Model COVID-19 Safety Plan for SHS Sector

Office Premises

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| **Authorised By** | Name:  Title: | Date:  Email address: |
| **Reviewed by** | Name:  Title: | Date:  Email address: |

**INSTRUCTIONS:**

1. Replace IP logo with your service’s logo. Remove “Model” from the title of this document. Rename “Office Premises” to your location.
2. Review all “Actions” to ensure that each statement reflects the activities that you’re doing at your premises. Where there is a gap between what is stated and what is taking place at your premises, you can decide whether that is something you should consider implementing at your premises, and leave the statement in, or you can delete the statement.
3. Should you have Actions that you leave in this plan, which are not yet implemented at your premises, highlight these and include them in a short action plan with an appropriate timeframe and accountability for implementation.
4. Any statement in red requires further detail that is specific to your premises. Again, these Actions can be deleted if you do not wish to include the statement in your plan.
5. We have provided comment bubbles to prompt you to think about certain aspects or situations. Suggest you save this Model template and then create a duplicate to customise to your service. In your customised version, delete the comment bubbles so that they don’t show up when you print.
6. In your customised version, ensure the name and version number are captured correctly in the footer.
7. In your customised version, ensure the Version History table at the bottom of this plan reflects how you’ve introduced the plan in your service and relevant changes you’ve made.
8. Ensure those with relevant accountability for implementation and oversight of your plan are listed in the table below.
9. Delete these instructions after you tailor this plan to your service.

**[service provider’s] operational working environment includes staff, contractors, clients and visitors working in or visiting the following [service provider] workplaces:**

* Office premises (i.e. office building, generally a shared premises with other tenants)
* Residential facility (i.e. transitional and crisis accommodation)
* Client residence and/or remote community (i.e. client home visits, including travel to and from)
* Public area or community premise (i.e. parks and community centres, including travel to and from)
* Employee home

While the above is a list of the various [service provider] workplaces, this COVID-19 Safety Plan captures the services provided at our office premises (i.e. such as head office).

Staff, contractors, residents and visitors working at or visiting another [service provider] workplace, or a non-[service provider] workplace, will follow the relevant site specific COVID Safety Plan that should be available at that location.

Staff working from home, or at a site where there is no COVID-19 Safety Plan should follow [NSW Health Guidance](https://www.health.nsw.gov.au/) and our [COVID-19 Safety Procedure and Working from Home Policy].

This Plan was consulted on [with our Health and Safety Representatives (HSRs)] and updated on advice from Homelessness NSW’s health and safety advisor.

The aim of this Plan is to help slow the spread of COVID-19 and reassure workers (staff, contractors, volunteers), residents and visitors that they can work in a COVIDSafe workplace.

If any changes are requested by workers, residents or visitors they will be considered by informing [name of person].

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| **Business Details** |  |
| Service Provider name: |  |
| Plan Completed by: |  |
| Approved by: |  |

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| **GUIDELINES** | **ACTIONS** |
| **Wellbeing of Staff and Visitors** | |
| Exclude staff, volunteers and visitors who are unwell | 1. Check-in by visitors and clients, and proof of vaccination will be monitored by [area or role]. 2. COVID Safe check-in history on the Service NSW app will alert people if they have been to any venues on the same day as a confirmed case of COVID-19. 3. Temperature checks are required of visitors and clients entering [location] and mandating of masks. Notification of conditions of entry are displayed outside the building. 4. Signage is displayed in the office reception / foyer and lift area reminding workers and visitors not to enter if they:    * **Have tested positive for COVID-19 or have been tested and are awaiting results**    * Have COVID-like or f**lu-like symptoms, a high temperature, or are otherwise feeling unwell**    * Have been in contact with anyone that is confirmed to have COVID-19 or they reasonably suspect may have COVID-19    * Have been confirmed as a close contact by NSW Health or have been advised by Director P&C that they may be a close contact of a person in the workforce who tested positive. 5. Communications with contractors and visitors will be included in [name on online system for logging in contractors and visitors]. 6. A Business Continuity Plan for dealing with a COVID-19 infected worker, including advising a worker who tests positive to COVID-19, or is a close contact of an infected worker to remain away from the workplace as directed by NSW Health or [service provider]. 7. Verbal communications in monthly [name of meeting] meetings, or via email, or on [page of intranet or other medium] will be provided on any changes to the controls in this plan. 8. Directing staff or visitors to go home if they present with symptoms is in done by [name of role]. |
| Provide staff with information and training on COVID- 19, including when to get tested, physical distancing and cleaning protocols. | 1. The [platform or medium for communicating to employees] provides up to date information including:    * How [service provider] will assess and communicate with workers, clients and/or residents, and visitors about a positive COVID-19 case at the workplace.    * Requirements for notifications and booking a workstation before attending the office.    * When to get tested:      + suspect they have had close contact with a confirmed case of COVID-19, or      + have symptoms that are consistent with COVID-19 and have been in close contact with a confirmed case and/or advised to undergo testing by a medical practitioner 2. Training for staff is provided in:    * 4 COVID categories of prevention and mitigation, including (where applicable):      + exclude those who are unwell (i.e. COVID-19 symptoms, controls used by the service for screening including check in requirements and alternative check in arrangements and record keeping).      + ventilation (the benefits of natural ventilation, ventilation controls used by the service for ventilation) to use Co2 monitors,      + physical distancing (controls used by the service for maintaining physical distancing)      + hygiene & cleaning (i.e. controls used by the service for hygiene and cleaning, [COVID-19 Infection Control](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training) delivered online from Australian Dept of Health, COVID safe cleaning and hygiene guidelines for the premises and [proper, safe use of COVID PPE](https://www.cec.health.nsw.gov.au/keep-patients-safe/COVID-19/education-training-posters-videos), including mask and glove use).    * High and low order controls amongst the 4 COVID categories.    * How to deescalate residents or visitors who exhibit challenging behaviours and non-compliance to Public Health Orders, or COVID related issues.    * Informing staff about wearing masks on public transport in line with public health requirements    * The office has been designed to generally enable physical distancing of 1.5m between each workstation.    * Information on hygiene protocols are available at hand washing basins, reception, and via employee induction and contractor inductions via [name of online system for logging in contractors and visitors].    * Cleaning protocols are available for download in pdf via [location of where these are kept] that provide instructions for meeting rooms, communal areas.    * Updates to the plan. |
| Make staff aware of their leave entitlements if they are sick or required to self-isolate. | 1. “COVID Leave” is provided for staff to isolate if they are too sick to work or cannot work from home). 2. Funding through SHS COVID-19 additional payments is available to SHS providers to:    * provide emergency accommodation (EA) to support SHS clients required to self-isolate as a result of Public Health Orders    * provide workforce contingency (WC) to SHS providers that may incur extraordinary costs due to taking emergency measures to respond to COVID-19    * to support SHS maintain their existing service model, including administrative and staff expenses, brokerage and other costs where not covered under other stimulus packages that are available. |
| Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever.  Encourage testing of all staff with symptoms in line with advice from NSW Health. | 1. See *Exclude staff, volunteers and visitors who are unwell.* Regular updates are posted to [platform or medium for communicating to employees]. 2. Immediate or timely updates (i.e. change in NSW restrictions, or COVID outbreaks) are provided to All Staff via CEO, including a reminder to ‘self-isolate and get tested immediately’ if any of the criteria is present upon self-assessment. |
| Encourage staff to access COVID-19 vaccination | 1. A Mandatory Worker Vaccination Policy is in place that requires all workers (including staff, contractors and volunteers) to be vaccinated. Vaccination is not mandatory for residents, but information is provided to residents on the benefits of vaccination. Children under 16 years of age are not required to be vaccinated, as per NSW Gov Business Rules. 2. [CEO] has sent emails to all staff to inform staff about vaccination. |
| Employers must:   * Allow an employee who is a fully vaccinated person to work from home, if it is reasonably practicable to do so; and * Require an employee who is not a fully vaccinated person to work from home, unless it is not reasonably practicable to do so. | 1. Staff must submit proof of vaccination to [department] prior to first time attending the [location] office until 15 December 2021. 2. Staff not fully vaccinated must work from home unless not reasonably practicable until 15 December 2021. 3. [Flexible Working Policy] arrangements will resume as part of returning to office. The document provides guidance to all staff on working from home arrangements, which are acceptable as a normal working arrangement. |

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| **GUIDELINES** | **ACTIONS** |
| **Physical Distancing** | |
| Assign workers to specific workstations.  If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users. | 1. Monitoring of capacity limits and physical distancing will be done by [title or role of person]. 2. The Executive Leadership Team (ELT) continues to support and promote flexible working arrangements. Staff may continue to work from home during Phase 2, and Phase 3 (hybrid working - work in the office with some time working from home) will be in accordance with pre-existing Flexible Working Policy. 3. A booking system is in place at the [location] office 4. The workstation booking register must be used to allow a worker to attend the office until further notice. |
| Use flexible working arrangements where possible, such as working from home or other locations. | 1. [service provider] has a phased approach to returning to the office:    * Phase 1 – work from home    * Phase 2 – the office is open    * Phase 3 – resume flexible working 2. [service provider] commenced Phase 1 in [date] and Phase 2 on [date]. Phase 3 will commence [date] and this Plan will be further updated on that date. 3. [service provider] supports off peak travelling. 4. Management meets weekly at the ELT meeting to share knowledge, problem solve and make decisions on matters including the phased approach to returning to the office and revisions to flexible working arrangements. |
| Support 1.5m physical distancing, where possible including:   * At points of mixing or queuing such as counters or service desks * Between seated groups such as in lunchrooms * At workstations | 1. Reception area allows 1.5m distancing for reception staff as well as visitors / deliveries. Decals and signage reinforce physical distancing requirements. 2. The office space has guided signage with physical distancing and capacity numbers displayed clearly, including in all meeting rooms and common areas. 3. Kitchen / lunch area is marked to ensure 1.5m distancing at tables and to indicate capacity limits |
| Use telephone or video platforms for essential meetings where practical. | 1. Provide each staff member with Microsoft (MS) Teams as a telephone and video platform. This platform is embedded into Microsoft Outlook as an ease of use for booking meetings. All meetings have MS Teams as an option. 2. Limit regional travel to essential only and according to public health orders. |
| Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact. | 1. Flexible working arrangements are encouraged and supported by a Flexible Working Policy, and this enables autonomy for breaks and working from home where possible, and staggering start times. |
| Review regular deliveries and request contactless delivery and invoicing where practical. | 1. Refer to *Ensure 1.5m physical distancing*. 2. All invoicing is emailed, and deliveries are contactless with the delivery driver sending a picture of the delivery to reception. During phase 2 return to work premises, deliveries may be dropped at reception so long as delivery is contactless. 3. During phase 2 return to office, deliveries may be dropped at reception so long as delivery is contactless. |
| Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing. | 1. Building management have a limit for passenger lifts of 6 people in peak times and 4 people out of peak, using a lift at any one time. 2. Signage is displayed outside and inside the lift to indicate where people must stand (one per corner) and to wear masks. |

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| **GUIDELINES** | **ACTIONS** |
| **Ventilation** | |
| Review the ‘COVID-19 guidance on ventilation available at [www.nsw.gov.au](http://www.nsw.gov.au)  And consider which measures are relevant to your premises | 1. Guidance from NSW Govt, Safe Work Australia and British Occupational Hygiene Society (BOHS) reviewed in consultation with [person responsible for building management, building maintenance or business services]. 2. Discussions with Building Management [service provider location] on the adequacy of ventilation systems and advice provided by occupational hygienist were held on [date]. Building Management provided evidence of current HVAC system meeting applicable building standards and COVID related controls that have been implemented. |
| In indoor areas, increase natural ventilation by opening windows and doors where possible | 1. [office location] does not allow tenancies to individually open windows and maintains the HVAC systems accordingly. 2. The office is open plan with high ceilings and constant opening of doors providing some natural ventilation. Doors to remain open in quiet rooms and small meeting rooms at all times (even when occupied) to ensure good ventilation. Doorstops provided. |
| In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as maximising intake of outside air and reducing circulation of air) | 1. Ventilation systems provide 50% fresh air across the floor every hour, as reported by Building Management |
| Ensure mechanical ventilation systems are regularly maintained to optimise performance (eg. filter cleaning / changes) | 1. Documentation provided by Building Management demonstrates a COVID Safe preventative maintenance regime (i.e. a risk assessment was conducted to determine a COVIDSafe maintenance program) to support a high-risk environment such as [service provider location]. |
| Consider consulting relevant experts such as ventilation / mechanical engineers, and occupational hygienists to optimise indoor ventilation. | 1. Not considered necessary in a low-risk office environment that is operating within capacity limits OR As per “[tableau public](https://public.tableau.com/app/profile/occupation.and.industry.analysis/viz/COVID19OccupationRiskAssessmentTop200EmployingOccupationsbyIndustry/Dashboard1)”, community workers are consider a “high risk” occupation. As such, advice was sought from occupational hygienist and recommended the use of portable fans, and air purifiers with HEPA filter for communal areas where there is an increased level of discussion. Quality of indoor ventilation will be monitored by CO2 monitors to ensure recommended consistent indoor air concentration of less than 800 parts per million (ppm). 2. Should a worker raise a concern in relation to air quality / ventilation, this will be investigated in consultation with the Building Manager. |

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| **GUIDELINES** | **ACTIONS** |
| **Hygiene and Cleaning** | |
| People who are not fully vaccinated or do not have a medical contraindication (i.e. exemption) certificate must wear face masks in indoor areas, unless exempt.  Under WHS law, all employers or businesses in consultation with workers and their representatives are required to manage the risk of COVID-19 to workers and others in the work environment.  Regardless of vaccination status, employers may deem mask wearing as an appropriate control as part of their COVID-19 Safety Plan. | 1. “All Staff” comms and signage on display in the premises for workers, residents and visitors has consistently reinforced the wearing of masks on the premises and on public transport and cough etiquette. Signage is considered culturally appropriate and explained in a sensitive manner and in various languages where relevant. 2. Face masks are required in the [location] office, including lifts and the common foyer area. Otherwise, staff are invited to wear masks in the office. 3. Signage is displayed in the office reception / foyer and lift area reminding workers and visitors that masks must be worn in communal areas. 4. Children aged 2 to 12 years don’t have to wear a mask but are encouraged to wear one where practicable. Children under 2 years are not required to wear masks as they’re a choking and suffocation risk. 5. Records will be kept of staff members and residents who are exempt from wearing masks with relevant exemption paperwork. 6. Closed bins are provided for tissues and masks. |
| Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points. | 1. Hand-sanitiser is provided upon entry, and at multiple locations throughout the workplace, including common areas. 2. Hygiene protocols are communicated via signage near hand washing basins and food service or food preparation areas and via [intranet or another online / electronic medium]. |
| Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse. | 1. Disinfectant surface wipes are available at numerous locations around the office, in the kitchen and common areas and meeting rooms. Instructions guide staff to wipe down surfaces and equipment after use. 2. Signage is displayed to guide staff through cleaning protocols after using workstations, meeting rooms, common areas and equipment. |
| Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents. | 1. Cleaning protocols include end-of-day COVID clean of all workstations by cleaning contractors. 2. Surfaces in common areas are cleaned by professional cleaner’s according to the following schedule:    * 4 times/day - Lift lobby    * 3 times/day – Toilets    * 2 times/day – Kitchens and meeting rooms, utility rooms and reception    * 1 time/day – Office and workstations and IT package. 3. Wipes are available in all meeting rooms and other common areas. |
| Ensure bathrooms are well stocked with hand soap and paper towels and consider putting up posters with instructions on how to wash hands. | 1. Bathrooms are stocked with hand soap, paper towels and hand dryers. 2. Signage is displayed in the washrooms with instructions on how to good hygiene practices for washing hands. |
| Clean frequently used areas at least daily with detergent or disinfectant.  Clean frequently touched areas and surfaces several times per day. | 1. Refer to *Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents*. 2. All workstations are cleaned overnight, regardless of usage that day. 3. Deep clean of all office areas and associated common areas will be undertaken if at any time there is a COVID-19 positive case identified as having attended the office. |
| Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer’s instructions. | 1. Appropriate disinfectant and cleaning solution is provided – cleaning protocols are documented. |
| Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water. | 1. Staff are not involved in cleaning the workplace. Onsite cleaners are used. 2. Hygiene protocols are displayed and communicated via [intranet or other medium]. 3. Closed bins are provided for disposal of PPE. |

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| **GUIDELINES** | **ACTIONS** |
| **Record keeping** | |
| Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, volunteers, visitors and contractors. | 1. The Service NSW QR code check-in was implemented on [date] and will continue as a requirement of entry. This enables ease of registration for staff, clients and visitors when attending our workplace and also provides a self-assessed check of any related COVID-19 or flu-like symptoms and exposure to high-risk situations. 2. The Service NSW QR code that is specific to each location will be displayed at different heights for people with limited mobility or who are using wheelchairs. 3. For anyone without access to a smartphone, a login sheet will be available in a designated check in area in the workplace 4. Those without access to a smartphone are encouraged to apply for the [COVID-19 check-in card – NSW](https://apply.service.nsw.gov.au/covid-checkin-card/), or sign in manually using the sign in register at the designated check-in area. |
| Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons).  QR codes should be clearly visible and accessible including at entrances to the premises. | 1. Staff have been made aware of the Service NSW app (QR code requirements) which were also communicated on the [intranet or other medium]. 2. Spot checks are also conducted across the floor by [managers and …] during early period of the phased return to office. 3. Once phased return to work commenced on [date], [department or area monitor for check-ins] assumed a monitoring role for QR Code check-in and increased signage at entry. 4. Check-in by visitors, contractors, and proof of vaccination will be monitored by [area or role]. 5. The site-specific Service NSW QR code is displayed at a suitable height for people with limited mobility, using wheelchairs, or youth. |
| If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf.  If it is not possible for check-in to occur, keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days.  These records must be provided in an electronic format such as spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer. | 1. [department or area monitor for check-ins], including anyone at reception, can assist persons unable to utilise QR Code check-in at any time. 2. Anyone 16 and younger does not need to check-in, but they need to provide contact details of someone on their behalf. 3. Domestic and family violence (DFV) residents who have concerns providing their details for QR codes are encouraged to use the contact number for the refuge, or to sign in manually. Alternatively, they may apply for and use a COVID-19 check-in card. 4. Hard copy records of check-ins will be scanned on a daily basis and maintained electronically and through measures that are secure due to the capturing of personal details. |
| Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50. | 1. To date, there have been no known or reported cases of COVID-19 at the [service provider] workplace. 2. Guidance from NSW Health on “[COVID-19 contact risk assessment for general workplace settings](https://www.health.nsw.gov.au/Infectious/factsheets/Pages/advice-for-contacts.aspx)” has been communicated to management and workers via [intranet or other medium] specifically identifying steps and responsibilities for assessment and management of situations where an infectious worker, visitor or client has attended an [service provider] workplace. 3. A [service provider] Business Continuity Plan (BCP) outlines appropriate procedures to follow should there be a suspected or positive COVID case. Guidance from [NSW Gov on self-isolation](https://www.nsw.gov.au/covid-19/stay-safe/testing/self-isolation-rules) has been reviewed and included in the BCP. |

A copy of this COVID-19 Safety Plan will be kept at the [service provider] premises.

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| **VERSION HISTORY** | | |
| **Version** | **Approved By (First & Last Name, Role)** | **Summary of Changes** |
| Draft v1 |  | Draft version 1 produced |
| Version 1 |  | Original Version 1 produced |
| Version 2 |  | Removal of:   * any physical distancing or mask wearing NSW Health requirements. * NSW Gov COVID-19 Test and Isolate payment. * Reference to “casual contact”   Addition of #11 COVID leave |
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