

COVID Safe plan

4th August 2020

Our COVID Safe Plan	
Business name:	Whitehorse City Council
Site location:	379- 397 Whitehorse Rd Nunawading Vic 3131 (Refer to Appendix 1 – Workplace listing)
Contact person:	James Thyer – Head of People & Culture Nathan Moorcroft – Risk, Health & Safety Lead
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Date prepared:	4 th August 2020

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<p>Hygiene and Infection Control Procedures have been developed and adopted including cleaning frequency and materials used. Given the use of vehicles in essential work at council a Cleaning and Hygiene of Council Vehicles procedure has also been developed and adopted.</p> <p>Alcohol based hand sanitiser kits have been provided at each work location.</p> <p>Alcohol based hand sanitiser stations have been provided to all work locations and are available on building entry (out of reach of children).</p> <p>Staff are encouraged to wash their hands with soap and water for 20 secs where possible as an alternative to hand sanitiser.</p> <p>Frequently touched surfaces including counters, handrails, doors, phones, desks, IT equipment and EFTPOS facilities are regularly cleaned.</p> <p>Posters on hand washing are prominent and hand washing facilities are available in staff and public bathrooms.</p> <p>A staff video has been produced and circulated on hand hygiene - available on the intranet - here.</p> <p>Staff information is available on the intranet and shared by managers on the requirements around visitors to Council facilities available here.</p> <p>Additional contracted cleaning is being undertaken.</p> <p>Employees who indicate they have a history of dermatitis or allergy to alcohol have been provided with alternatives in line with the Hygiene and infection Control Procedures.</p>
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p>Where appropriate, doors remain open to encourage air flow and minimise points of contact.</p> <p>Air conditioning systems are regularly serviced and adjusted to meet hygiene and safety requirements.</p> <p>Whilst discouraged and to be avoided where possible, whenever two people are in a vehicle, they are to open windows or use the fresh air function on vehicle air conditioning and the occupants must wear masks.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<p>Mandatory requirement for face masks, areas of high face to face contact are provided with the relevant PPE as per the advice of DHHS, Chief Medical Officer, Municipal Health Officer and the relevant advisory sources.</p> <p>Additional layers of protection with face shields (in addition to masks), gowns and gloves are used for activities where there is an increased risk of exposure due to proximity to others.</p> <p>Centralised provision of recommended PPE usage in line with DHHS and other relevant regulatory or governing bodies has been established.</p> <p>DHHS - https://www.dhhs.vic.gov.au/face-masks-and-coverings-covid-19</p>
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>In addition to work-specific PPE training, guidance material and videos have been produced for P2, N95, Surgical and reusable masks. They have been circulated throughout the organisation and available on the intranet here.</p> <p>Staff in areas of higher person to person contact are required to complete COVID-19 infection control online training available here</p> <p>COVID-19 Health and Safety FAQ have been developed for staff - available here.</p> <p>Area-specific induction and operation manuals have been developed.</p> <p>DHHS face mask guidance is available to staff - https://www.dhhs.vic.gov.au/face-masks-and-coverings-covid-19.</p>
<p>Replace high-touch communal items with alternatives.</p>	<p>Hygiene and Infection Control Procedures have been developed and adopted including cleaning frequency and materials used. Given the use of vehicles in essential work at council a Cleaning and Hygiene of Council Vehicles procedure has also been developed and adopted.</p> <p>Cleaning supplies are available in all communal areas and protocols have been developed on when and how to use these supplies.</p> <p>A risk assessment has been conducted and controls identified for shared areas such as bathrooms, meeting rooms, print rooms – Including printer panels and staplers and the provision of cleaning supplies in the area, lunchrooms and kitchenettes – cutlery, crockery, tea/coffee making facilities, hot water urn, fridge, waste bins and microwaves, vending machines, recycling bins and secured waste bins</p> <p>Desk and workstation sharing is avoided to limit sharing of equipment such as phones, desks, headsets, offices, tools or other equipment. Where necessary cleaning is required before and after use.</p> <p>Staff are encouraged to use their own cup, plates and utensils and responsible for their own washing up.</p> <p>Occupancy limits have been implemented to minimise simultaneous use of common areas such as toilets, kitchens, meeting rooms and the staff room.</p> <p>Measurement of workplace seating arrangements has been carried out to ensure occupied workstations are a minimum of 1.5m apart.to review current seating layout.</p> <p>Protocols for the use of the lift at the Civic Centre, Box Hill Town Hall and Aqualink Box Hill have been established.</p> <p>Customers are encouraged to pay by EFTPOS or on-line rather than by cash.</p> <p>Staff do not have contact with delivery drivers, all paperwork is completed electronically.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	<p>Hygiene and Infection Control Procedures have been developed and adopted including cleaning frequency and materials used. Given the use of vehicles in essential work at council a Cleaning and Hygiene of Council Vehicles procedure has also been developed and adopted.</p> <p>Frequently touched surfaces such as counters, handrails, doors, phones, desks, keyboards etc. are regularly cleaned.</p> <p>Sanitations stations and kits at each work location</p> <p>Alcohol based hand sanitiser is provided at all work stations and on entry to buildings (out of reach of children).</p> <p>Posters on hand washing are prominent and hand washing facilities are available in the bathrooms. Available here</p> <p>Increased cleaning frequencies and information sent by email where possible rather than handling documents.</p> <p>Meeting room protocols including maximum numbers included on meeting room door, Sanitation stations and requirements promoted between meetings.</p>
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	<p>Hygiene and Infection Control Procedures have been developed and adopted including cleaning frequency and materials used.</p> <p>Centralised ordering and provisions to ensure product control have been established in line with guidance material and stock levels are maintained and renewed accordingly.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
Ensure that all staff that can work from home, do work from home.	<p>Attendance at Council facilities is strictly limited to those who perform essential “permitted work” and who cannot complete their role from home. Manager approval in writing is required to for them to attend.</p> <p>Managers/Supervisors are required to review these arrangements regularly and employees must seek approval from the Pandemic Recovery Group (which includes the Executive Management team) to return to the office if working from home.</p> <p>Virtual Councillor Meeting Protocols have been implemented.</p> <p>COVID-19 Permitted Worker Permits are centrally issued by People and Culture via the Department manager to those that cannot complete their tasks from home and who perform essential permitted work tasks within the current level of restriction.</p>
Establish a system that ensures staff members are not working across multiple settings/work sites.	<p>Attendance at Council facilities is strictly limited to those who perform essential “permitted work” and who cannot complete their role from home. Manager approval in writing is required to for them to attend.</p> <p>Sign in documents are located at the entrance of all sites and all visitors staying for greater then 15minutes must sign in (including staff from other sites or otherwise working from home).</p> <p>The Council secure door access system records who has gained entry to key Council facility using their staff proximity card.</p>
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	<p>Temperature checks are conducted in early learning centre environments based on Department of Education and Training protocols.</p> <p>Signage has been placed at the entrance doors of all Council facilities request that anyone experiencing COVID-19 symptoms should not enter the facility.</p> <p>In face-to-face services, clients and visitors are requested to advise if they have been unwell or are experiencing symptoms.</p> <p>Staff communications (including CEO updates twice weekly and in the event of changes to restrictions) are sent to all staff to advise that any staff experiencing symptoms must not attend the workplace.</p> <p>Council has implemented Covid-19 Leave for staff to use whilst awaiting test results or a confirmed Covid-19 result is received to reduce motivation to attend unwell or experiencing symptoms.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</p>	<p>Occupancy limits have been implemented to minimise simultaneous use of common areas such as toilets, kitchens, meeting rooms and the staff room.</p> <p>Measurement of workplace seating arrangements has been carried out to ensure occupied workstations are a minimum of 1.5m apart.to review current seating layout.</p> <p>Protocols for the use of the lift at the Civic Centre, Box Hill Town Hall and Aqualink Box Hill have been established.</p> <p>Common areas/shared spaces and reception areas have been rearranged, furniture removed or cordoned off to ensure physical distancing.</p> <p>Flexi glass screen has been installed at customer service counters. Visitors are kept back from counters using decals marked on floors or bollards.</p> <p>Physical distancing – floor markings have been installed to keep workers and visitors at least 1.5m apart from each other. Signs have been placed around public access area advising of these rules. Signs available here</p>
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>Physical distancing – floor markings have been installed to keep workers and visitors at least 1.5m apart from each other. Signs have been placed around public access area advising of these rules. Signs available here</p> <p>Directional flow limitations are in place to control ingress and egress of visitors.</p> <p>Flexi glass screen has been installed at customer service counters. Visitors are kept back from counters using decals marked on floors or bollards.</p>
<p>Modify the alignment of workstations so that employees do not face one another.</p>	<p>Measurement of workplace seating arrangements has been carried out to ensure occupied workstations are a minimum of 1.5m apart.to review current seating layout.</p> <p>Staggered seating plans have been developed and implemented across sites.</p>
<p>Minimise the build-up of employees waiting to enter and exit the workplace.</p>	<p>Staff rosters have been updated so staff are rostered with the same colleagues each shift to minimise exposure to multiple colleagues.</p> <p>A staggered shift structure has been implemented for staff to limit staff numbers within the workplace.</p> <p>Signage has been installed on all communal or shared areas identifying occupancy limits. Signs available here</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>Induction materials and videos have been produced to inform staff of changes in the workplace. Available here and via your supervisor</p> <p>Area-specific induction and operation manuals have been developed. Hard copies are available for employees who do not have access to the intranet. These are distributed by the Manager/Supervisor.</p> <p>Intranet – Covid-19 working on site section provides a suite of documents available for staff. Including a personal Hazard checklist to ensure staff adhere to the requirements.</p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>Staff can avoid contact with delivery drivers, all paperwork is completed electronically.</p>
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>Staff rosters have been updated so staff are rostered with the same colleagues each shift to minimise exposure to multiple colleagues.</p> <p>A staggered shift structure has been implemented for staff to limit staff numbers within the workplace.</p> <p>Systems in place to ensure there is no contamination (mixing) of staff across different shifts and, in the event of a confirmed case, not all staff in the group are potentially affected.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule .	<p>Physical distancing – floor markings have been installed to keep workers and visitors at least 1.5m apart from each other. Signs have been placed around public access area advising of these rules. Signs available here.</p> <p>Directional flow limitations are in place to control ingress and egress of visitors.</p> <p>Protocols for the use of the lift at the Civic Centre, Box Hill Town Hall and Aqualink Box Hill have been established.</p> <p>Flexi glass screens have been installed at customer service counters. Visitors are kept back from counters by decals marked on floors.</p> <p>Structured entry and exit systems are in place for leisure and recreation facilities to avoid congregation and queuing. Online/phone booking and payment services are used where appropriate</p>

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<p>Attendance at Council facilities is strictly limited to those who perform essential “permitted work” and who cannot complete their role from home. Manager approval in writing is required for them to attend.</p> <p>Council facilities are required to cease operation in line with the relevant stage restrictions and only the staff required to maintain safety and maintenance obligations remain onsite.</p> <p>Sign in documents are located at the entrance of all sites and all visitors staying for greater than 15minutes must sign in (including staff from other sites or otherwise working from home) - Available here</p>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<p>Incident reporting is a well-established process among staff.</p> <p>Communication and consultation occurs in relation to COVID-relevant materials prior to them being distributed and available on the intranet. Materials are also supplied in hard copy where requested. Available here</p> <p>Monthly safety topics are discussed and signed-off across the organisation within department and team meetings on completing an incident report, communication and consultation and COVID-relevant materials. Priority is given to topics that are relevant to COVID-19 and maintaining a safe workplace.</p> <p>Incident reporting is a core agenda item at monthly Corporate OHS committee</p>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<p>The Crisis Management Plan, Disaster Recovery Plan and Departmental Business Recovery plans, which are reviewed at least annually, have been actioned.</p> <p>Council has a Pandemic Emergency Management Plan for the community and a Pandemic Plan for Council Business. A detailed Pandemic Action Plan is being developed based on experiences from the COVID-19 pandemic.</p> <p>Council has established Pandemic Response Group and specific operation/function Pandemic Recovery Groups to ensure best practice, consultation and communication across department and work groups.</p> <p>Departments review their business continuity plans annually and as needed and Council seeks guidance from the Victorian Chief Medical Officer, DHHS, Council’s medical Officer of Health and Municipal Association of Victoria as required.</p>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	<p>A Managing Covid-19 in the workplace document has been developed, shared with all managers and is available on the intranet in the event that either an employee, client or member of the public contracts COVID19.</p> <p>Attendance at Council facilities is strictly limited to those who perform essential “permitted work” and who cannot complete their role from home. Manager approval in writing is required for them to attend.</p> <p>Sign in documents are located at the entrance of all sites and all visitors staying for greater than 15minutes must sign in (including staff from other sites or otherwise working from home) - Available here</p>
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<p>A Managing Covid-19 in the workplace standard operating procedure has been developed, adopted and shared with all managers and is available on the intranet.</p> <p>Hygiene and Infection Control Procedures have been developed and adopted and includes cleaning frequency and materials to be used based on DHHS guidance</p>
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	<p>A Managing Covid-19 in the workplace standard operating procedure has been developed, adopted and shared with all managers and is available on the intranet.</p> <p>Hygiene and Infection Control Procedures have been developed and adopted and includes cleaning frequency and materials to be used based on DHHS guidance.</p>
Prepare to notify workforce and site visitors of a confirmed or suspected case.	<p>A Managing Covid-19 in the workplace standard operating procedure has been developed, adopted and shared with all managers and is available on the intranet.</p> <p>The relevant Department Manager in consultation with Risk, Health and Safety, Environmental Health and Strategic Marketing and Communication teams investigate and notify any impacted employees.</p>
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	<p>A Managing Covid-19 in the workplace standard operating procedure has been developed, adopted and shared with all managers and is available on the intranet.</p> <p>Escalation to the Head of People and Culture/Risk, Health and Safety is a documented requirement in the event of a confirmed Case.</p>
Confirm that your workplace can safely re-open and workers can return to work.	<p>A Managing Covid-19 in the workplace standard operating procedure has been developed, adopted and shared with all managers and is available on the intranet.</p> <p>The Council has developed an over-arching COVID-19 Recovery Plan and recovery plans for sporting and recreational facilities and a Community Recovery Plan.</p> <p>Undertake Covid-19 Workplace Hazard Identification – Available Here</p> <p>Complete a Covid-19 Risk Assessment – Available Here</p> <p>Request all employees complete a Workstation Hazard Checklist when they return to their workplace - Available Here</p>

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Signed



James Thyer – Head of People & Culture

Date 7 August 2020

Appendix 1.

Workplace	Address
Aqualink Box Hill	31 Surrey Drive Box Hill 3128
Aqualink Nunawading	6 Fraser Place Forest Hill VIC 3131
Blackburn Child Care	15 Central Road Blackburn 3130
Blackburn Nth Family Centre	70-86 Junction Road Nunawading 3131
Box Hill Community Arts	470 Station Street Box Hill 3128
Box Hill Sth Family Centre	1228 Riversdale Road Box Hill South 3129
Box Hill Town Hall	1022 Whitehorse Road Box Hill 3128
Burgess Family Centre	15 Barwon Street Box Hill North 3129
Civic Centre	379-397 Whitehorse Road Nunawading 3131
Forest Hill Family Centre	35 Bennett Street Forest Hill 3131
Lucknow Street Child Care	37 Lucknow Street Mitcham 3132
Meals on Wheels - Box Hill	79 Carrington Road Box Hill 3128
Meals on Wheels - Silver Grove	22 Silver Grove Nunawading 3131
Mitcham Family Centre	15 Brunswick Road Mitcham 3132
Mountainview Cottage	25 Mountainview Road Nunawading 3131
Nunawading Community Centre	16 Silver Grove Nunawading 3131
Operations Centre	1 Ailsa Street Box Hill South 3128
Parkside Nursery	82 Jolimont Road Forest Hill 3131
Recycling and Waste Centre	638 Burwood Hwy Vermont 3133
Schwerkolt Cottage	Deep Creek Road Mitcham
Sportlink	2 Hanover Road Vermont South 3133
Vermont Sth Child Care	39 Livingstone Road Vermont 3133
Vermont Sth Family Centre	1 Karobran Drive Vermont South 3133
Wattle Park Child Care	19 Livingstone Close Burwood 3125
Whitehorse Centre	Rear of Civic Centre 379-397 Whitehorse Rd Nunawading 3131
Youth Connections	1 Main Street Box Hill 3128
Nunawading Community Hub	94-102 Springvale Road Nunawading 3131