

COVID-19 Question Register

The following questions in this document have been asked during the Webinar.

The questions and their answers can be located by referring to the *timestamps below.

*Timestamp refers to the actual time this question was asked and answered during the webinar.

Episode 19

Timestamp	Question
0:01:27	From your experience, what do our managers need to do and what insights can you give us as to Health's expectations?
0:08:28	You mentioned the section 62 order, which we saw a slight change in the public health to reflect multi-unit dwellings as a potential high-risk area. Then you mentioned the preference for the stop and stay, which is a looser way of dealing with that. Is that what you've been doing predominately?
0:13:18	We did receive a letter from Dr Chant, which covered a request to close common facilities because of the high risk of transmission. Can you talk about that from a Health perspective any recommendations you can give?
0:16:02	What's the best way for a strata manager to notify NSW Health of COVID positive results?
0:20:51	QR codes are not mandatory, how helpful are they for contact tracing?
0:24:21	What's the Strata Manager responsibility when Owners and Agents refuse to provide or update occupant contact details?
0:26:13	Can you provide an update on the Section 62 public health order requirement to lock down a building?
0:29:59	Who is liable for deep clean costs given they can be expensive? Is there any charge back potential for lots with occupiers not doing the right thing (i.e., not Isolating, wearing masks) Has anyone sought/given legal advice on this?
0:31:49	Can you please provide the link for QR codes?
0:32:41	The SSMA overrides privacy principals which is often the push back from rental agents. Is this correct?
0:33:13	What are your thoughts on bulk QR codes vs 1 by 1?
0:34:23	What would an OC do if they don't have the funds to cover a deep clean?
0:35:20	If there is a COVID positive case in a building and NSW Health do not contact the strata manager, does the common property need a deep clean or is it only if contacted?
0:37:14	Are you able to provide some companies who do it cheaper?
0:37:47	What do we do if we don't hear from NSW Health, and we have a couple of COVID positive cases?
0:39:08	Who would we be contacting and how, in cases where it appears it may have been spread within a strata plan?
0:39:45	We have had over 15 buildings with infected residents. We arrange for every second day to collect their personal rubbish by sending an SCA cleaner gowned up to collect and disinfect their waste. The cleaner then places it in their marked bin and disinfects the bin. Many owners are telling us this is biohazard waste and should be removed off site and not placed in bins. In some cases, one bin is shared between two units so is their risk to the non-infected apartment in touching the bin with their neighbours infected waste?
0:41:11	I keep getting asked from the residents about contact tracing requirements and what is close vs casual. I understand this information is relayed by NSW Health, but if I cannot call and find out the information to rely to the residents, what can I do?

0:42:47	I have internal gyms and pools that have remained open, and the committee are reluctant to close these spaces unless they get clarity from Health officials. Can you please clarify?
0:44:19	At one of our buildings, the infected resident was taken to and from hospital 3 nights in a row. The first time the ambulance drivers cleaned up and disinfected touch points, but by the third trip little to no cleaning was done. Should the strata plan deep clean every day if it occurs or just send someone to wipe down touchpoints?
0:45:48	What is the strata managers responsibility if there is a building manager? Shouldn't the building manager take responsibility for the property?
0:47:07	Can NSW Health provide more information on "double masking" as featured in today's herald and different styles of masks e.g., N95. The CDC in the U.S. is offering a lot of advice about how to properly wear masks, and this should occur in Australia.
0:47:55	What process should we follow when residents have been requested to self-isolate, but they continue to walk around the building. In some cases, they are positive cases as well. When police are advised they advise they are swamped and unable to attend the site.
0:49:04	Dealing with a COVID-19 outbreak takes a great deal of administrative work. Does the panel have an opinion on the strata manager charging additional fees?
0:51:56	We have a handful of Committees that want to physically lock outdoor pools, rather than just erect signage to confirm that the facility is closed. We have been reluctant to apply locks in the event that a child climbs a pool fence, needs help to get out, but no one can easily get in to assist. Have you had any experience/advice regarding use of locks vs signage?
0:54:27	I have been advised by a lawyer not to advise any residents as it is not within the scope of the agency agreement. I feel it is necessary to present general info out of duty of care. As per the guidelines we are to await the public health unit to advise of the next steps. None of this has happened and we are just going through the motions as per duty of care but with no real guidance from the government bodies. Please provide advice.
0:56:27	With respect to formal advice of a confirmed COVID positive case. Our office has been advised by a leasing agent that their tenant has returned a positive case. We are yet to be formally advised of this case from NSW Health and have been advised by SESLHD that tracers won't make contact without a QR Code. Can I confirm that NSW Health will formally advise our office of this case, or do we take the Leasing Agents word that there is positive case?
0:57:35	We have some buildings where a resident(s) has been removing the mask and other COVID related signs. Any ideas on how to deal with this?