling the ACT COVID-19 vaccine booking line on 02 5124 7700 (7am to 7pm, daily) and identify themselves as an aged, disability or health care worker.
- Children aged 12-15 with either specified medical conditions or who identify as Aboriginal and Torres Strait Islander are eligible to receive a Pfizer COVID-19 vaccine. This follows the *Australian Technical Advisory Group on Immunisation (ATAGI) recommendation.*
  - Bookings can be made by calling the ACT COVID-19 vaccination booking line on (02) 5124 7700 (7am to 7pm daily) or using the Commonwealth Government Department of Health's Eligibility Checker.
- The ACT Government will let the community know as soon as it opens to more age groups and priority groups.
- Demand for COVID-19 vaccines is high and supplies are limited. Please be aware that lead times for your vaccination appointment may be several weeks.
- Our teams are working hard to book in your appointments as quickly as possible.
- COVID-19 vaccines are free and will be made available for everyone regardless of Medicare or visa status.
- The Access and Sensory clinic has extended its operating hours and is now open on Tuesdays and Thursdays from 8am to 3.30pm. This will enable double the number of Pfizer COVID-19 vaccines to be administered.
- From 20 August 2021, exemptions are not being granted for travellers from outside *approved postcodes* who have a COVID-19 vaccination booked in the ACT. The ACT Government will be providing vaccine doses to NSW to ensure you receive your vaccination. We are working closely with NSW Health to rearrange appointments. ACT Health will contact affected individuals directly.

Contributed by Vaccine team and last updated on 27 August

ACT Government response

PUBLIC TRANSPORT

Affected Transport Routes

- Several light rail and bus transport routes have been identified as exposure locations.
- ACT Health is working closely with Transport Canberra to access MyWay card data and use Check In CBR app data to identify people on the routes at the specific dates and times.
- More than 80 bus drivers are currently in isolation to comply with ACT Health directions meaning they are unable to work. This has placed pressure on our transport network. An interim bus network is now in place to ensure a reliable, while still frequent, network.

Using public transport

- We ask that people use public transport for essential travel only and please do not travel if you are unwell.
- Use of face masks in the community (including onboard buses and light rail) is mandatory for people 12 years and over.
- The Check in CBR App is also mandatory on board all services. If you don't have access to the app please ensure you travel with a registered MyWay card or keep good travel records.
- Registering your MyWay card at the Transport Canberra website can assist with contact tracing should it be required.
- Transport Canberra's highest priority is the safety of our customers and our workforce.
- Increased cleaning is being carried out each day across the network. Hard surfaces across bus interchanges and light rail stops are cleaned daily and buses and light rail vehicles twice daily – this includes all internal surfaces such as MyWay readers, poles, stop buttons and seats.
- Cash is not being accepted on buses. Please use MyWay or pre-purchase tickets from ticket vending machines located at all light rail stops and most bus interchanges.
- To keep our drivers safe please enter and exit the bus via the rear doors at all stops unless you require the front doors for low floor access – just signal the driver if you need to use the front doors.
- Drivers will only not open the rear doors if there are safety concerns at particular locations, or access is required for a pram, wheelchair, or less abled person.
- Light rail doors are now automatically opening to remove the need for passengers to press the 'open door' buttons.
- The front seats of buses and light rail are temporarily closed, providing more space between drivers and customers.

Light rail services

- Light rail services are currently running to the regular frequency during the lockdown period.

Interim weekday bus timetable

Whole of Government talking points – COVID-19 response

Keep CBR safe & strong

- In response to the current COVID-19 lockdown in the ACT, Transport Canberra will commence an interim bus timetable from Wednesday 25 August 2021. This timetable will remain in place until further notice.
- The COVID-19 situation in the ACT continues to evolve with an increasing number of bus drivers required to comply with ACT Health directions and unable to attend work.
- We are introducing these changes now to ensure regular and reliable services can be delivered for essential workers and their children without putting any further pressure on our workforce.
- The interim bus timetable provides a high level of frequency with all local services and the Rapid 10 running at least every 30 minutes and all other Rapids running at least every 15 minutes during the day and around every hour after 8pm during the week.
- This is the same timetable that ran over the summer holiday period and customers are already familiar with it.
- While the timetable sees a reduction in services it still provides enough frequency to get people that rely on public transport where they need to be.
- The Flexible Bus Service continues to run for those who need it however we ask you to not travel with us if you feel unwell.
- Weekend services will remain the same.
- Light rail is continuing to run to its regular frequency at this time.
- We thank our customers for their understanding during this time and our workforce for their commitment to ensuring reliable services at this difficult time.

School services

- Transport Canberra will be working closely with the Education Directorate and private schools to ensure families are provided with information regarding services available to students attending face-to-face learning during this time.
- Many students already travel to school using the regular network which still has good frequency during school travel times.
- Dedicated school bus services will not be running during this time. For students that rely on dedicated school buses Transport Canberra can provide a bespoke service. This can be arranged via your child's school. Students must be registered to access this service.
- Please check with your school if your child is attending in person and uses a dedicated school bus.

Check In CBR on Public Transport

- Canberrans must check in on public transport in the ACT using the Check in CBR app.
- Individual Check in CBR QR codes have been installed on each bus and light rail vehicle making it easy for ACT Health to contact trace if required.

- QR codes are available throughout the cabins of buses and light rail vehicles, making it easy for people to access. This will also help avoid queuing at vehicle doors. Customers can check in once they are seated.
- We are seeing a good number of check ins on public transport. We need people to keep up this great work and continue checking in whenever they hop on a bus, light rail vehicle, taxi or rideshare.
- Clear signage is available at stops and stations and on board to explain the new requirements.
- Customers must check in on every vehicle they travel on, regardless of whether they connect services. Customers are not required to check in at public transport stops or stations.
- All members of the community aged 16 years and over must check in when travelling on the regular public transport network and on special school services. Parents are encouraged to check in on behalf of children under the age of 16.
- If passengers do not have a smartphone and are unable to scan into the Check In CBR app, the registered MyWay card can be used to track travels on Transport Canberra bus and light rail services only. You simply need to tap on and tap off the bus or light rail service you are travelling on.
- Customers should continue to tap on and off using MyWay and follow all COVID Safe travel measures in place.
- Registering your MyWay card remains important and will also supplement contact tracing efforts if needed.
- Keep your MyWay card details up to date by completing the change of details form when you change address, email address or phone number to assist with contact tracing.
- Transport Officers and Canberra Metro customer services staff are available at major stops and stations to assist customer if they have any questions.
- Transport Canberra is working with COTA to ensure that senior customers are provided with the relevant advice in relation to the Check in CBR process onboard bus and light rail vehicles.
- Drivers are not able to help check in customers.
- To find out more visit *www.transport.act.gov.au* or call 13 17 10.

Vaccination Clinic public transport

- Transport Canberra will be providing free transport on bus and light rail for anyone who is travelling to a COVID-19 vaccination clinic from Friday 3 September when the AIS mass vaccination clinic opens.
- To access free travel, customers need to have their vaccination booking information available to show the driver or customer service officers on request.
- Customers are asked to track their travel using the Check In CBR app on all public transport services.
- You can plan your trip ahead of time using the Journey Planner at *www.transport.act.gov.au*.

AIS Arena Mass Vaccination Clinic

- The R9 will service the AIS clinic from Dickson and Belconnen interchanges. The service will divert slightly to drop off and pick up customers from the vaccination site.
- The service operates every 15 minutes on weekdays (until 8pm) and every 30 minutes on weekends.

Canberra Airport COVID-19 Vaccination Clinic

- A free shuttle bus service is available from the Airport Terminal bus stop to the Canberra Airport COVID-19 Mass Vaccination Clinic.

- The shuttle service operates from 7.50am until 4pm, 7 days a week with services every 15 minutes.
- Customers can connect with the Rapid 3 from the Airport Terminal stop (regular fares apply).

WASTE DROP-OFF SERVICES

- From Saturday 28 August 2021 a limited range of waste drop-off services will reopen for public and commercial use.
- The services will include:
  - Resource Management Centre on Flemington Road, Mitchell
  - Resource Management Centre on Mugga Lane, Symonston
  - Soft Landing mattress disposal in Hume
  - Green waste drop-off on Mugga Lane
- Green waste drop-off on Parkwood Road will reopen on Monday 30 August 2021.
- Users of these services will need to comply with safety measures to reduce the risk of potentially spreading COVID-19 in the community.
- These measures include QR code check ins (accessible from their vehicle), contactless payment for weighbridge tolls, designated lanes at drop-off points, strict no-exiting of vehicles unless at their designated drop-off point and traffic marshalling.
- Users are asked to only use the services provided if absolutely necessary. Safety measures and traffic marshalling are likely to result in added time delays and queues for drop-off.
- The Green Shed located at Resource Management Centres will remain closed to help ensure public safety.
- For more information visit *www.cityservices.act.gov.au*

ACCESS CANBERRA SERVICES

- Access Canberra Service Centres including Hume and Mitchell are currently closed.
- You can do most Access Canberra transactions online, visit *www.accesscanberra.act.gov.au*.
- If you need a service for essential purposes please call 13 22 81. We are working through options to deliver time critical and essential services that cannot be done online or over the phone in a way that is safe for both our staff and the community. Please be patient and continue to check the website for updates to available services.
- Please be patient as our Contact Centre are currently experiencing longer than normal wait times.
- Access Canberra are doing everything they can to answer your enquiries quickly, please treat our staff with kindness and respect as we get through this together.

Contributed by Access Canberra and last updated on 26 August

COVID-19 Compliance

- Since the announcement of the ACT lockdown on 12 August 2021, Access Canberra and Health Protection Services has been undertaking widespread education and engagement with businesses to ensure compliance with the ACT lockdown requirements.
- Inspections are focused on key areas including retailers, pubs, clubs, bars, restaurants, cafes, gyms, brothels, food courts, entertainment venues and sporting centres.
- Inspections are being conducted during business hours and on weekends and weekday evenings. The focus of these inspections is to provide education to businesses and monitor compliance with the restrictions.

The ACT has been largely compliant, with low levels of non-compliance, most of which have been resolved through information and education on the spot.

- Access Canberra and Health Protection Services is continuing to work closely across government agencies to monitor compliance with the Public Health Direction, identifying pressure points, and sharing that information across Government, including with the Chief Health Officer, Public Information Coordination Centre and ACT Health to ensure clear messaging and timely information is available for businesses and the community.

Reasonable Steps

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only. This includes:
    - Every business will have unique requirements and you should put into place arrangements suitable for your specific needs
    - Providing online or click and collect as the primary service
    - Asking customers to wait outside or in their vehicles while they wait for food or drink
    - Providing clear guidance to customers on the need to purchase and leave – not to browse
    - Removing all furniture that people may sit on.

Contributed by Access Canberra and last updated on 26 August

ROADS AND INFRASTRUCTURE

- Existing construction projects will be closed. Safety and security are paramount and all sites will be made safe. Sites will be secured to prevent entry. Where projects are underway on our road and path network, additional signage, fencing and bollards will be installed to ensure public safety where required.
- Roads ACT will continue to support community safety by responding to emergencies as required.
- Transport Canberra and City Services is planning for situations where significant impacts on service delivery occur. In these circumstances, priority will be given to continuing the delivery of critical services related to public safety and wellbeing. This includes working closely with contractors, ACT Policing and the AFP.

- For the latest updates see the *ACT Government COVID-19 website*.

Updated by TCCS on 13 August

ACT EMERGENCY SERVICES AGENCY

- An ACTESA Incident Management Team (IMT) has been set-up to support with WhOG COVID-19 support operations (IMT active since 13 August).
- The ACT Emergency Services Agency (ACTESA) is providing support to the ACT Health Outbreak Resource Centre.
- Volunteers from the ACT Rural Fire Service and ACT State Emergency Service were providing water distributed information to people queuing for testing at EPIC, Weston Creek Walk-in Centre and Brindabella. While this has now ceased, with a Rapid Response Team available to recommence activities if required.
- ACTESA is supporting Community Services Directorate (CSD) with pick-up and deliveries of essential food and items to vulnerable people. Today marked the 1000th delivery completed by a team of over 170 volunteers.
- ACT Fire & Rescue Community Fire Unit volunteers have cumulatively conducted over 1000 of contact tracing.
- More than 50 volunteers have delivered over 1,000 laptops and educational resources to enable remote learning.
- ACTESA has delivered 98,000 facemasks and more than 300 litres of hand sanitiser to ACTESA members, volunteers, and community partners.
- Logistical support continues with ACTESA support to residents of Condamine Court in Turner after the Housing ACT complex was named as a COVID-19 close contact exposure site on Monday 23 August 2021.
- ACTESA is providing Liaison Officers (LOs), mapping support, scribes, Resource Officers and Logistics Officers to the Outbreak Resource Centre (formerly the HECC).
- ACTESA has updated all Electronic Fire Danger ratings signs on all major roads with COVID-19 messaging (total of 12 signs)

Updated by ACTESA 27 August

SPORTING ORGANISATIONS

- Community sport is not considered essential – competition and training activities, both indoors and outdoors, should not occur in accord with health directions. This includes any coaching/professional service, including where it is on an individual basis.
- Indoor sporting facilities, including pools, gyms and dance facilities, should not open.
- ACT Government sportsgrounds are closed.

- We know the importance of exercise for our physical and mental health. Outdoor exercise, for no more than one hour a day, can continue provided that this is with no more than one other person or only with members of your direct household.
- To limit the movement of people within the ACT any outdoor exercise should be within your immediate home region/district (eg Belconnen, Tuggeranong, Weston Creek).
- While some sports like tennis, rowing and golf may argue that participation can continue within the parameters of these guidelines, advice is that for this immediate seven-day lockdown people look to pursue alternate forms of localised physical activity.
- Under the public health directions, professional athletes are considered essential.
- This only applies to someone who derives an income from their sport – it's their livelihood.

Contributed by Economic Development on 19 August

JUSTICE AND COMMUNITY SAFETY

ACT CORRECTIVE SERVICES

- ACT Corrective Services is operating under Stage 3 of the Pandemic Arrangements.
- The safety of all staff and detainees is our number one priority and remains at the forefront of our decision-making during this time.
- This includes the suspension of face-to-face visits at the Alexander Maconochie Centre (AMC) for the duration of the lockdown. This includes all legal and professional face-to-face visits.
  Audio visual visits will be maximised.
  All non-essential detainee movements within the AMC have ceased.
- Other changes include the suspension of programs and education at the AMC.
- Restrictions will be reviewed towards the end of the lockdown and changes will be made accordingly.
- Staff are required to wear masks at the AMC.
  Touch points in the AMC are being cleaned as well as the daily disinfection of admissions cells.
  Specialist intervention services continue to support detainees and staff in the AMC – with minimised face-to-face contact.
- The organisation Karralika Programs Inc., which offers a range of alcohol and drug programs, will commence phone counselling to detainees on Mondays, Wednesdays and Fridays from this Friday 27 August.
- On 19 August 2021 an ACT Corrective Services staff member tested positive to COVID-19. The staff member has not attended the workplace since exposure on 12 August 2021.
- ACTCS continues to work closely with colleagues within Health to identify and monitor close, casual and secondary COVID-19 contacts, take their advice and respond accordingly.
- All correctional officers at the AMC are eligible for the vaccine under phase 1B. They have been encouraged to be vaccinated at an ACT Government clinic or through a participating general practice.
- All detainees have been offered COVID-19 vaccinations.

- This includes when first entering the AMC and follow up reminders.
- As of 12 August, 61% of detainees currently in custody have received their first COVID-19 vaccination and 55% their second dose. This number fluctuates as detainees enter and are released from custody.

Contributed by Justice and Community Safety on 26 August

EDUCATION AND EARLY CHILDHOOD

General

- During the lockdown families should keep their children at home.
- *Home learning resources* by year level are available on the Education Directorate's website for students and families who wish to undertake self-directed learning from home. Schools will use this time to transition to remote learning.
- All ACT schools will remain open for children of parents who cannot work from home and vulnerable children for supervision and general learning activities. Those students will be able to attend their usual school.
- Year 11 and 12 College students are encouraged to continue with their current assessment tasks from home.
- Children 12 and over *in the community* are required to wear masks, but children who are 12 and over and *in primary school* will not be required to wear them when they attend school sites.
- Schools will check in on vulnerable students.
- Ongoing cleaning and hygiene measures will remain in place at school sites.

Remote Learning

- From Friday 20 August all ACT Public Schools have moved to remote learning.
- Many students and families are also engaging with self-directed online learning using the Education Directorate's Home Learning Resources available on the web site.
- Families who require devices or internet access are being assisted.
- Families have been asked to keep children at home if they can, however, vulnerable students and children whose parents or carers cannot work from home are able to attend their usual school.
- A registration process will be instigated once a child attends their school. This will involve a short form that families are required to complete and return to their child's school as soon as possible.
- The form requires families to advise which days they need to send their children to school and identify any individual needs and requirements to support safe attendance at school during lockdown.
- In addition, schools will maintain contact with students who may be vulnerable to identify whether they will attend school.
- The registration process will help schools roster staff to attend for onsite supervision.
- Business Managers at each school will be responsible for maintaining the registration process.

- The Education Directorate will monitor student registration numbers/attendance closely and provide supports to schools if required.

Out of School Hours Care

- Out of School Hours Care can remain open during remote learning for children who need to attend, such as vulnerable children but families are encouraged to keep their children at home.
- The ACT Government will work to support Out of School Hours Care providers, including accessing information about Commonwealth support in the event of closures and/or significantly reduced attendance.

Community hiring of school facilities

- Community hiring of school facilities is suspended during the period of the lockdown.

ACT Scaling Test (AST)

- The ACT Scaling Test (AST) was scheduled for Tuesday 31 August and Wednesday 1 September 2021.
- As the ACT is in lockdown, the AST has been postponed until Tuesday 12 and Wednesday 13 October 2021.
- The ACT Board of Senior Secondary Studies (the Board) acknowledges that this can be a stressful time for students and families.
- The Board is committed to the health and well-being of students and to processes that support the validity of academic results.
- All plans and arrangements for the AST will be subject to the public health directions and advice at the time.

Vaccination program in schools

- The ACT Government supports the Commonwealth Government's intention for all Canberrans aged 12 and over to be vaccinated by Christmas. This matter will be further considered by National Cabinet.
- It is important to note that achieving this goal in the ACT will be subject to sufficient and timely vaccine supply, which has not been confirmed by the Commonwealth at this stage.
- ACT Health and the Education Directorate have been collaborating on potential options for school vaccination programs.
- Any program will need to be delivered in conjunction with the Catholic Education Office, and the Association of Independent Schools to ensure equitable access for all students. We will keep you updated as we make further progress on this issue.

Impacted schools

- Since the beginning of this outbreak, a number of schools have been impacted either with cases within their school communities or by being listed as an exposure site.
- These schools are:
    - Gold Creek School
    - Holy Spirit Primary School
    - Lyneham High School
    - Harrison School
    - UC SCC Lake Ginninderra College
    - St. Thomas Aquinas Primary School
    - Instrumental Music Program
- Close contacts within these communities were contacted and advised to quarantine.
- All of these school communities have now either left quarantine or are in the process of leaving quarantine.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

- **Early childhood and care centres**
- A number of early childhood and out of school hours care providers have also been listed as exposure sites since the beginning of the outbreak. These are:
    - Chapman Primary After School Care
    - Goodstart Turner
    - Ginninderra ECC
    - Bright Bees
- Close contacts within these communities have been contacted and advised to quarantine.
-

Wellbeing

- The Education Directorate acknowledges that this is a difficult time for our ACT public school families and students.
- We are all going through this together, so please continue to be kind to each other and to yourselves during this time.
- Everyone is experiencing the anxiety and uncertainty of COVID-19 and people need different types of support to help them through lockdown.
- If your ACT public school children and young people require extra help and assistance, our school psychologists area available to provide support through telehealth. To access the service, a booking request may be made via an online form or by calling 6205 1559 between 9:00am and 4:30pm.
- There are also a range of services available for the ACT community to access if you need to reach out for support.

Contributed by Education and last updated on 27 August

LOCAL BUSINESS SUPPORT

COVID-19 Business Support Grants

- Applications are now open for the COVID-19 Business Support Grants.
- The grants will deliver up to *$10,000 for employing businesses* and up to *$4,000 for non-employing businesses* over the three-week lockdown period where the business can demonstrate turnover has declined by 30 per cent or more as a result of the COVID-19 public health measures.
- Applications will open at 9am on Thursday 26 August 2021. Businesses can apply at any time before 7 October and only need to apply once.
- Payment will be made in a lump sum on average within 30 days of receiving a correctly lodged application. If we need to seek further or updated information from you to correctly assess your claim, this timeline will be reset. Note that we expect high initial demand and the timeframe may need to be extended
- These grants are jointly funded by the Commonwealth and the ACT Governments will give support to small and medium businesses in the Territory who have been impacted by the lockdown measures.
- The COVID-19 Small Business Hardship Scheme will enable eligible ACT small businesses to apply to the ACT Government to receive credits for payroll tax, utility charges, rates and other selected fees and charges up to a maximum of $10,000 per operator. To be eligible for credits the applicant must be able to demonstrate 30 per cent loss in revenue. Details of this scheme are being finalised.
- More information about these programs is available on the *Business Hub website.*

Updated by Economic Development on 25 August

Covid-19 Disaster Payment

- Employees who are unable to earn an income during the lockdown may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from $200 to up to $750 depending on the hours of work lost during the lockdown and other eligibility criteria.
- Applications are now open on the *Services Australia website*.

Updated by Economic Development on 26 August

LOCAL BUSINESS ISSUES

Changes to lockdown restrictions

- Today the ACT Government announced some practical refinements to the business restrictions in the Public Health Direction for the period of the ACT lockdown.
- The refinements to the Public Health Direction will come into effect as at 11.59pm Friday 27 August 2021. The adjustments are being made to make it simpler for businesses to manage and conduct their business safely during the lockdown.

Non-essential retail businesses

- The refinements will allow non-essential small and local retail businesses to operate a click and collect or click and deliver service, with no more than two people permitted to be present at the business at any one time.
- The definition of a small and local retail business is one that, at 12 August 2021, had 20 or fewer full time equivalent staff working for the business. This includes the owner or operator. Any casual or part time employees are taken into account as a fraction of a full time equivalent.

All other non-essential businesses

- All other ACT businesses, which have not been permitted to operate under the current Direction, can have up to two people enter the business premises for the following reasons:
- For essential maintenance work or other work to ensure the safety of the premises.
- As required or authorised by law.
- For emergency purposes, for example, operating critical systems such as alarms, monitoring, cold storage, and utilities.
- To accept deliveries that cannot reasonably be delayed or diverted to another premises.
- To provide an urgent and essential service for the administration of the business, which cannot be undertaken at home, for example, administering payroll.

Essential retail businesses

- To provide further safety to employees of essential retail services, the following essential businesses will be required to operate through a click and collect service or click and deliver, with only the minimum number of employees necessary to be present on site to fulfil the services:
    - Hardware and building supplies
    - Agricultural and rural supplies
    - Pet stores
    - Businesses that predominately sell essential office supplies.
- Tradespeople will be able to continue to enter hardware and building supply stores.
- It is important to emphasise that the ACT remains in lockdown and people should be staying at home, leaving only for essential reasons. Please continue to abide by the public health measures and only leave home for the essential reasons.
- FAQs for businesses about lockdown are available at *www.covid19.act.gov.au/business/business-faqs*.

Contributed by Economic Development on 27 August

Support for businesses under the $75,000 turnover threshold

- For businesses that have a turnover under $75,000, and who are unable to earn an income during the lockdown, you may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from $200 to up to $750 each week of the lockdown depending on the hours of work lost during the lockdown and other eligibility criteria.
- More information is available on the *Services Australia website*.

Contributed by Economic Development on 25 August

Advice for essential businesses to help get customers in and out

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only.
- Reasonable steps to ensure that persons entering your premises minimise the time they spend at your premises include:
    - Every business will have unique requirements and you should put into place arrangements suitable for your specific needs.
    - Providing online or click and collect as the primary service.
    - Asking customers to wait outside or in their vehicles while they wait for food or drink.
    - Providing clear guidance to customers on the need to purchase and leave – not to browse.
    - Removing all furniture that people may sit on.

Contributed by Access Canberra on 19 August

Requirements for NSW/ACT border residents

- With regional NSW now also in lockdown, the ACT Government will continue to have a standing exemption for NSW/ACT border residents to cross the border for approved essential reasons under the ACT lockdown restrictions.
- The NSW Government has confirmed that NSW residents from the *approved postcodes* can leave home for essential work in the ACT if it is not possible to work from home. More information for NSW residents is available on the *NSW Government website*.
- Workers from the *approved postcodes* will need to fill in a NSW Government online declaration form to be able to enter NSW from the ACT.
- You must complete the NSW entry declaration form within the 24 hour period before you enter NSW or on entry. You are only required to complete a declaration form once every 72 hours.
- You can complete a NSW entry declaration form and find out more information on the *Service NSW website*.

Contributed and updated by Economic Development 15 August

Essential workers outside the ACT/NSW border regions

- Workers that live outside the ACT in one of the *approved postcodes*, can enter the ACT for an approved essential reason under the lockdown restrictions, such as essential work.
- But if you live outside these postcodes (i.e. in a COVID-19 affected area) and need to enter the ACT for essential work or healthcare reasons, you will be required to *seek an exemption*.
- Please note, applications for exemption from non-ACT residents seeking to enter the ACT from a COVID-affected area for work will only be considered if they are an essential worker in these sectors:
    - healthcare
    - government
    - education
    - maintenance and repair of critical infrastructure
    - members of parliament and staff
- During the lockdown, any other workers (even if they are considered essential under the lockdown rules, such as supermarket workers) are not considered essential if they seek to enter the ACT from a COVID-19 affected area.

Contributed by Economic Development 15 August (used in Business EDM)

Guests in hotels

Hotel restaurants are not permitted to offer seated dining arrangements and should only offer room service or takeaway only at this time.

Unless guests are in quarantine, they can leave their hotel room for the following reasons:

- to buy essential groceries and medicine
- to access essential healthcare including in-home care
- for essential work
- to exercise outdoors for one hour per day in your region
- to get a COVID-19 test
- to get a COVID-19 vaccinated.

Guests are able to leave the hotel to return to their principle place of residence. Taxis, rideshare and hire cars are operating.

No new 'recreational' bookings should be taken during lockdown. Bookings may be accepted for:

- a person avoiding or escaping an emergency
- a person who is an essential worker
- a person requiring any other form of emergency accommodation

Contributed by Economic Development on 14 August

Updated by PICC 12 August

Check In CBR advice for essential businesses

- It is now mandatory for anyone aged 16 years and over, including staff, to use the Check In CBR app if they are on business premises, no matter how brief the length of time.
- The check in process is quick and simple to use, and there should be no additional burden for staff.
- business owners should include how they are supporting their staff to meet this requirement in their COVID Safety Plan.
- Business owners and their staff have a general power to refuse entry or service on reasonable and lawful grounds.
- You may refuse a person entry or service if a customer does not comply with the requirement. This may apply where a person hasn't checked in or they refuse to do so on request. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult you can seek assistance from ACT Policing on 131 444.
- For more information on your rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: https://business.gov.au/people/customers/refusing-service
- Businesses must use their best endeavours to require everyone on its premises to check in, this could include:
    - Active monitoring of points of entry.
    - Requesting that people show staff the 'green tick'.
    - Signage or messaging in clear view advising of the need to check in.
- As well as scanning a QR code, there is the option to check in using the six digit number located under the QR code.
- Businesses may also want to remind people of their legal obligation to check in, and potential penalties for failing to do so.
- That is a person may face a fine of $1,000 if they fail to comply with the check in requirement.
- For anyone who does not own a smartphone or forgets to bring it with them when going out, businesses have the ability to check people in on their behalf through a business profile function on the Check In CBR app.
- The business profile function ensures the customer's information goes straight to ACT Health and does not get recorded on the device to ensure privacy.
- You could also suggest anyone with them can check them in on their own smartphone as a frequent guest.

Updated by Economic Development on 19 August

Advice for business on customers breaking public health direction

- Business owners and their staff can refuse entry or service on reasonable and lawful grounds.

- A business may refuse a person entry or service if the business knows the person is breaching public health directions. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult a business can seek assistance from ACT Policing on 131 444.
- For more information on rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: https://business.gov.au/people/customers/refusing-service

Contributed and last updated by CMTEDD on 3 August

Advice for commercial cleaners

- Commercial and domestic cleaning services can operate to provide cleaning services for:
    - A business that is deemed essential or a non-essential business that is permitted to operate within the Direction.
    - Shared spaces of multi-residential dwellings.
    - A residential premises where the premises is vacant, and the service is urgent or time critical.
    - A residential premises for a vulnerable person.

Updated by Economic Development 27 August

Advice for forest and timber workers

- As of Wednesday 18 August, forest and timber workers have been added to the Chief Health Officer's list of essential businesses, activities or undertakings.

Contributed by EPSDD 19 August

COMMUNITY SERVICES

Domestic and family violence services

- Canberra's domestic and family violence services are essential services and will remain open during lockdown.
- While the ACT is in lockdown if you are not safe at home, you can leave.
- If you are living with domestic and family violence help is available.
- If you are in immediate danger call ACT Police on 000.
- A full list of domestic, family and sexual violence services is available on covid19.act.gov.au.
- If you are worried about your safety, or the safety of your family, you can call:
    - Police Operations on 131 444 (24 hours)
    - Domestic Violence Crisis Service on 02 6280 0900 (24 hours)
    - Canberra Rape Crisis Centre on 6247 2525 (7am – 11pm)
- If you need an interpreter call Telephone Interpreter Service on 131 450 and ask them to call Domestic Violence Crisis Service on 02 6280 0900.
- We are working closely with our domestic and family violence services to understand the emerging needs of the sector and those they support.

- We know the pandemic is having a significant impact on services that support those who are experiencing domestic and family violence.
- Already support services are seeing an increase in the complexity of cases of domestic and family violence.
- We expect demand for support services to grow as the lockdown continues and we will work closely with the sector to help them meet this demand.
- We are expecting to see higher dependence on hotel/motel accommodation to meet the immediate needs of people experiencing domestic and family violence.
- Over the last week there has been some uncertainty about what domestic and family violence services are open.
- For clarity, the ACT's domestic and family violence services remain open during COVID-19 lockdown, and you can leave your home if you do not feel safe.
- Some service may operate differently, for example face-to-face consultations may be replaced with phone and video calls.
- Around the world the COVID-19 pandemic has seen an increase in the incidents of domestic and family violence.
- Some people experienced domestic and family violence for the first time.
- If your relationship has changed, or you have noticed changes in a friend's relationship, help is available.
- If you are using violence, or thinking about using violence, help is also available.
- There are details of services on the ACT's COVID-19 website covid19.act.gov.au
- During lockdown the ACT Government is rolling out a campaign to reinforce that help is available and to raise awareness that services are open.
- Initially advertising will run on social media and digital channels.
- The campaign is underway now and will continue while lockdown continues.

Emergency food relief

- Free food and essential items are available for Canberrans who need it during the seven-day lockdown.
- Any Canberran who is significantly and adversely impacted by this lockdown and is unable to feed their family or themselves are encouraged to call VolunteeringACT on 1800 43 11 33 between 9am and 5pm any day during this 7-day lockdown to request a shopping order be placed on your behalf.
- Your order will be collected by the ACT Emergency Services Agency and delivered to your door.
- We are experiencing a high demand for this service.
- I want to remind Canberrans who need this support to leave a message on the line if their call is not answered, and we will get back to you. All calls so far have been responded to and orders are continuing to be placed.

Contributed and updated by CSD 24 August 2021

Housing ACT

- Housing ACT is still open online and over the phone and will continue to provide essential services and support.