

## Policy for operating AJPA Service Desks under COVID-19 conditions

This policy applies to all AJPA service desks (SDs) across the Auckland region, regardless of who hosts the desk. The policy will apply under the NZ Covid-19 Protection Framework (aka Traffic Light framework, TLF), currently in place.

1. SD re-opening will be prioritised by AJPA to align safely with the TLF. SDs are assessed as being a “close contact” business/activity under the TLF.
2. Re-opening of SDs and their ongoing operation will prioritise a safe operating environment for Justices and their clients, in line with the TLF.
3. A SD can only re-open on completion of a satisfactory AJPA SD Risk Assessment. This is to be prepared by the relevant Support Group Co-ordinator and must be approved by AJPA (nominated Council members via the Registrar), BEFORE the re-opening.
4. SDs can only be staffed by fully vaccinated JPs holding a valid Vaccine Pass (VP). Proof of vaccination is to be confirmed by the relevant SGC/rosterer. JPs working on or supporting SD activity at a venue must also wear an appropriate facemask at all times.
5. JP services at SDs will only be provided to clients holding a valid VP.
6. SDs are required to implement the following additional TLF measures (subject to government mandated changes):
  - Provide a QR code for contact tracing
  - Display AJPA approved signage setting out SD processes and requirements
  - Ensure 1m social distancing is maintained in waiting areas
  - Ensure the SD layout maintains 1m social distancing between the client and the Justice
  - Adopt standard hand sanitising procedures
  - Provide a supply of disposable face masks
  - Provide a supply of pens for client use

### **In operation:**

- On arrival, clients will be required to produce their VP and have it validated (either by a JP at the SD, or by the venue provided the JP observes this), confirm their Covid health status, and complete contact tracing.
- Clients will also be required to wear an appropriate mask at all times while at the SD location, other than when requested by the JP to remove it briefly for facial identification purposes.
- Clients who cannot produce a valid VP, satisfactorily confirm their health status, or who will not comply in any respect with operating protocols will not be assisted at the SD, but will instead be referred to on-line JP services.