



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

/INNOVATION
CAMPUS

Frequently Asked Questions

Where do I find more information about keeping my staff safe as they return to the office?

It is expected that all UOW Innovation Campus stakeholders follow the guidance of the Australian Government and Safework Australia within their tenancies and/or buildings and when visiting all Campus common areas.

Most importantly, if any members of your team is unwell with symptoms of fever or a respiratory tract infection (such as sore throat, cold, cough, aches, or shortness of breath) tell them not to come onto Campus and encourage them to get tested for COVID-19.

For the latest resources on returning to back to work, please visit the following sites:

- <https://www.australia.gov.au/>
- <https://www.safeworkaustralia.gov.au/>

UOW staff and students are encouraged to visit the UOW COVID-19 Response website regularly for the latest UOW updates at <https://www.uow.edu.au/coronavirus/>

We also encourage our Campus community to download the COVIDSafe App by visiting this website: <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

How will common areas, such as restrooms and end of trip facilities be cleaned and maintained during the re-population phase?

Our cleaning staff will clean and maintain all common areas according to the recommendations and protocols of the Australian Government and NSW Health. A survey was recently sent to our community to understand the movements across Campus over the coming months. We will use this information to inform our cleaning process going forward and will scale up cleaning in our common areas as required. With cleaning staff on Campus almost around the clock, we can quickly increase the cleaning of our common areas to ensure any risks are minimised. Our cleaning contractor is also consistently reviewing their labour resource plan to ensure the cleaning of the UOW Innovation Campus is maintained to NSW Health guidelines.



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Is the University undertaking any extra cleaning measures during this period to ensure the health and safety of our community?

The UOW Innovation Campus will continue to follow all Australian Government and NSW Health advice to minimise risk. We are currently undertaking the below:

- Cleaners continue to undertake toolbox training with staff to re-enforce the need for cleaning of public areas and surfaces. Cleaners are also advised on ways that they can stay safe and therefore reduce the risk of spreading infection;
- Cleaning of restrooms and common areas has increased across all Campus buildings;
- Cleaners are retraining for infection control cleaning;
- Cleaners have implemented a safe operating procedure to increase touch point cleaning which protects our community and cleaning staff;
- Facilities Management are continuing to review cleaning stock and will work with suppliers, while looking for alternative solutions; and
- Facilities Management will continue to monitor air flow within the buildings. Facilities Management will continue to service and maintain the AC equipment as per Australian Standards and best industry practice, so the health of the equipment and occupant is always maintained.

What other measures are in place to minimise risk to our Campus community?

The University of Wollongong are putting in place various measures to minimise risk at the Innovation Campus. Building on our stringent cleaning measures, we are undertaking the following:

- NSW Government respiratory hygiene posters will be placed throughout our common area;
- Social distancing signage will be placed in high traffic and common areas;
- Maximum occupancy signs will be placed near all Campus elevators;
- Maximum occupancy signs will be placed near Innovation Campus and SmartSpace meeting, training and boardrooms;
- Social distancing reminders will be placed throughout co-working in our SmartSpace facility; and
- Hand sanitising stations have been placed across the Campus, with further stations on order.



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Will access to buildings across the UOW Innovation Campus be amended during the re-population phase?

The main doors to our commercial buildings, The Central and Enterprise 1, will be accessible without swipe card during business hours, Monday to Friday. The accessibility of other buildings on Campus may be altered following discussions with building occupants and managers.

If there are any maintenance contractors attending site, what additional OHS protocol will be in place to protect our Campus community?

All contractors who attend the UOW Innovation Campus will add the current protocols around COVID -19 to their pre-start risk assessments and enact their procedures appropriately across the Campus.

How can the Innovation Campus Management team help my organisation return to Campus?

In order to assist our all our Campus stakeholders transition back to their Innovation Campus offices and buildings, the Campus Management team has formed a 'Returning to Campus Working Group'. The Working Group will work hard to ensure your transition back to Campus is as smooth as possible by providing up-to-date information from Safework Australia and the Australian Government on how to minimise risk as you return to the Innovation Campus. In addition, the Working Group will continue to communicate with our Campus community and respond to any returning to campus enquiries promptly.

Please feel free to contact us if there are questions, information or support required for Campus:

1. Access
2. Security
3. Occupancy and area usage constraints
4. Conference room use
5. Health related signage
6. Cleaning and hygiene supplies
7. Common area usage
8. Visitors and tours
9. Parking support
10. Tenant/Landlord responsibilities
11. Facility status
12. Any other questions



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If one of my students, staff or guests are displaying symptoms consistent with COVID-19, who within Innovation Campus Management should I let know?

The University of Wollongong ask that you promptly notify the below contact if a confirmed case of COVID-19 occurs within your tenancy, including a student, staff member or guest. This person will then confirm the University's response.

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