

# COVID-19 SAFETY PLAN

## Kalwun Development Corporation Ltd and Jellurgal Aboriginal Cultural Centre

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This document is applicable to the following Kalwun business unit sites:

- Head Office – Level 1/14 Cassia Drive, Varsity Lakes
- Health Service, Coomera – 7 Jowett St, Coomera
- Health Service, Miami – 2020 Gold Coast Highway, Miami
- Health Service, Bilinga – 1 Eastern Ave, Bilinga
- Respiratory Clinic, Nerang – 14 Nerang St, Nerang
- Community Care – 118 Bonogin Rd, Bonogin
- Child and Family Support, Burleigh – 14 Kortum Dr, Burleigh Heads
- Child and Family Support, Coomera – 9 Jowett Street, Coomera
- Jellurgal Aboriginal Cultural Centre – 1711 Gold Coast Highway, Burleigh Heads

This document is authorised for release by:



Kieran Chilcott  
Chief Executive Officer

## Forward

1. A Plan like this one is fluid in nature and needs to be reviewed on a regular basis as the environment and Government advice changes. The Plan is subject to all regulations, guidelines and directions of government and the State public health authorities.
2. Disclaimer: This disclaimer is to be interpreted in the natural and ordinary meaning of the words included herein. Safe as Gold Consulting has prepared this document in good faith. The criteria asserted in the COVID -19 Safe plan are based on current National and State Government directives, guidelines and advice. It is your responsibility to ensure your business remains compliant with all updated National, State and Local government level directives and legislation on an ongoing basis. A COVID-19 safe business plan developed to these guidelines is not a guarantee that a business/individual is protected from COVID-19 and Safe as Gold Consulting can accept no responsibility for this said outcome.

## Background:

The vast majority of spread of COVID-19 is believed to occur from large droplets of infectious particles produced when coughing. The cough produces large infectious droplets which fall about 1m away from the mouth. Therefore, we are asking you to stay 1.5m away from each other. If someone coughs directly on you within this space, you can inhale the particles. Standing more than 1.5m apart means we are using distance as a barrier and do not need PPE.

These droplets land on materials and may survive on the surface for hours to 3 days. Therefore, increased cleaning and sanitising of the environment is being done. If another person touches the surface, they can pick up infectious virus on their skin, however they will not be infected unless they pass this particle into their body through their nose, eyes, or lips. Therefore, we should avoid touching our faces.

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## Introduction

The purpose of this COVID-19 Safety Plan (Plan) is to provide an overarching plan for the implementation and management of procedures by Kalwun for (provision of health care, office work, community engagement, tourism) post March 2020 COVID-19 Lockdown.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among workers, contractors, visitors and clients and the broader community.

The Plan provides the framework to govern the general operation of Kalwun and any needs, need to be flexible enough to address all places where a worker, contractor, visitor or client goes or is likely to go, whilst at the Kalwun workplace/site/place.

## The Minimum Standards require all workplaces to:

- Manage the risks of a person contracting or spreading COVID-19 in the workplace.
- Implement and maintain a cleaning schedule across the workplace.
- Have good hygiene procedures and practices (such as washing and/or sanitising of hands).
- Ensure workers who have been instructed to quarantine or self-isolate don't come to the workplace.
- Make sure physical distancing requirements are met by workers, contractors, visitors and clients entering, leaving, or moving around the workplace.
- Provide information, training and supervision on how the risks of COVID-19 are to be managed and ensure all processes and procedures are applied by workers, contractors, visitors and clients.
- Provide information and instruction to other people who attend the workplace about how they are to comply with our processes and procedures and make sure they apply them.

Kalwun are required to be able to demonstrate how we are complying with the Minimum Standards when conducting our business. Developing a COVID-19 Safety Plan is the best way to demonstrate compliance with the Minimum Standards.

Kalwun will also need to be able to show any processes or procedures we have put in place to implement our Plan. The health inspector may check that our Plan and procedures are being applied at our workplace. Our COVID Safe Business Plan and supporting documentation must be made available to WHSQ Inspectors or other Queensland Government officials if they ask for it.

## Key Principles

This Plan is based on a Risk Assessment completed by an appropriate WHS Advisor. The key principles underpinning the Plan are:

- Kalwun has as a core value Work Health and Safety and this Plan aligns to that value in protecting the "Health" of our workers, contractors, visitors and clients;
- The health and safety of workers, contractors, visitors and clients, visitors and volunteers doing work for Kalwun is the number one priority;
- Facilities and amenities use by the Kalwun are to be reviewed to accommodate, where required, additional or upgraded hygiene protocols, instigate where reasonably practical, physical distancing and other measures to mitigate the risk of transmission of COVID-19;

- Remain pro-active, situationally aware and vigilant of the workplace and workplace environment and then if required be agile enough to respond to an outbreak if one arises; and
- At all times be cognisant and complicit with all applicable State and Territory Government and local restrictions and regulations.

### Responsibilities under this Plan

Kalwun is a Person Conducting a Business or Undertaking (PCBU) and as such, has a Duty of Care under the WHS Legislation and is required to take appropriate actions to ensure:

- the provision and maintenance of a workplaces environment is without risks to health and safety; and
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from the workplace being used; and
- that the health of workers, contractors, visitors and clients and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers, contractors, visitors and clients arising from the use of the workplace.

### The “Workers, contractors, visitors and clients” are responsible for:

A person at a workplace, whether or not the person has another duty, must:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the workplace owner to allow the workplace owner to comply with the WHS Act.

### COVID-19 Safety Coordinator

The Kalwun COVID-19 Safety Coordinator to execute the delivery of the Plan and to act as a point of contact for information relating to this Plan is:

Name	Alicia Nudl
Appointment	Systems Support and WHS Officer
Contact Email	<a href="mailto:Alicia.Nudl@kalwun.com.au">Alicia.Nudl@kalwun.com.au</a>
Contact Number	0455043531

## Risk Assessment

See Appendix 1.

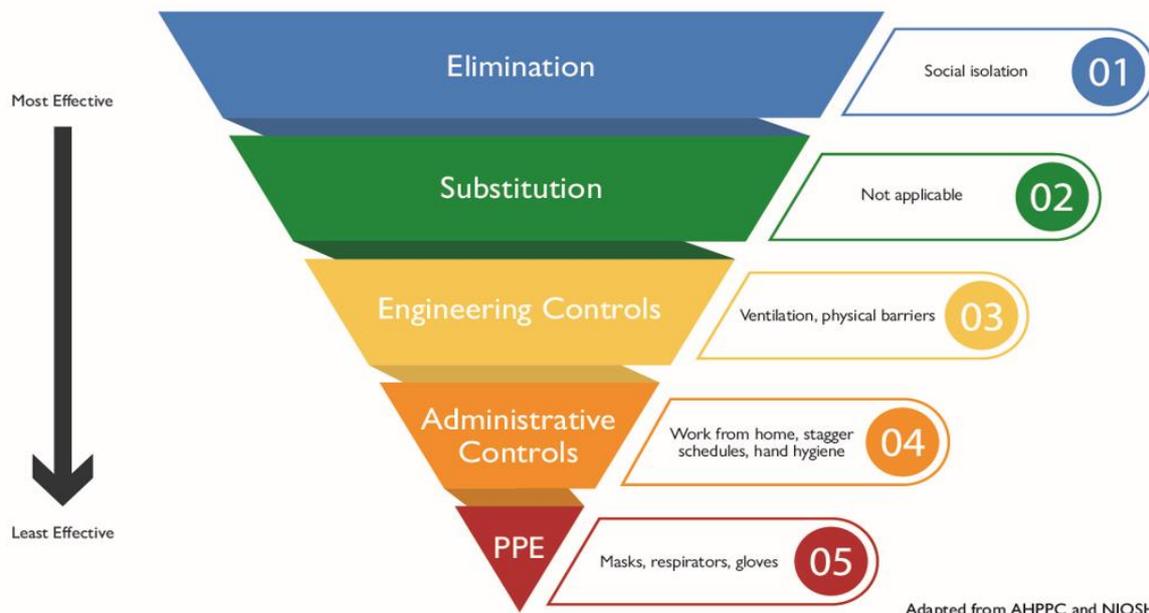
Kalwun is not expected and will not try, to diagnose workers. However, we have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If we reasonably suspect someone has the virus, or has been exposed, this creates a health risk at our workplace and we will need to act and report. We do not intend waiting until confirmation that a worker has COVID-19 (reactive) rather it is our intent to act promptly to take reasonable steps to manage the risks (proactive).

We will, however, always follow the advice of our State and territory public health unit and WHS regulator, even if it is different to this guidance.

The Risk Assessment by the Kalwun will be the underpinning document for this plan and control measures should be aimed at the Elimination of the hazard where reasonably practical, before applying any other controls.

### Applying the Hierarchy of Controls for COVID-19



## Leadership/Change Management

A high degree of pro-active/positive leadership and supervision will be required in our workplace(s) to change long term/ingrained worker and societal behaviours (example shaking hands when greeting) and our current change management strategies should be applied. Our Management Team, Team Leaders and Safety Delegates are expected to lead by positive example to ensure change occurs.

It is expected that changes should be seen (the new normal) within three (3) months of implementing the Plan, providing sound leadership is applied.

## **Behavioural Change**

Human behaviours ingrained over a lifetime need to in many cases change to reduce the spread of this virus. Things we have grown up with and do without a second thought like shaking hands when meeting others, hugging people sitting close to others on public transport or in lunchrooms, classrooms, boardrooms need to change.

Changing a human behaviour takes approximately six (6) weeks where the changed behaviour can be monitored and encouraged. Kalwun understands change is difficult in some of these previously socially acceptable habits/actions, however the new norm needs to be implemented as quickly as possible and everyone has a role to play in the change or impacts to life and business will continue.

## **New Norm**

Workplaces used by workers, contractors, visitors and clients cannot and should not, expect to return to the way things were pre- January 2020. Changes are required and will need to be sustained moving forward.

This will require changes to the way things are done and possibly all work/activities will need more space to allow social distancing.

All workers, contractors, visitors and clients at Kalwun are encouraged to accept the “new norm” and take appropriate actions to enable a safe environment to be developed, maintained and improved.

Most people will be familiar with and aware of the social distancing guidelines and will likely have exhibited this behaviour prior to attendance at our workplace. It is therefore anticipated that compliance by contractors, clients and visitors will be high and mutually well-supported/enforced.

## **Duty to workers**

Kalwun must do what we can to ensure the health and safety of our workers. We must eliminate the risk of exposure to COVID-19 if reasonably practicable. If we are not able to eliminate the risk of exposure to COVID-19, we must minimise that risk, as far as is reasonably practicable.

We will consider protecting workers from the risk of exposure to COVID-19 by:

- considering working from home arrangements;
- requiring workers to practice physical distancing;
- requiring workers to practice good hygiene (e.g., through workplace policies and ensuring access to adequate and well stocked hygiene facilities);
- requiring workers to stay home when sick; and
- cleaning the workplace regularly and thoroughly.

## **Duty to other people in the workplace**

We must ensure the work we do does not put the health and safety of other persons (such as customers, clients and visitors) at risk of contracting COVID-19.

We will consider protecting others from the risk of exposure to COVID-19 by:

- requiring them to practice physical distancing, including through contactless deliveries and payments;
- requiring them to practice good hygiene; and

- requiring others to stay away from the workplace, unless essential, e.g., such as family, friends and visitors.

### **Duty to maintain the workplace and facilities**

We must maintain our workplace to ensure the work environment does not put our workers and others at risk of contracting COVID-19. We will consider maintaining a safe work environment by:

- cleaning the workplace regularly and thoroughly;
- restructuring the layout of the workplace to allow for physical distancing; and
- limiting the number of people in the workplace at any given time.

We must also provide adequate facilities in our workplace to protect our workers from contracting COVID-19. We will consider facilities that are include:

- washroom facilities including adequate supply of soap, water and paper towel;
- hand sanitiser, where it is not possible for workers to wash their hands; and
- staff rooms that are regularly cleaned and allow for physical distancing.

We will continue to provide workers with regular breaks to use these facilities, particularly to allow workers to wash their hands.

### **Duty to provide information, training, instruction and supervision**

We must provide our workers with any information or training that is necessary to protect you from the risk of exposure to COVID-19 arising from your work. The information and training may include:

- providing guidance on how to properly wash hands;
- training workers in how to fit and use any necessary personal protective equipment;
- training workers to exercise adequate cleaning practices throughout the day;
- providing workers with instructions on how to set up a safe home workplace; and
- providing workers with instructions on staying home from work if sick.

### **Duty to consult**

We must consult with workers on health and safety matters relating to COVID-19. When consulting, we must give workers the opportunity to express their views and raise WHS concerns. We will take the views of our workers into account and advise all workers of the outcome of the consultation. Our consultation process will be in accordance with our current agreed procedures for consultation and consultation.

Consultation does not require consensus or agreement, but we encourage you and/or the Safety Delegates to be involved and to be part of the decision-making process and your view is welcome.

If you are working from home, we may not be able to consult with you face to face and we will endeavour to find other ways of consulting with you seeking your views and to discuss your concerns.

## **Duty to Consult with other PCBU**

We will also consult, cooperate and coordinate with other businesses we work with, or share premises with, about how they will discharge their WHS duties when they interact with us. We will consider:

- exchanging information to find out who is doing what:
  - talking to our suppliers about how to safely manage deliveries;
  - talking to other businesses that share our worksite or premises about how to manage shared areas such as lifts, bathroom and kitchen facilities;
  - talking to other businesses that share our worksite or premises about what we will do if there is a case, or suspected case, of COVID-19 at the worksite or premises; and
  - talking to other businesses we interact with, for example, the contract cleaner.

## **What you need to know**

You will be provided with clear direction and guidance about what is expected including:

- when to stay away from the workplace;
- what action to take if you become unwell;
- what symptoms to be concerned about;
- that you have a duty to take reasonable care for your health and safety and to not adversely affect the health and safety of others;
- any COVID-19 WHS policies put in place or updated to take into account the pandemic conditions (e.g. how to report any incidents) and any changes to emergency plans;
- the location of our COVID-19 Safe Plan and how to access it; and
- about contacts to discuss your concerns such as our Safety Delegates and access to support services, including employee assistance programs.

## **COVID-19 Safe Plan**

The Kalwun DC COVID-19 Safe Plan is held electronically on LOGIQC and Kalwun Employee Network

The Plan can be accessed by all workers and is to be addressed during all induction periods.

Hard copies may be posted to workplaces and common space notice boards.

## **Rostering**

Kalwun will where possible, stagger start/stop times and break times to allow for physical distancing both at the workplace and for those workers using public transport. Workers are to discuss their circumstances with their Manager/Supervisor.

## **Influenza vaccinations**

Kalwun supports/recommends workers receive an influenza vaccine.

## **Actions if Unwell**

Anyone who is unwell should not be at a workplace. If anyone develops symptoms at work such as fever, cough, sore throat, or shortness of breath, you should ask them to seek medical advice.

It is important to remember that if a person becomes sick with these symptoms at work, they may be suffering from a cold, the flu or other respiratory illness and not COVID-19.

If, after seeking medical advice you are confirmed as having COVID-19, our State and territory public health unit will trace and contact the people you were in close contact with and provide them with instructions to quarantine.

If someone is confirmed as having COVID-19, or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in our workplace is displaying COVID-like symptoms or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace. The person could be a worker, a client, customer or other visitor to your premises. Where this occurs:

### **1. Isolate the person**

- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help.
- Otherwise, you must take steps to prevent the person from potentially spreading the virus by isolating them from others.
- You must also provide appropriate personal protective equipment to the affected person, such as disposable surgical mask and hand sanitiser and tissues, if available.
- Also provide protection to anyone assisting the person.

### **2. Seek advice and assess the risks**

Next, to determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say.

Seek government health advice by calling your State or territory helpline. Follow the advice of your State and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

Ensure that you have current contact details for the person and make a note about:

- the areas they have been in the workplace,
- who they have been in close contact with in the workplace, and
- for how long.

This will inform us about risks to others and areas to clean and disinfect.

This information may also assist our State and territory public health unit if they need to follow up with you at a later time.

Management will liaise with WorkSafe Qld who may be to provide specific WHS advice on our situation.

### **3. Transport ``1``**

We need to ensure the person has transport home, to a location where they can isolate, or to a medical facility if necessary.

Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, we expect they will use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option.

If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible. This includes:

- wearing a surgical mask, if available;
- avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible;
- practising good hand hygiene and cough/sneeze hygiene; and
- paying by card.

### **4. Clean and disinfect**

There will be a need to close off the affected areas and not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.

All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Further information on how to clean and disinfect can be found in the “Cleaning to prevent the spread of COVID-19 guide”.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

### **5. Identify and tell close contacts**

The State or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

In our workplace, for the purposes of undertaking a workplace risk assessment and to assist our State public health unit, consider who the affected person may have had recent close contact with.

If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine.

You must maintain the privacy of all individuals involved.

Seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about possible risks to others and additional areas that may also need to be cleaned and disinfected.

## **Steps to take when the person you are concerned about, has recently been at our workplace**

A person who has recently been at our workplace such as a worker, contractor, client, or customer may inform you they have, or may potentially have, COVID-19.

Depending on the circumstances (e.g. how recently the person was at our workplace and how closely they were in contact with others) you may have reasonable concerns about the health of others in our workplace.

In these cases we must continue to meet our WHS duties and this may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in our workplace (such as customers) contracting COVID-19.

### **1. Seek advice and assess the risks**

To determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say. You do not have to do this if the person has already informed you that they have or may potentially have COVID-19

Advise your Manager immediately.

Ensure that you have current contact details for the person and make a note about the areas they had been in the workplace, who they had been in close contact within the workplace and for how long.

This will inform you about risks to others and areas to clean and disinfect.

This information may also assist our State public health unit if they need to follow up with you later.

### **2. Identify and tell close contacts**

The State public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

Next, for the purposes of undertaking a workplace risk assessment and to assist our State public health unit, consider who the affected person may have had recent close contact with.

If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine.

You must maintain the privacy of all individuals involved.

Seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace and for how long.

This will inform you about possible risks to others and additional areas that may also need to be cleaned and disinfected.

### **3. Clean and disinfect**

Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.

All areas, for example offices, bathrooms, kitchens and common areas as well as equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

### **Closing the workplace for cleaning**

Current Government advice indicates there is no automatic requirement to close an entire workplace following a suspect or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of our workplace or if government health officials advise you the risk of others being exposed are low.

Management in consultation with Government health workers will determine if we need to suspend operations in our workplace and the decision will depend on factors such as the size of the workplace, nature of work, number of people and suspected areas of contamination in your workplace.

### **Return to Work**

#### **When can workers return to work following recovery from COVID-19?**

Workers who have been isolated after having tested positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from isolation.

The criteria may vary depending on circumstances of the workplace and our State will manage the clearance from isolation and this maybe via the public health authority or the persons treating clinician.

There are specific criteria for clearance which apply to health care workers and aged care workers. As these may change, these workers should check with a medical practitioner or the public health authority as to whether the criteria for clearance from isolation has been met before they return to work.

#### **When can workers return to work following quarantine?**

Workers who have completed a 14-day quarantine period (either after returning from travel or because they were a close contact with a confirmed case) and who did not develop symptoms during quarantine, do not need a medical clearance to return to work.

If you fit this criterion, we will not ask you to be tested for COVID-19 in order to return to work.

#### **Is my worker's case of COVID-19 a notifiable incident?**

If there is a confirmed or probable case of COVID-19 at your workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis.

Kalwun must notify Workplace Health and Safety Queensland of a confirmed or probable case of COVID-19 as diagnosed by a medical practitioner and arising out of the conduct of the business or undertaking:

- that requires the person to have immediate treatment as an in-patient in a hospital; or

- to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work that involves providing treatment or care to a person, or that involves contact with human blood or bodily substances.

To raise a concern about a work health and safety issue, Management will contact Workplace Health and Safety Queensland using their online form or call 1300 362 128.

### Other helplines

- New South Wales - 1300 066 055
- Queensland - 13 432 584
- Victoria - 1800 675 398
- South Australia – 1800 253 787
- Tasmania - 1800 671 738
- Western Australia – 13 26843
- Australian Capital Territory - (02) 6207 7244
- Northern Territory - (08) 8922 8044

### Control Measures for the Workplace

Kalwun will implement where reasonably practical control measures designed to limit the spread of the virus and keep everyone safe. Control measures may include:

Physical distancing is necessary because the most likely way of catching the virus is by breathing in micro-droplets from another person sneezing, coughing, or exhaling. By ensuring there is 4 square meters of space per person and maintaining a physical distance of at least 1.5 meters from others where possible, we will reduce the likelihood of exposure to micro-droplets of others.

Current health advice is that everyone, including people at workplaces, must implement physical distancing measures wherever possible.

### Workplace Conditions of Entry

See Appendix 2.

Contractors, clients and visitors will be asked to provide contact details (name, email, phone number) upon arrival and if they do not provide these details, they will not be permitted to enter the workplace.

Contractors, clients and visitors are to confirm they have not, in the last 14 days:

1. Have you recently returned from overseas travel in the last 14 days?  
If yes – entry prohibited
2. Have you returned from any COVID Hotspots in Australia in the last 14 days?  
If yes – entry prohibited.
3. Have you been in contact with a person confirmed sick with COVID-19?  
If yes – entry prohibited
4. Do you have any of the following symptoms in last 14 days: Fever, cough, runny nose, shortness of breath and other symptoms.  
If yes – entry prohibited.

Contractors, clients and visitors are to confirm they have not had a fever, cough, sore throat, and shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well.

Contractors, clients and visitors who are currently unwell with a fever, cough, sore throat or shortness of breath, or other cold/flu-like symptoms, or report having been unwell in the last 72 hours especially with cold or flu type symptoms will not be permitted to enter the workplace and should seek medical advice.

Our reception/waiting areas will have reduced waiting area seating or space seating at least 1.5 meters apart. In addition, where possible, all contractors, clients and visitors should make an appointment to assist us manage the number of people on site at any one time and to reduce the time spent waiting in communal areas.

Front line workers who refuse entry to a person are to where possible keep a log of any people who have been refused entry and communicate this to Management/Supervisor.

Contractors, clients and visitors who answer yes to the above questions will not be permitted to enter the workplace.

### **How do we make sure there is 4 square meters of space per person?**

See Appendix 3.

To achieve the 4 square meters 'rule' you:

- calculate the area of the room (e.g. length of room in meters x width of room in meters = area of room in square meters), and
- divide the area of the room by 4.

For example, if you had a room that was 160 square meters in size, you should only allow up to 40 people in the room, to allow each person to have 4 square meters of space.

### **How do we make sure there is 1.5 meters between people?**

We will consider and adjust the layout of the workplace and our workflows, where reasonably practicable, to enable workers to keep at least 1.5 meters apart to continue performing their duties.

For example, this could be achieved by, spreading out furniture or plant to increase distancing, or considering floor and/or wall markings and signage to identify 1.5 meters distancing requirements.

We will also review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers, where it is practical and safe to do so.

We need to do what we can to make sure there is 4 square meters in your workplace per person and keep everyone apart at least 1.5 meters, where possible. It will not always be possible for workers and others to keep 1.5 meters apart at all times at the workplace.

Working in close contact increases the risk of workers being exposed to COVID-19 and we need to consider whether the work task must be completed or could be rescheduled to a later date. If the task must be completed and our workers will be in close contact, we must undertake a risk assessment to determine what control measures are reasonably practicable in the circumstances to eliminate or minimise health and safety risks from COVID-19. For example, if close contact with others is unavoidable, we will consider:

- where possible, provide each person with 4 square meters of space in enclosed areas in accordance with general health advice or mini
- minimising the number of people within an area at any time. Limit access to the workplace or parts of the workplace to essential workers only;

- moving work tasks to different areas of the workplace or off-site if possible, facilitating working from home, where we can;
- reducing the number of tasks to be completed each day, where possible;
- postponing non-essential work;
- staggering start, finish and break times where appropriate, splitting workers' shifts to reduce the number of workers onsite at any given time, if possible, separating workers into dedicated teams and have them work the same shift or work in a particular area and consider whether these dedicated teams can have access to their own meal areas or break facilities;
- ensuring each worker has their own equipment or tools;
- schedule time between shifts so that there is no overlap of staff arriving at and leaving the workplace;
- have different entrances and exits to avoid interaction;
- put signs around the workplace and create wall or floor markings to identify 1.5 meters distance;
- limit physical interactions between workers, workers and clients and workers and other persons at the site – e.g. by using contactless deliveries and limiting non-essential visitors; or
- require workers to use other methods such as mobile phone or radio to communicate rather than face to face interaction.

We will be reviewing all tasks, processes that usually require close interaction and where it is practical and safe to do so, we will identify ways to modify these to increase physical distancing between workers.

Where not possible, we will consider reducing the amount of time workers spend in close contact.

### **Layout of the workplace**

We will conduct a workplace review and where appropriate and possible we may need to redesign the layout of the workplace and our workflows enable workers to keep at least 1.5 meters apart to continue performing their duties. We will consider, where possible:

- restricting workers and others to certain pathways or areas,
- installing where reasonably practical, automatic open/closing doors to reduce the need to touch the doors when using;
- spreading out furniture or plant to increase distancing, and
- floor and/or wall markings and signage to identify 1.5 meters distancing requirements.

Additional considerations are around workflow and emergency evacuations. It is possible that if we change the physical layout of the workplace, the layout must allow for workers to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety.

### **Reception areas and reception of clients, contractors and visitors**

Kalwun reception areas or places of first contact are considered higher risk areas and likely areas that may get crowded (entry and exit point) and as such sneeze guards/shields will be installed at reception workstations, physical distancing lines/floor markers, barriers to separate incoming and

exiting people will be installed. The process for receiving and fare welling clients, contractors and visitors will be:

- Greeted
- Asked to sanitise their hands
- Asked Conditions of Entry questions
- Required to login
- Asked to sanitise their hands as they depart

### **Privacy of sign in data/details**

See Appendix 2.

Kalwun needs to make and keep records to include all staff, guests, visitors and contractors *by date and time* on site at the workplace and per trip if using Kalwun vehicles. Details are to include:

- ✓ Full name
- ✓ Telephone number
- ✓ Current home address
- ✓ Trip record (when transported to and/or from only)
- ✓ Pre-screening records

This personal data needs to be kept confidential so that other persons cannot view the previous entries. We will consider options that may include:

- QR Code technology,
- Membership cards which are scanned, or
- Handwritten logs.

### **Lines/Queues**

Our workplace is to ensure that indoor lines and queue markers are planned to only allow patrons up to the maximum allowable capacity of the indoor space.

Where possible we will create unidirectional flow of clients, to reduce face-to-face interaction and we are to take steps to prevent crowds from gathering outside our premises.

Where required and able, we will establish roped/taped barriers to separate entry/exit lanes.

### **Staff gatherings and training**

Kalwun will review how we gather and train. Options are:

- Postpone or cancel non-essential gatherings, meetings or training.
- If gatherings, meetings or training are essential:
  - use non face-to-face options to conduct – e.g. electronic communication such as tele and video conferencing;
  - if a non-face-to-face option is not possible, ensure face-to-face time is limited, that is make sure the gathering, meeting or training goes for no longer than it needs to;

- hold the gathering, meeting or training in spaces that enable workers to keep at least 1.5 meters apart and with 4 square meters of space per person – e.g. outdoors or in large conference rooms;
- limit the number of attendees in a gathering, meeting or training. This may require, for example, multiple training sessions to be held;
- venue and all equipment is cleaned and disinfected between meetings/venue use; and
- ensure adequate ventilation if held indoors.

### **Workplace facilities**

Kalwun must provide facilities for workers and we need to ensure these are kept safe. Options where reasonably practical to do so, we will consider are:

- reduce the number of workers utilising common areas at a given time – e.g. by staggering meal breaks and start times;
- spreading out the furniture in common areas without impeding workers entering, exiting or moving about the workplace both under normal working conditions and in an emergency, so far as is reasonably practicable; and
- providing separate amenities, such as kitchens, bathrooms, for workers and others in the workplace – for example separate bathroom facilities for workers and visitors/clients.

### **Emergency Evacuation Rehearsals/Training**

Kalwun are required under legislation to conduct emergency evacuation drills and training for an appropriate number of workers annually and for Emergency Control Organisation (Wardens) bi-annually.

Any drill or training is to be conducted under Departmental arrangements, so the numbers of workers involve in the activity is minimised to allow for physical distancing in the Egress paths and Assembly Areas.

### **Mandatory staff training and understanding of COVID-19**

Kalwun will provide training on COVID-19 management including a basic understanding of the pathogen, how COVID-19 is transmitted, how to prevent transmission and, how to respond to a suspected COVID-19 infection.

ALL staff must sign off that they have agreed to COVID-19 safety procedures.

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

*Infection Control Training - COVID 19*

Course Materials: [Infection Control Training - COVID 19](#)

[Continue Course](#)

### **First Aid Facilities/Treatment**

Kalwun must provide first aid facilities for workers and we need to ensure that our first aiders are kept safe. All first aiders are to ensure they wear appropriate PPE when treating an injured worker.

PPE is to consist of face shield, P2 Mask/surgical mask, gloves and disposable apron.

The first aider is to wash their hands before and after treating the injured worker and ensure all treatment surfaces and face shield are cleaned and disinfected post treatment.

Used PPE is to be disposed of using the appropriate methods for contaminated waste.

## Communication

Our requirements will be communicated in a variety of ways:

- erecting signage/posters about physical distancing around the workplace. These posters can be placed around the workplace and in client-facing work environments (e.g. workplace entrances) with consideration on communicating with workers and others for who English is not their first language; and
- where possible/appropriate verbal messages/reminders delivered via the internal ceiling speaker system (elevator messages).

## Lifts

For our lifts, despite the likelihood that you and others only spend a short amount of time in a lift each day, there is still a risk of exposure to COVID-19 therefore we must eliminate or minimise so far as reasonably practicable virus transmission.

There is no requirement to provide 4 square meters of space per person in lifts, however we must still ensure, as far as we reasonably can, that people maintain physical distancing in lifts and lift waiting areas.

## Control measures for Lifts

Safe use of lifts is best achieved through a combination of measures including those that control the number of people needing to use a lift at any one time. Your Manager will discuss options that may include:

- reducing the number of workers arriving and leaving buildings and using lifts in peak periods, where possible (e.g. stagger start and finish times for workers by 10-15 minutes per team or group);
- maintaining working from home arrangements for some staff (where this works for both you and our organisation). This may involve splitting the workforce into teams with alternating days in the workplace (e.g. rotate teams so you are one week in the office and the other week at home); or
- changing lift programming to facilitate more efficient flow of users – e.g. decrease the time that doors stay open on each floor (where safe to do so) or where there are multiple lifts, assign specific lifts to certain floors based on demand (e.g. lift A to service floors 1-5, lift B to service floors 6-8 etc.).

Where workers and others use lifts, it is still important that they physically distance themselves to the extent possible, when waiting for a lift and when in the lift. You must do what you reasonably can to ensure crowding in and around lifts does not occur.

In the lift lobby or waiting area we will consider options to:

- ensure workers and others maintain a physical distance of 1.5 meters, to the extent possible;

- implement measures at waiting areas for lifts, such as floor markings or queuing systems;
- create specific pathways and movement flows for those exiting the lifts where possible;
- placing signage around lift waiting areas reminding users to practice physical distancing and good hygiene while waiting for and using lifts, including to wait for another lift if the lift is full; and
- display an advisory passenger limit for each lift – these limits could be temporarily adjusted up by one or two during peak periods where additional demand is unavoidable (subject to it not leading to overcrowding in lifts) to facilitate extra movement of workers and to prevent overcrowding in waiting areas. This may result in fewer persons travelling in a lift at any one time to ensure workers and others maximise physical distance from each other, to the extent possible.

Within lifts, where possible we will consider options to achieve:

- users of lifts must maintain physical distancing, to the extent possible. Lifts must not be overcrowded and users should avoid touching other users;
- workers must practice good hygiene in lifts. If they do need to cough or sneeze during a journey they must do so into their arm or a clean tissue;
- place signage in the lift reminding workers and others to practice good hygiene by washing their hands, or where this is not possible, using appropriate hand sanitiser, after exiting the lift, particularly if they touched lift buttons, rails or doors;
- implement regular cleaning of high touchpoints such as lift buttons, light switches and railings; and
- workers must not to come into work, including using lifts, if they are unwell.

### **Mobility Impaired Persons**

We have or expect to have at some time Workers, clients or visitors who may be mobility impaired. Mobility impaired may be because of vision, hearing, age, physical impairment, pregnancy or disability.

Kalwun will endeavor to provide as much assistance as reasonably practical to assist our mobility impaired clients/visitors with physical distance requirements and other COVID Safe Plan requirements.

Kalwun acknowledges that a mobility impaired person may have a support person with them and we will allow this person to remain in close proximity to provide the required level of support.

A Personal Emergency Evacuation Plan (PEEP) will be raised for any mobility impaired worker in accordance with current WHS procedures.

### **Remote/Isolated Workers**

Kalwun as we always do, are to monitor our workers particularly if they are now working alone or with less support.

### **Incident Reporting**

Kalwun incident injury/illness/incident reporting policies and procedures remain extant.

## **Mental Health**

Kalwun is aware in the current environment there is an increased level of public health concern arising from the circulation of COVID in our society. Any worker who is concerned should speak to their Manager/Supervisor and if required access our EAP Provider.

Kalwun will provide information and other resources necessary where practical to reduce stress concerns.

## **New hazards from alternative access/egress options**

We will be considering options to reduce the use of lifts where reasonably practical. Where possible we will use stairwells or emergency exits as an alternative to using lifts and a risk assessment will be conducted to identify and address any new hazards that may arise. For example:

- the increased risk of slips, trips and falls particularly if the stairs are narrow and dimly lit;
- the risk that arises when opening and closing heavy fire doors;
- the risk that a person may become trapped in the stairwell;
- our contract of tenancy to ensure it allows for workers/clients and others to use stairs, other than in an emergency;
- does increased usage of emergency exits and stairwells impact our emergency plans and procedures; and
- will stairwell usage increase the risk of fire doors being left/pegged open.

## **Deliveries, contractors and visitors attending the workplace**

Kalwun has many contractors, deliveries and visitors and these must be considered as part of our Duty of Care. We will be considering options for:

- non-essential visits to the workplace will be cancelled or postponed;
- minimising the number of workers attending to deliveries and contractors as much as possible;
- delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, will be given clear instructions of our requirements while they are on site (induction);
- ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser, is readily available for workers after physically handling deliveries;
- directing visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with our workers wherever reasonably practicable or possible;
- directing visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered; and
- use and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, establish alternatives to requiring signatures (can a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned or sanitised before use or insist that pens are BYO.

## **Provision of PPE to workers who are in close contact with each other**

We must all ensure we and others comply with physical distancing requirements where possible. In some circumstances, where the nature of the task requires our workers to be in close contact, we will put control measures in place that minimise the time workers spend with each other or with other people in the workplace.

Part of this control is to ensure workers are practicing good hygiene.

If we have work requirements where despite other control measures, workers will be in close contact with each other or with other people, for longer than the recommended time (i.e. more than 15 minutes face to face cumulative over the course of a week or more than 2 hours in a shared closed space), we will consider the use of PPE.

## **Travel in a vehicle with others for work purposes**

We will attempt to reduce the number of workers travelling together in a vehicle for work purposes.

Restrictions are that only two (2) people are in a five (5) seat vehicle – the driver and a worker behind the front passenger seat. Only one worker should be in a single cab vehicle.

If workers are required to travel together for work purposes and the trip is longer than 15 minutes, air conditioning must be set to external airflow rather than to recirculation or windows should be opened for the duration of the trip.

We will also need to clean our vehicles more frequently, no matter the length of the trip, but at least following each use by workers.

These measures may mean:

- more of your vehicles are on the road at one time, and/or
- more workers are driving and for longer periods than usual (if driving by themselves).

Because of this, you should follow our procedures and policies for vehicle maintenance and driver safety when you drive for our work purposes.

Where workers are required to travel to sites in one vehicle and where restrictions of only two (2) people are in a five (5) seat vehicle – the driver and a worker behind the front passenger seat, is not reasonably practicable, then all persons in the vehicle are to wear a P2 Mask.

## **Transport provided to clients**

### **Seat allocation and social distancing in enclosed vehicles**

- If the vehicle seating arrangement makes 1.5 meter social distancing possible, then every effort should be made to ensure this is the case.
- The driver is to control the allocation of seating to facilitate a 1.5 meter social distance (allocate spare seats/rows, creating the gap).
- Social distancing should be enforced in waiting areas.
- Drivers should be at least 1.5 meters from passengers when reasonably practical to do so.
- For drivers potentially exposed to high volumes of clients, physical barriers (sneeze guards) may be considered.

### **Travel times in enclosed vehicles/vessels**

- Travel times in enclosed vehicles will be restricted to two (2) hours maximum before a break to clean the vehicle.
- Time within the confines of the vehicle should be limited as much as possible.
- Passengers can continue their journey for another maximum of two (2) hours after each time the vehicle has been cleaned.

### **Physical distancing when on a lunch break or when travelling to and from work**

Workers must always comply with any State public health directions or orders. This includes maintaining a physical distance of 1.5 meters between people.

### **Physical distancing open plan office environments**

Kalwun open planned office environments will be reviewed to ensure one person per 4 square meters or 1.5 meters between workers. In some cases, sneeze guards/shields will be installed between workstations and at all reception desks to provide a physical barrier to others.

Hot-desking or sharing workstations is no longer appropriate and if it does occur the workstation is to be cleaned and disinfected before the next user commences using the workstation (includes all surfaces, IT and communications equipment).

Sharing tools/equipment, IT and communication equipment etc. is strongly discouraged unless it is cleaned and disinfected before the new user commences using it.

You need to discuss with the client the risks around COVID-19 and about the control measures we will be implementing, including physical distancing, to minimise the risk of exposing them and you worker to the virus.

### **Physical distancing if visiting a client's workplace/home**

The client's workplace and/or home is a workplace for Kalwun workers under the WHS Legislation.

You need to discuss with the client the risks around COVID-19 and about the control measures we will be implementing, including physical distancing, wearing/use of PPE, to minimise the risk of exposing them and you the worker to the virus.

### **Eating or common area considerations**

Kalwun will review our eating and/or common areas to enable physical distancing, ensuring these areas are accessible from the workplace and adequately equipped (e.g. drinking water, rubbish bins) and protected from the elements, contaminants and hazards.

Where possible and appropriate, we need to consider opening windows or adjusting air-conditioning for more ventilation in common areas and limiting or reducing recirculated air-conditioning where possible.

Workers are to sanitize high contact surfaces using single use disinfectant wipes or disinfectant spray and a disposable clean cloth before and after every use.

## Vulnerable Persons

If a vulnerable person contracts COVID-19, it can result in serious illness or death, which means the degree of harm that might result from the risk or hazard is very high. You must consider all available control measures to limit exposure to vulnerable people, even if the likelihood of them contracting COVID-19 may be low.

This includes whether they can work from home in their usual or other role. Some people are at greater risk of more serious illness with COVID-19:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions,
- People 65 years and older with one or more chronic medical conditions,
- People 70 years and older, and
- People with compromised immune systems.

These categories may increase or vary depending on the latest evidence and we will manage these and/or other groups in accordance with State health department advice.

The Australian Health Protection Principal Committee advice is that there is limited evidence at this time regarding the risk in pregnant women and so, at present, pregnant women are not included on the vulnerable workers list.

## Control Measures for Vulnerable People

Kalwun will follow the advice of the Australian Health Protection Principal Committee for vulnerable people in the workplace.

The Australian Health Protection Principal Committee advises that, where vulnerable workers undertake essential work, a risk assessment must be undertaken and the risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This includes ensuring vulnerable people are redeployed to non-customer-based roles where possible. Where risk cannot be appropriately mitigated, Kalwun and workers should consider alternate arrangements to accommodate a workplace absence.

## Vulnerable customers

Are those who are identified as 'at-risk' and it is recommended they do not attend the premises until Queensland Health advises it is safe to do so.

A vulnerable customer who is comfortable attending the premises, are to be advised to take their own additional safety precautions and are to be notified that the business cannot guarantee their safety.

We will provide advice publicly via our website and when speaking to customers/clients making bookings/appointments.

All front-line workers will be trained to covered vulnerable customer protocols.

## Vulnerable workers

Are those who are identified as 'at-risk' and it is recommended they do not attend the premises until Queensland Health advises it is safe to do so.

All Kalwun workers deemed to be “vulnerable or at risk” will where reasonably practical, roles will be redeployed to enable them to continue working (e.g. working from home) or alternate arrangements to accommodate a workplace absence.

### **Vulnerable person risk assessment**

When conducting a risk assessment for a worker that is a vulnerable person for the risk of exposure to COVID-19 you must consider:

- the characteristics of the worker,
- features of the workplace and
- the nature of the work.

Remember to keep all information about a worker’s medical condition(s) confidential.

### **Aggressive clients**

Kalwun already has systems in place and workers in front line services trained in de-escalating confrontational situations and this will continue as our preferred process. If required Police are to be called as soon as possible to ensure the safety and welfare of our workers and any others at our workplace at the time of the incident.

### **Guided tours**

Kalwun conducts nature park awareness guided tours and groups are to be briefed on physical distancing requirements upon arrival and during the tour welcome briefing.

Our tour guides **may not take away an individual’s choice to maintain a social distance of 1.5 meters.**

Note a family group may be seated or walk in tighter groups.

Meeting areas or other spaces where clients gather (merchandise shop, display areas, waiting rooms) must comply with physical distancing rules of one person per 4 meters squared or 1.5 meters between people. The maximum number of people per room is to be displayed at the space entry and is to be monitored by workers.

Where weather allows gathering, preparation areas for tour groups should be conducted in outdoor areas (veranda, grassed areas) while still applying physical distancing rules.

### **Food and drink preparation/service delivery**

Kalwun operated café, dining areas must comply with physical distancing rules of one person per 4 meters squared or 1.5 meters between people.

We will reduce the number of tables/chairs provided in food and beverage service areas and adjust the configuration/seating arrangements to meet the maximum group size requirement and social distancing requirement.

Post informational signage:

- To advise the maximum number of people per room is to be displayed at the space entry and is to be monitored by workers.
- Mark entry and exit area to ensure social distancing in all queue areas, including ordering and food collection areas.

We will be discontinuing any service that requires clients to use common menus, utensils, or dispensers (e.g. salt and pepper, sauces, lids and sugars for hot beverages).

Single use items will be provided.

All menus are to be laminated and wiped with single use disposable disinfectant wipes between use and before storage.

Ensure staff separation in kitchen and kiosk areas where reasonably practical.

Food preparation/drink service workers are to maintain personal hygiene standards as transmission of the virus through contact with food items, plates, cutlery and/or drink ware is highly possible/likely.

Ensure workers sanitise hands after each customer contact (actual physical contact, e.g. handling laminated menus, money exchange, clearing/cleaning tables).

Increased monitoring of hygiene effectiveness is required and this will require us to:

- Clean the inside and the outside of appliances.
- Pay attention to buttons and handles where cross contamination to hands can occur.
- Frequently disinfect surfaces repeatedly touched by workers or clients.

Note: Washing machine door handles are to be treated as contaminated and paper towel is to be used when opening the door, to ensure the “clean hands” are not contaminated when extracting washed items.

### **Gift Shop/Sales Processing**

Kalwun operated gift shop areas must comply with physical distancing rules of one person per 4 meters squared or 1.5 meters between people.

Post informational signage:

- To advise the maximum number of people per room is to be displayed at the space entry and is to be monitored by workers.
- Mark entry and exit area to ensure social distancing in all queue areas, including ordering and food collection areas.

Customers are to be requested to present their purchases to staff so the bar code can be scanned. Staff are discouraged from handling the purchased item(s) where reasonably practicable and where possible the customer is encouraged to place their purchases into appropriate bags.

Special items or large items may require the staff to pack/wrap and hand sanitising post the task is required.

Ensure workers sanitise hands after each customer contact (actual physical contact, e.g. cash), and where possible electronic payment (cashless) technology is to be used. If cash is used in the transaction staff are to sanitise their hands post the transaction and before doing any other task.

### **Designated Outdoor Smoking Areas (D.O.S.A)**

DOSA areas must comply with physical distancing rules of one person per 4 meters squared or 1.5 meters between people. The maximum number of people per area is to be displayed at the space entry and is to be monitored by workers.

Appropriate signage and floor markings are to be displayed at entry points and at selected places across the area.

## Bedding/Linen Changing

Any used bedding or linen is to be handled by workers wearing PPE (gloves) and is to be deposited directly into a laundry hamper/cart and not dropped or stacked on the floor.

Before handling clean/new bedding/linen contaminated gloves are to be removed and disposed of appropriately.

## Gym/Rehabilitation/Exercise Areas

Kalwun operates a fitness/gym/rehabilitation/exercise area and we will apply physical distancing, signage and venue capacity rules as per our other workplace areas and in addition we will:

- Inform customers of hygiene standards that are expected when they use the fitness facility with signs at the entrance and throughout the facility and notices on our website and on social media. This will include:
  - washing their hands or use alcohol-based hand sanitiser upon arrival;
  - disinfectant wipe down of exercise equipment before and after use;
  - using a clean towel each time they attend their session or class;
  - bringing extra towels to lay on equipment benches and seats (consider any safety risks that may arise from this); and
  - require them to bring their own drink bottles to use instead of water fountains.

We will:

- Use contactless payment or sign-in where possible.
- Provide alcohol-based hand sanitiser in appropriate locations for patrons to use, such as entry and exit points to all active rooms.
- Provide an adequate supply of disinfectant wipes or disinfecting solutions and disposable paper towel for customers to wipe down exercise equipment before and after use. These must be readily available across the gym floor.
- Have equipment sanitizing materials in a location visible and easily accessible to the equipment.
- Provide bins lined with a plastic liner for disposal of wipes and used paper towel. Bins will be regularly emptied to ensure they are not overflowing.
- Close shared hydration stations which dispense water for drinking directly (water bubblers) and encourage members to bring their own water bottle.
- Ensure sufficient time for equipment used in group fitness classes to be wiped down by members before the next class.
- Shared equipment should be limited as much as possible within a session, but as a minimum cleaned in between use by members and patrons.
- Limit the number of staff and customers within the general gym floor, specific workout areas and change rooms by:
  - restricting the number of customers allowed in specified areas;
  - implementing 'fitness sessions' for particular areas with requirements for customers to register (ideally online) for specific sessions;

- asking clients to leave the premises once they have completed their workout session; and
- staggering class/session times and allowing for a minimum of 10 minutes between classes so there is no overlap between customers arriving and leaving and for cleaning to be conducted.

### **Waste management procedures**

Public health authorities and waste management services have advised that normal waste management procedures for worksites can be utilized with the addition of:

- Lining all bins with a plastic bin liner bag which ideally can be tied at the top.
- All disposable tissues, paper towel and cleaning materials are to be placed in a bin immediately after use and not left on surfaces.
- Regular emptying of bins inside the workplace to avoid overflow onto surfaces.
- When emptying bins, staff should wear gloves and dispose of the gloves into a bin after use. Face masks are not required.
- Bags of rubbish which contain materials used to clean, disinfect or tissues etc. are to be placed in a second plastic bag prior to placing in larger bins for removal as per usual waste management.

### **Cleaning and Disinfecting**

#### **Carpet Cleaning**

As COVID-19 is spread via droplets from people coughing or sneezing and carpets pose a risk of harbouring the virus. Daily vacuuming will not cleanse the carpet and the following processes are to be implemented:

1. Cleaners are to wear masks as vacuuming generates dust.
2. Once the vacuuming is complete, the chairs and other flat surfaces are to be cleaned with single use wipes.
3. Carpet floors are to be steam cleaned each quarter, more frequently if high traffic area and exposed to multiple customers.

#### **General Cleaning**

Current Government health advice recommends all workplaces must be cleaned at least daily, which we do currently.

Frequently touched surfaces, such as bathrooms, door handles and light switches, will be thoroughly cleaned hourly, in accordance with environmental cleaning to reduce contamination.

Records of cleaning activities, e.g. sign off, will be maintained.

Cleaning with detergent and water is usually sufficient.

Once clean, surfaces can be disinfected.

When and how often our workplace should be disinfected will depend on the likelihood of contaminated material being present. Currently our cleaning regime has been assessed as appropriate to the level of risk, however this is reviewed daily where appropriate if concerns are

raised. Our priority is cleaning and disinfecting surfaces that many people touch (high contact points) or where a reported contamination is made.

Single use, antibacterial disinfectant wipes are to be used in all Kalwun workplaces as part of any cleaning/disinfecting task.

### **How to clean and disinfect**

While touchless solutions will reduce the degree to which surfaces are contaminated, in the ordinary function of our business, it may still be necessary for workers and/or customers to interact with high-touch surfaces, such as:

- screens;
- counter-tops and serving areas;
- vending and service machines;
- light switches;
- handrails;
- elevator panels, door handles and trolleys;
- seats and seat backs; and
- windows and windowsills next to seats.

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work.

Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. The following disinfectants are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in):

- alcohol in a concentration of at least 70%;
- chlorine bleach in a concentration of 1000 parts per million;
- oxygen bleach, or
- wipes and sprays that contain quaternary ammonium compounds.

These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective.

Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface. When surfaces are cleaned, they should be left as dry as possible to reduce the risk of slips, as well as spreading of viruses and bacteria through droplets.

Before a surface is disinfected, it is important it is cleaned first because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

The packaging or manufacturer's instructions will outline the correct way to use disinfectant. Disinfectants require time to be effective at killing viruses. If no time is specified, the disinfectant should be left for ten minutes before removing.

Ensure you are using appropriate PPE and are trained on how to use the cleaning products.

### **Areas cleaned and disinfected and how often**

Any surfaces that are frequently touched should be prioritised for cleaning, such as door handles, light switches, counters, phones, EFTPOS machines and workplace amenities, such as toilets.

Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

You should regularly clean and disinfect surfaces that many people touch (high touch points). For our workplace as we have many customers/others entering each day, more frequent cleaning and disinfection will be conducted.

For our workplace which is only attended by the same small work crew each day and involves little interaction with other people, routine disinfection in addition to daily cleaning is not considered to be needed.

### **Cleaning priorities are:**

Any surfaces that are frequently touched are prioritised for cleaning and disinfection (tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles).

Other surfaces which are visibly soiled (dirty) and which are used by multiple people (e.g. trolleys, checkouts, EFTPOS machines).

Because our workplace operates in shifts, we will ensure it is cleaned between shifts. Where equipment is shared between workers, it is planned that we clean it between uses, where practicable.

### **Cleaning/Disinfecting if there is a case of COVID-19 in the workplace**

If we have a case of COVID-19 in the workplace, we expect that our State health authority will provide us with advice on what we need to do and we will follow their instructions.

This advice may require our workplace to be thoroughly cleaned and disinfected before people can return to the workplace. We do not expect the following requirements based on current advice:

- Using an ISO accredited cleaner is not required.
- Fogging is not required and is not recommended by the Australian Government Department of Health for routine cleaning against COVID-19.
- Swabbing surfaces following disinfection is not required.

### **Worker and visitor hygiene**

It is expected that all workers, customers and others in the workplace will practice good hygiene while at the workplace.

Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean single-use paper towels. If paper towels are unavailable, other methods such as electric hand dryers can be used, however, hands will still need to be dried completely.

Everyone must wash and dry their hands:

- before and after eating,
- after coughing or sneezing,
- after going to the toilet, and

- when changing tasks and after touching potentially contaminated surfaces.

An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash and dry hands.

Good hygiene also requires everyone at the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues and cigarette butts hygienically, e.g. in closed bins
- wash and dry their hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day, and
- have no intentional physical contact, for example, shaking hands and patting backs.

To enhance good hygiene outcomes, we will consider options for:

- developing infection control policies in consultation with you. These policies will outline measures we need in place to prevent the spread of infectious diseases at the workplace;
- training workers on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly, or using an alcohol-based hand sanitiser, before entering and exiting a common area;
- placing posters near handwashing facilities showing how to correctly wash and dry hands (for example, if hand dryers are used, place posters advising that hands should be dried completely before finishing) and clean hands with sanitiser;
- informing workers of workplace hygiene standards that are expected when utilising common areas (cleaning up after themselves, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.);
- ensuring there are cleaning and disinfect products readily available with instructions on safe and effective cleaning and disinfecting procedures;
- ensuring there will be adequate time and resources are provided for enhanced cleaning procedures to be undertaken and
- ensuring there is appropriate training for workers to implement enhanced cleaning procedures in line required practices.

### **Considerations when providing hygiene facilities**

Kalwun DC must ensure there are adequate and accessible facilities to achieve good hygiene and that they are in good working order, are clean and are otherwise safe.

We will review the need to:

- provide additional washing facilities;
- change rooms and dining facilities;
- are there adequate number of hand washing and drying stations, in convenient locations, to sustain the increase in workers' practicing good hygiene; and
- provide alcohol-based hand sanitiser in appropriate locations, such as entry and exits, if there are limited hand washing facilities available.



Our washroom facilities will be properly stocked and have adequate supplies of toilet paper, soap, water and drying facilities (preferably single-use paper towels) and these will continue to be kept clean and in good working order.

We will review what facilities are currently available considering the number of workers on site, the shift arrangements and when access to these facilities is required.

### **Paper towels preferred over hand dryers**

Kalwun consider paper towels as the preferred option to dry hands as they can reduce the risk of transmission of COVID-19 by drying the hands more thoroughly than hand dryers.

Hand dryers can still be used, however, there is an increased risk of transmission if hands are not dried properly.

Wastes (including used paper towels) should be double bagged and set aside in a safe place for at least 72 hours before disposal into general waste facilities.

Where possible and safe to do so, rubbish bins will be positioned outside the facility so the paper towel can be used to open the door, reducing the likelihood of the hands touching the handles. Paper towel is then disposed of.

We will place posters near hand dryers may assist with communicating the need for hands to be dried completely. If hands are not dried completely, good hygiene will not be achieved and the hand washing will be ineffective.

Frequently touched areas of the hand dryers (i.e. power points, buttons to activate the drying mechanism of the hand dryer) and the entire body of the dryer will be cleaned regularly as part of our cleaning contract.

Nearby surfaces (such as the sink and taps) will also be cleaned regularly to remove any germs that may have been spread when drying hands.

### **Record Keeping**

Records must be kept safe and secure for **two months (56 days)**. This will be achieved by scanning visitor logs and disposing of the hard copy, online booking systems to collate appointments with confidentiality and privacy of individual's data paramount. Our records must maintain an accurate attendance record of all individuals that are present on site (workers, visitors, clients, casuals, cleaners, contractors etc.).

Our records will record our risk management in COVID safe processes, records of training in COVID safe practices and procedures, any hazard checklists, worksheets, assessment tools, who we consulted with, how and when the control measures were implemented, monitored and reviewed, any plans for changes.

Kalwun COVID Safe documentation, including this Plan is to be kept by the Executive Administrator, with a hard copy accessible to workers/inspectors.

### **Compliance Statement**

See Appendix 4 and 5.

Kalwun WHSA is to raise for signature Appendix 5, which confirms the COVID-19 Safe Plan has been implemented.

Kalwun WHSA is to raise for signature Appendix 6, which is to be displayed at appropriate sites to advise workers and others of our compliance.



### **Site Specific Needs**

See Appendix 6.

Any site-specific requirements that are additional in nature to the Safe Plan contents are to be listed in this Appendix.

### **COVID – 19 Hotspots**

Any COVID hotspots and update will be outlined in this Appendix.

### **Review**

This Plan and the underpinning Risk Assessment should be reviewed as part of booking events/workplaces to account for the fluid nature of this “Hazard (virus)” in society and the changing advice of Government Health Officials.

This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as clients, visitors) contracting COVID-19.

### **Appendices:**

1. COVID-19 Risk Assessment
2. COVID-19 Privacy of Pre-screening record/sign in details
3. COVID-19 Capacity: What are my maximum numbers
4. COVID-19 Compliance Statement Checklist
5. COVID-19 Statement of Compliance
6. COVID-19 Site specific requirements
7. COVID-19 Hot spots