



19th March 2020

Coronavirus (COVID – 19) Update

This is a difficult and uncertain time. The rapidly changing circumstances surrounding the coronavirus disease (COVID-19) are challenging and having a significant impact on the way we lead our lives.

CENSW is paying close attention to the potential impacts of the COVID-19 outbreak and continually monitoring Governmental information to ensure the safety and wellbeing of our staff, Co-ops and tenants. This is our first priority.

We have developed the following response measures that aim to minimise any risk to Co-ops, tenants, staff, the community and ensure the ongoing delivery of our services.

1. Health and well being

The safety and well-being of our co-ops and tenants is a priority. We need to work together in these uncertain times and support each other.

- Please keep up to date with the latest health advice as this is changing rapidly. For regular updates on the virus and its impacts, the [Commonwealth Department of Health](#) and [NSW Health](#) have useful advice and resources. Both these sites contain information in languages other than English.
- Please follow good hygiene and social distancing practices. Social distancing means we reduce the number of close physical and social contacts we have with one another. These help to slow the spread of COVID-19. [Here is a 'plain English' fact sheet](#) used by one of our partners, the Supported Independent Living Cooperative, a disability service for people with high medical needs which contains information on how to implement these measures which may be useful.
- We are in direct contact with those Co-ops and tenants in shared living or support arrangements to ensure that plans are in place to prevent the spread of the virus and respond to any potential or actual infections.
- We are required to report to government any instances of COVID-19 in our properties. Please contact us immediately if you have contracted the virus or are in self isolation due to being in close contact with someone who has the virus.



I am aware that many co-ops and communities have in place a range of measures to support the health and well-being of members and tenants. Thank you. Working closely with your Board and other members and tenants is critical for assistance and support during this period.

2. Services

We are committed to providing uninterrupted services to our Co-ops and tenants and have taken the following steps to ensure our service delivery during this period:

- CENSW staff will be working remotely from Friday 20 March. This means our office will be closed. Please do not come into the office.
- All our services including co-operative development, tenancy management, maintenance and financial administrative support will continue to be provided. Please continue to contact and liaise with CENSW as usual.
- We will communicate with you via phone, email, mail and other platforms where appropriate. We will not be conducting any face to face meetings during this time unless an emergency.
- Repairs and maintenance services remain unchanged at this stage. Property inspections will continue with the contractors putting in place appropriate precautions and protocols for their workers. We will also be asking some safety questions before sending contractors out as part of a risk assessment process. Once again please inform us if you have recently been overseas or are in self isolation. If you have any questions, please contact the maintenance line on 9356 9220.

This information will be posted on our website and we will advise you on any further updates or changes to our services.

If you need to contact CENSW for any reason relating to this virus or our response, please continue to email or phone us as usual.

For more information you can also call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, 7 days a week. If you require translating or interpreting services, please call 131 450.

Please stay safe.

Kind regards



Nick Sabel



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