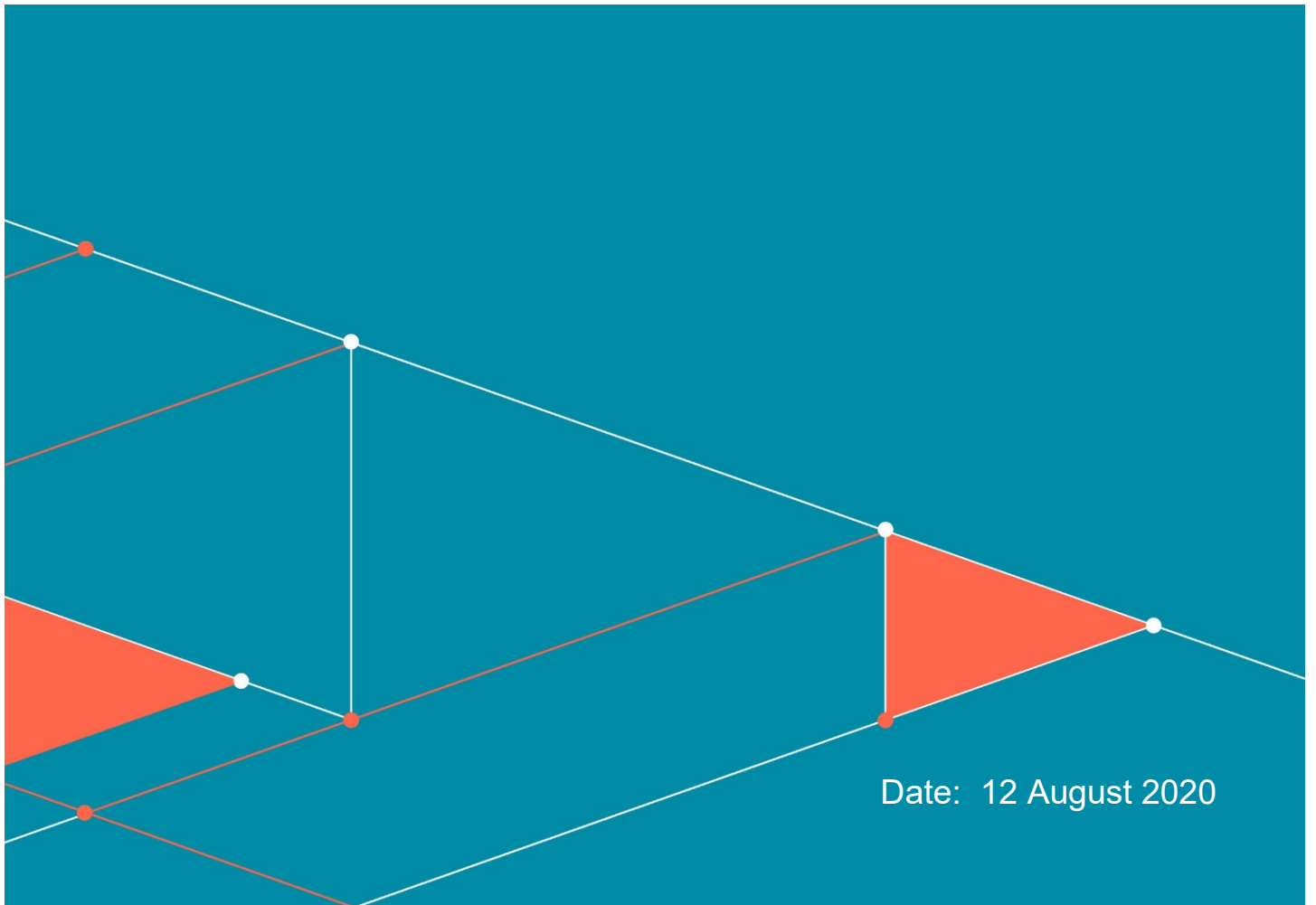


Protocol for notification of COVID-19 cases



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1 Document purpose

The objective of this Protocol is to set out Court Services Victoria's (CSV) obligation for proactive notification of coronavirus (COVID-19) cases at Victorian courts and VCAT buildings, aimed at preventing and controlling further exposure.

The Protocol identifies:

- ◆ how information on COVID-19 cases is collated,
- ◆ the person(s) responsible for communicating at the various levels,
- ◆ what information to communicate,
- ◆ the person(s) responsible for notifying WorkSafe as a notifiable incident,
- ◆ the person(s) responsible for determining what extra levels of cleaning (Deep clean and BIO clean) to be undertaken in addition to the everyday clean.

2 Background

2.1 COVID-19 pandemic

On 11 March 2020 the World Health Organisation declared the SARS-CoV2 Virus (COVID-19) a global pandemic with countries around the world declaring a range of lockdowns and public health measures to protect populations.

As part of these measures the Victorian Government declared a State of Emergency and announced Stage 3 restrictions that included closure of non-essential businesses and the advice to employees to work remotely from 25 March 2020. The State of Emergency has been extended to now been extended to 11.59pm, 16 August 2020.

The courts were for the purpose of the Chief Health Officer's Directions considered an essential service.

CSV has been required to provide significant support to the courts and VCAT to ensure their continued operations in a safe manner. The response by CSV and the jurisdictions to COVID-19 is guided by the following principles:

- ◆ continue to provide access to justice with priority given to hearing critical matters,
- ◆ ensure the health, safety and wellbeing of court users, judicial officers and staff,
- ◆ work collaboratively across courts implementing common responses where possible,
- ◆ work collaboratively across the justice sector in developing responses,
- ◆ implement flexible and proportionate responses that can be scaled up or down as required.

2.2 CSV obligation to provide a safe environment

Court Services Victoria is committed to protecting the health, safety and wellbeing of all judicial officers, employees, contractors and court users.

The health and safety of all those that work and attend Victorian courts and VCAT buildings remains of the highest priority, particularly with the increasing community transmission of coronavirus (COVID-19) in Victoria.

As with all sectors in the Victorian community, the impact of COVID-19 on Victorian courts presents significant challenges and opportunities as courts and VCAT continue to provide essential services to the Victorian community.

Throughout the COVID-19 pandemic, CSV and all jurisdictions have been closely monitoring and responding to the latest advice issued by the Federal and Victorian Governments on COVID-19.

In response, CSV and the jurisdictions have introduced measures to help prevent the spread of COVID-19 in court and tribunal buildings. Measures will continue to be implemented and changed as the advice continues to evolve.

Notification of positive COVID-19 cases is an additional measure in managing the spread of COVID-19. From 5 August 2020, new obligations on CSV came into place under the Workplace Directions issued under the *Public Health and Wellbeing Act 2008*.

3 Measures Implemented in response to COVID-19

Following closely State and Commonwealth government health advice and other independent expert advice, the Victorian courts and tribunals have actively changed the way they operate in response to the COVID-19 pandemic. In addition, the Victorian courts and tribunals have implemented a series of measures to prevent the spread of COVID-19 and maintain a safe environment.

3.1 Workplace Bodies

3.1.1 CSV Emergency Management Team

The Emergency Management Team (EMT) forms an integral part of the Emergency Management Plan for CSV. The CSV EMT is a multi-jurisdictional team that activates when an event causes disruption to more than one jurisdiction or entity. The purpose of the CSV EMT is to provide at the highest level, oversight, support and management of the incident with a clear, consistent and integrated approach from all affected entities. It allows decisions to be made at the appropriate level and provides for clear identification of who is expected to respond across the entities.

The governance and management arrangements for dealing with critical incidents beyond the ability of one jurisdiction or entity to deal with is considered in the CSV Business Continuity Policy and Framework (19 July 2016). While the Courts Council provides overarching governance, the CSV EMT structure provides the details of the governance and decision-making structure in respect to events that cause significant disruption to the operations of the courts.

Led by the CSV EMT Team Lead (CEO CSV), the Decision Level EMT is made up of the CEOs of the jurisdictions and the CSV Chief Operating Officer.

A revised EMT structure was endorsed by the Courts Executive in February 2020. CSV's EMT met on 28 February 2020 to commence consideration of necessary actions and initiate detailed planning required for an all-jurisdiction response to the health pandemic. The EMT has been meeting on a weekly basis since then.

3.1.2 Emergency Operations Team

Focused on moving to the Stand down/Recovery phase, the Executive Operational Team (EOT) is responsible for advising and supporting the CEO CSV and Chair of the EMT on strategies and measures necessary for sustainable safe and secure court operations.

The EOT is also responsible for triaging and shaping communications in response to COVID-19, and feeding into CSV's Strategy Response Plan, which articulates the approach and efforts across the courts to ensure access to justice during the COVID-19 pandemic.

3.1.3 Incident Management Team

The Incident Management Team (IMT) was established with the specific role to provide advice and actively support the management of a situation where a person identifies they may have been exposed or confirmed positive to COVID-19.

These incidents could include:

- ◆ employees or others presenting in the workplace with COVID-like symptoms,
- ◆ employees who have been in the workplace who have undergone tests or who have tested positive for COVID-19,
- ◆ service partners or court users who advise of positive COVID-19 test.

3.2 Workplace Measures

While rapidly building the technical capability to move to a position where appearances are managed largely through an electronic and digital environment, several measures have been implemented across courts and VCAT in response to COVID-19 including:

- ◆ Development of a suite of policies to support staff at their workplaces – in the office and/or at home.
- ◆ Expanding the number of wellbeing programs.
- ◆ Posters depicting health and hygiene practices: hand washing, social distancing, use of hand sanitiser.
- ◆ Decals encouraging social distancing rules in every court/tribunal and office facility.
- ◆ Courtrooms, meeting rooms, public waiting areas, lifts, toilets and office spaces have been measured and assessed for functional capacity.
- ◆ Additional day cleaners are in place to carry out disinfection of all public facing touchpoints, toilets, washbasins, soap dispensers, hand sanitiser units, kitchens and office areas.
- ◆ Perspex hygiene screens have been installed at Registry counters.
- ◆ Alcohol based hand sanitiser dispensers are in place in a variety of public areas and back of house areas (and alcohol-based surface wipes) accompanied by signage to encourage good hand hygiene.
- ◆ Paper handling protocols for environments where the handling of paper cannot be avoided.
- ◆ The roll out of surgical masks starting with courts in metropolitan Melbourne and the Mitchell Shire.
- ◆ Changes to the security entrance requirements to reduce the number of people attending courts.
- ◆ Exemptions for the legal practitioners and Victoria Police from proceeding through the normal security entrance screening process at court buildings.
- ◆ Additional cleaning of security screening equipment, including disinfectant cleaning of X-ray trays after each use.
- ◆ Implementation of the COVID-19 Omnibus (Emergency Measures) Bill 2020 that authorises Court Security Officers to refuse entry to court venues and remove from court premises any person who advises they have COVID-19 or has been tested and awaiting results for COVID-19; advises they currently have flu like symptoms; or has visible flu like symptoms.

It should be noted that these measures do not constitute an exhaustive list, nor does it preclude the introduction of further specific measures to enhance and complement existing measures. As government advice continues to evolve, so too shall the measures implemented by CSV.

4 COVID-19 Notification process

CSV has established a COVID-19 notification process in line with the Department of Health and Human Services (DHHS) reporting requirements. CSV developed a proactive notification process of cases at Victorian courts and VCAT buildings, as an additional measure in managing the spread of the COVID-19 pandemic. This is now a mandatory process under the Workplace Directions issued as Part of the Stage 4 restrictions.

DHHS defines the following COVID-19 cases:

<https://www.dhhs.vic.gov.au/assessment-and-testing-criteria-coronavirus-covid-19#when-do-i-need-to-notify-a-case-to-the-department>

4.1 What is a confirmed case?

A confirmed case is someone who has been confirmed by DHHS to have returned a COVID-19 Test Positive. **This means that individual has been infected with the virus that causes COVID-19 and there is a risk that the individual may spread the virus to other people, including those they live and work with.**

4.2 What is a suspected case?

A suspected case is someone who has symptoms or signs of COVID-19 and who is being tested for COVID - 19 but has not found out the results of the test yet. **Until the results are known this means there is a risk that the individual might be COVID-19 infectious and therefore able to spread the virus to other people they come in contact with.**

Symptoms of COVID-19 include, but are not limited to:

- ◆ a fever ($\geq 37.5^{\circ}\text{C}$) or consistent fever of less than 37.5°C (such as night sweats, chills)
- ◆ acute respiratory infection (such as cough, shortness of breath, sore throat)
- ◆ loss of smell; and/or loss of taste.

4.3 What is a close contact?

Close contact means any person who has had contact greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, with a confirmed case during the Relevant Period. Relevant Period means the 48 hours prior to the onset of symptoms if symptomatic; or the person having been tested if asymptomatic.

Close contact can happen in many ways, but examples include:

- ◆ living in the same household or household-like setting (for example, a boarding school or hostel),
- ◆ direct contact with the body fluids or laboratory specimens of a confirmed case,
- ◆ being in the same room or office for two hours or more,
- ◆ face-to-face contact for more than 15 minutes in some other setting such as in a car or a lift or sitting next to them on public transport.

The full CSV Notification Protocol is triggered only when a court/tribunal or CSV has been advised a person who has attended a court/tribunal venue tests positive or is a notified close contact. However, under the Workplace Directions CSV is also required to take certain actions where they become aware of a suspected case in a worker who has attended a Work Premises in the period commencing 48 hours prior to the onset of symptoms.

Jurisdictions will report such cases to the IMT COVID-19 Response Manager who will actively support the jurisdictions with necessary actions, including what type of additional cleaning is required to be undertaken that same day.

Those obligations are:

- ◆ advise the worker to self-isolate immediately and support the worker in doing so,
- ◆ where the worker is unable to travel home immediately, directing the worker to isolate themselves at the Work Premises and, whilst doing so, to wear a face covering and remain at least 1.5 metres from any other person at the Work Premises, until the worker can return home later that day to self-isolate,
- ◆ advise the worker to be tested for COVID-19 as soon as practicable, and to self-isolate whilst awaiting the result of that test,
- ◆ take all reasonably practicable steps to manage the risk posed by the suspected case, including but not limited to,
- ◆ cleaning areas of the Work Premises used by the worker (including their personal workspace and any areas in the Work Premises frequently used by the worker),

- ◆ cleaning high-touch surfaces at the Work Premises likely to have been frequented by the suspected case,
- ◆ have records available to support contact tracing (staff and all others attending the workplace,
- ◆ inform all workers (including the health and safety representative) to be vigilant about the onset of symptoms and advise all workers to be tested and self-isolate if they become symptomatic.

If there are three or more suspected cases at one Work Premises within a five day period, CSV is required to undertake a risk assessment to determine whether the Work Premises (or the relevant parts of the Work Premises) must be closed to allow appropriate action to be taken.

As a result of these requirements all suspected cases where the person has attended CSV premises within the relevant period should be notified to the IMT COVID-19 Response Manager. CSV has appointed roles with specific responsibilities described in this Protocol (Attachment 1). A notification flowchart (Attachment 2) has been developed to map the notification process.

Personal details and information will be treated with sensitivity and confidentiality in accordance with the requirements of the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*. Information about actual or suspected instances of COVID-19 will be collected, used and disclosed and otherwise managed by CSV in accordance with the Information Privacy Principles and Health Privacy Principles in the PDP Act and HR Act respectively. CSV is however required to make certain disclosures under the Workplace Directions.

4.4 Reporting of COVID-19 cases

4.4.1 COVID-19 Checklist

CSV has developed a reporting checklist for confirmed and close contact COVID-19 cases. The checklist assists with the collation of information about the individual case, provides a reminder of COVID-19 risk management activities to limit the spread of COVID-19 in the workplace and includes contact tracking prompts.

4.4.2 Reporting Guidelines for COVID-19

A guideline for reporting of COVID-19 cases has been disseminated across each jurisdiction. The document provides information and guidance to CSV employees in relation to reporting COVID-19 related cases. The Protocol requires all COVID-19 cases to be reported through to the IMT.

4.4.3 COVID-19 Register

A confidential and secured register of reported COVID-19 cases is maintained by CSV's IMT COVID Response Manager. This register is live and accessible to persons authorised by the CSV, CEO.

4.5 Internal notification process

In discharging its obligation to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable, CSV has a responsibility to internally notify of COVID-19 cases to relevant parties. It is also now required to do so in relation to confirmed cases who have attended the work place during the relevant period under the Workplace Directions Notification of close contacts.

The Workplace Directions require that employees report positive diagnoses to employers when they have been on work premises in the relevant period. Once notified CSV is required to consult with the diagnosed worker and examines its records to determine any close contacts at CSV premises.

CSV must notify those close contacts where they have their contact details (which should be available under new record keeping requirements). Close contacts who are CSV employees are to be directed to leave/not attend work premises. If they are not a CSV employee they are to be issued with a written communication recommending they self-quarantine.

This task will be undertaken by COVID-19 local liaison. Where a case affects multiple sites this will be coordinated by the IMT COVID-19 Response Manager.

4.5.1 Local notification processes

Each jurisdiction will have established internal reporting and escalation pathways to ensure that the CEO and Head of Jurisdiction are advised of COVID-19 incidents that impact on their jurisdictions.

The jurisdiction internal reporting and escalation pathways must include reporting of COVID-19 cases to the IMT COVID-19 Response Manager by the central notification number.

The Workplace Directions require that all workers be notified by the employer when a worker has tested positive and inform them to be vigilant about the onset of symptoms and to be tested and self-quarantine if they become symptomatic. This is to be done by the relevant CEO (or delegate). Where there is a case affecting multiple sites this will be coordinated by the CEO CSV.

4.5.2 Central notification process

The IMT COVID-19 Response Manager will notify other relevant key CSV contact points of COVID-19 cases in each jurisdiction (see Attachment 2), each of whom have a responsibility to notify other relevant internal and external parties.

The CSV CEO, upon notification from the IMT, will notify the Chair of the Courts Council.

4.6 External notification

CSV values the collaborative and responsive relationships with its stakeholders and the role that they play in the delivery of access to justice. Stakeholders include those legally compelled to attend and public users of the Victorian courts and tribunals, as well as all those who work in Victorian courts and VCAT, from police officers, the legal profession, correction officers and support services.

Keeping stakeholders informed of the COVID-19 measures CSV is implementing and notifying them of known COVID-19 cases in the courts/tribunals is a critical step in maintaining confidence in the courts as a safe environment and reducing the spread of COVID-19.

CSV has established key stakeholder liaison roles to support the notification protocols. These roles are outlined below.

4.6.1 Government bodies

CSV will appoint a COVID-19 Government Liaison Officer to ensure highly effective communication between key government stakeholders, including the Attorney-General's Office and other government departments, is maintained on matters pertaining to COVID-19 cases in courts and tribunals.

4.6.2 Key partner agencies

There is a mutual obligation between CSV and its stakeholders to share information on COVID-19 cases that may impact their respective staffing complement and service delivery to the courts/tribunal.

Notification at the local level

Notification channels at the local level are critical in ensuring information about COVID-19 cases is disseminated directly, quickly and with more particulars, including measures taken in response to the case and impacts to court operations.

Jurisdiction will appoint a COVID-19 Local Liaison Officer at each court/tribunal who will notify local court specific stakeholders about COVID-19 cases. Where possible, coordination with key stakeholders in notifying parties should be sought.

There are clear expectations for stakeholders who work at or attend courts/tribunals to share information of COVID-19 cases to help CSV with its obligation to provide a safe environment and in turn, support Victoria control the spread of COVID-19 pandemic.

In instances where key stakeholders become aware of a confirmed or close contact COVID-19 cases among their staff, stakeholder or client groups that could affect court personnel, other court users and the operations of the court/tribunal, CSV expects immediate notification at both the local and central level.

The exchange of key contacts is essential to local communication and information interchange. Key stakeholders should ensure that each court and tribunal is provided with the key local contact points. Similarly, local key court contacts should ensure they have provided their details to each stakeholder that operates within in their court/tribunal venue.

Contact details must be maintained, including during periods of leave.

Notification at the central level

Early notification at the central level is important in ensuring the corporate arm of the organisation is aware of a COVID-19 case that may have exposed their staff operating in the court/tribunal to the virus. This allows the organisation to take necessary decisions and steps to ensure immediate support to their staff and reduce the spread the of virus to other people.

Central notification to CSV is necessary to ensure the functional corporate areas with responsibilities in supporting CSV and the jurisdictions to respond promptly to COVID-19 for sustainable safe and secure court/tribunal operations are informed and activated.

Central notification also facilitates strategic related activities including reporting across the organisation and central government.

The exchange and maintenance of key central contacts with key stakeholders is important and does not replace the local level notification. CSV will appoint a COVID-19 Primary Stakeholder Liaison and a COVID-19 Secondary Stakeholder Liaison to notify the key corporate stakeholders listed in Attachment 3.

4.6.3 Public

CSV will consider whether it is appropriate to make a public statement notifying the public of any COVID-19 cases. This statement will be sent to jurisdiction staff if appropriate, relevant stakeholders and be published on the jurisdiction's website. This statement will also be provided to the media.

The impacted jurisdiction's communication contact will work with CSV's communications team (see Attachment 2) during the development of the statement.

The Attorney-General's office and Department of Justice and Community Safety (DJCS) will be informed before the statement goes out, to ensure the Chief Health Office and DHHS are aware of it.

4.6.4 DHHS

The DHHS receives notification from laboratories of all positive results. DHHS contacts all confirmed cases (people who test positive) to conduct an interview, provide information about self-isolation and trace close contacts.

There is also a requirement for CSV under the Workplace Directions to notify the Department when it is made aware of a confirmed case who has attended CSV premises during the relevant period and inform DHHS of the steps taken in accordance with the Direction. This includes providing a copy of the risk assessment, contact details of identified close contacts, and information about other steps taken including comprehensive clean etc.

The IMT COVID-19 Response Manager is the main point of contact with DHHS.

4.6.5 WorkSafe notification

On 28 July 2020, temporary regulations were approved under the *Occupational Health and Safety Act 2004* (OHS Act) that specify when employers and self-employed persons must notify WorkSafe of a confirmed diagnosis of coronavirus (COVID-19) in the workplace.

Failure to notify WorkSafe can result in a penalty. In some cases, there is a dual notification responsibility.

Information on how to make a notification is available on the [WorkSafe Victoria website](#).

When to notify WorkSafe

- ◆ Employers and self-employed persons, with management or control of a workplace must notify WorkSafe immediately after becoming aware that:

- an employee, independent contractor, employee of the independent contractor or self-employed person has received a confirmed diagnosis of coronavirus (COVID-19), and
- the employee, independent contractor, employee of the independent contractor or self-employed person has attended the workplace within the relevant infection period.
- ◆ An employer will be considered to be 'aware' of the incident when they have been notified of the confirmed diagnosis by either the employee, independent contractor, employee of the independent contractor, or by the Department of Health and Human Services (DHHS).
- ◆ Notification is not required when a person's workplace is their home, and that person has not attended any other workplace over which their employer has management or control of, within the relevant infection period.
- ◆ The infectious period under these regulations, is the period of time between:
 - the date, being 14 days prior to the onset of symptoms consistent with coronavirus (COVID-19) or a confirmed coronavirus (COVID-19) diagnosis (whichever comes first), and
 - the day on which the person receives a clearance from isolation from DHHS.
- ◆ A confirmed coronavirus (COVID-19) diagnosis means a person has undergone a diagnostic procedure and has received positive result for coronavirus (COVID-19), also known as 'novel coronavirus 2019'.

The IMT COVID-19 Response Manager will notify WorkSafe Victoria in consultation with the affected jurisdiction. The Health and safety representative at the work premises must also be notified under the Workplace Directions.

4.6.6 Community and Public Sector Union

Workplaces have experienced significant disruption by COVID-19. In these unprecedented times, keeping staff informed about the measures implemented to reduce the likelihood of transmission in the workplace is crucial. Open communication with the Community and Public Sector Union (CPSU) becomes an important notification condition.

CSV has appointed the COVID-19 Response Manager as the key contact with the CPSU.

4.7 What information will be shared?

In notification of COVID-19 cases, to protect the privacy of the individual, the identity of the individual who has tested positive and may have caused the exposure will only be disclosed on a need to know basis determined by the COVID-19 Response Manager.

The following information will be shared to assist the response in managing the potential exposure to the staffing complement and the operations of the courts/tribunals.

- ◆ Whether it is a confirmed or close contact case.
- ◆ When the affected person is known to have tested positive.
- ◆ When the affected person was last known to be in the building.
- ◆ What area of the building the affected person is known to have attended.
- ◆ If the affected person is a stakeholder working at the court/tribunal:
 - Details about the affected person's place of employment, role and known court/tribunal interactions,
 - What areas of the building the affected person normally uses (e.g. prosecutor's office, back office, duty lawyer interview rooms, etc).
- ◆ Any immediate impact to court/tribunal operations.
- ◆ What COVID-19 risk management controls have been taken (e.g. deep clean of the affected areas).
- ◆ Which other stakeholders have been notified.

4.8 Timing of notification

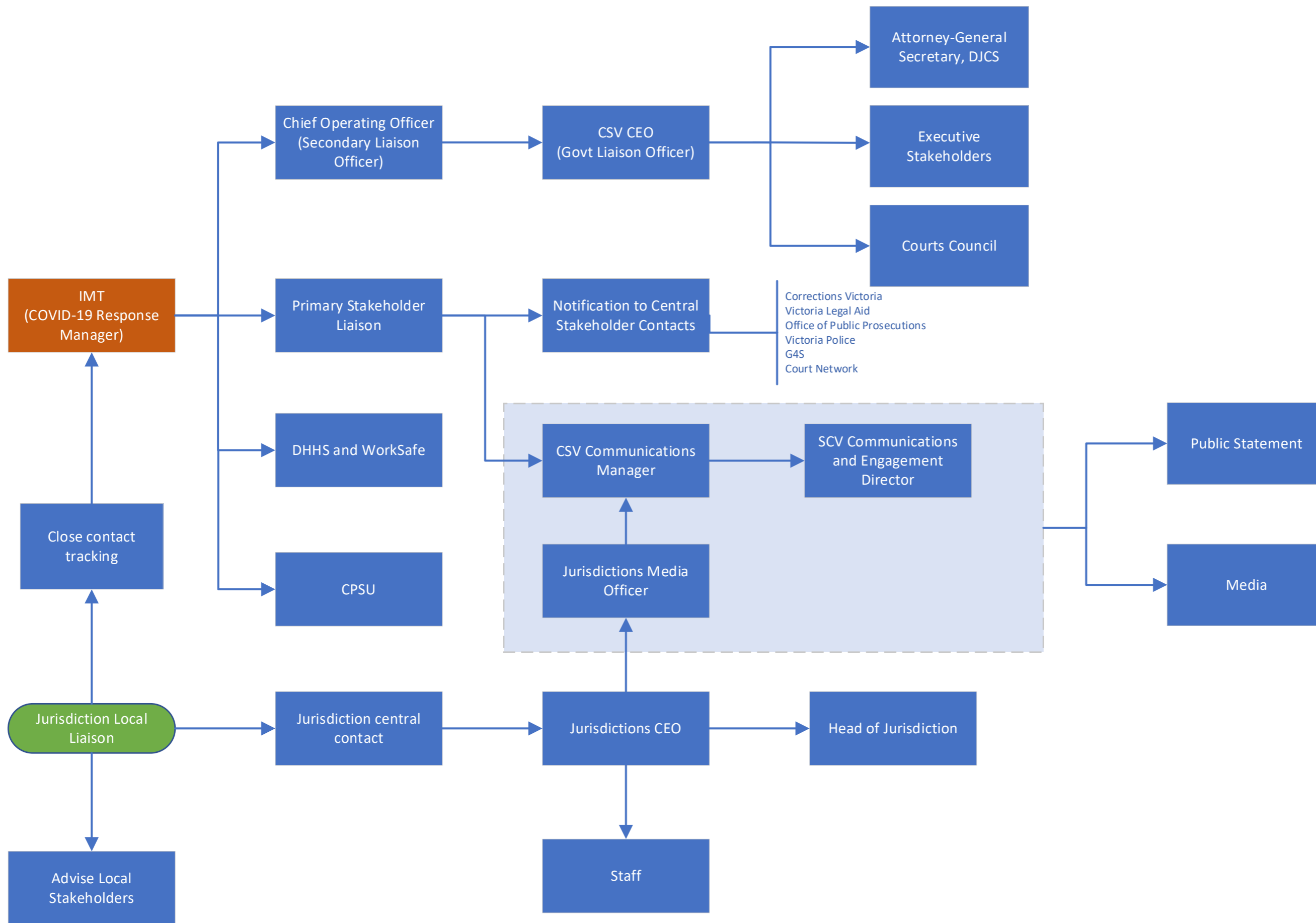
Upon becoming aware of a COVID-19 case, early notification is required to allow for prompt decision making in the management of exposure to COVID-19.

In some instances, at the early notification point not all relevant information may be available to share. Communication channels need to remain open to allow for the exchange of information as more information becomes available and updated.

Attachment 1 - Key CSV COVID-19 Notification Roles

Government Liaison Officer	<p>Executive Officer responsible for communicating with government and other departmental Executive Officers.</p> <p>Louise Anderson, CEO, CSV is appointed the Government Liaison Officer.</p>
COVID-19 Response Manager	<p>The central CSV Incident Management Team point of contact that provides advice to assist jurisdiction to actively manage a COVID-19 case.</p> <p>Keshni Mala IMT COVID – 19 Response Manager keshni.mala@courts.vic.gov.au 0419 447 915</p>
COVID-19 Local Liaison	<p>A role in each court and tribunal with responsibility to notify local stakeholders about COVID-19 cases affecting the venue.</p>
Secondary Stakeholder Liaison	<p>The secondary CSV contact for the exchange of information on COVID-19 cases with key stakeholders at the corporate level</p> <p>Fiona Chamberlain Chief Operating Officer fiona.a.chamberlain@courts.vic.gov.au 0401 118 212</p>
Primary Stakeholder Liaison	<p>The primary CSV contact for the exchange of information on COVID-19 cases with key stakeholders at the corporate level.</p> <p>Maria Vasilopoulos, Assistant Director, Security and Emergency Management maria.vasilopoulos@courts.vic.gov.au 0407 055 224</p>

Attachment 2 - CSV Internal COVID-19 Notification Flowchart



Attachment 3 - Key Stakeholder COVID-19 Notification Contacts

Victoria Police	Contact details provided
Justice Health	Contact details provided
Corrections Victoria	Contact details provided
Court Network	Contact details provided
Office of Public Prosecutions	Contact details provided
G4S	Contact details provided
Victoria Legal Aid	Contact details provided
Law Institute of Victoria	Contact details provided
Victorian Bar	Contact details provided
Community and Public Sector Union	Contact details provided
