

## PROCESS FOR COVID-19 ENQUIRIES

### Direct contact points:

Working arrangements (ie. Leave, working from home, contracts): [HRCovid-19@education.tas.gov.au](mailto:HRCovid-19@education.tas.gov.au)

Cleaning (ie. Supplies, standards): [procurement@education.tas.gov.au](mailto:procurement@education.tas.gov.au) or 6165 6228

Year 11 and 12 enquiries: [Years11to12learning@education.tas.gov.au](mailto:Years11to12learning@education.tas.gov.au)

For COVID-19 enquiries, please use the below model:

**Staff member checks [DOE intranet page](#) for information in the first instance.**

If enquiry has dedicated contact point, contact for direct advice.



**If not resolved, enquiry passed to Principal or Business Unit Manager.**

Principal/Manager to further review [DOE intranet page](#). If enquiry has dedicated contact point, contact for direct advice.



**If not resolved, Principals to pass enquiry to Learning Services.**

Southern enquiries: [learning.services.s@education.tas.gov.au](mailto:learning.services.s@education.tas.gov.au) or 6165 6466

Northern enquiries: [learning.services.nr@education.tas.gov.au](mailto:learning.services.nr@education.tas.gov.au) or 6777 2440

**Business Unit Managers to pass enquiry to Senior Leader/Deputy Secretary.**

Learning Services/Deputy Secretary to further review [DOE intranet page](#). If enquiry has dedicated contact point, contact for direct advice.



**If not resolved, enquiry passed to COVID-19 Coordination Team for clarification:**

[Covid19enquiries@education.tas.gov.au](mailto:Covid19enquiries@education.tas.gov.au)