

COVID One year on

Case study template

To submit your 'COVID - One year on' case study please answer the below questions and return to Steph at stephanie.thompson@wayahead.org.au

- Organisation name and overview
- What was the norm in February 2020- pre COVID (Eg, national organisation with office-based staff; contact centre environment all desk bound; retail stores nationally)
- What happened mid- March 2020 when COVID-19 impacted Australia- what did your organisation have to do to adapt promptly?
- Describe one of the main challenges your organisation faced
- How did you handle this challenge? What interventions did you design and implement?
- How has being involved in the Workplaces Program supported this process or your knowledge in how to respond?