

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Office environment (including call centres)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	CNA-Italian Australian Services and Welfare Centre Inc.
Plan completed by:	Giovanni Testa
Approved by:	Giovanni Testa - President

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDELINES	ACTIONS
Wellbeing of staff and visitors	
Exclude staff, volunteers and visitors who are unwell.	Staff who are unwell are advised not to attend the workplace. Staff who become unwell or exhibit symptoms of illness are sent home. Customers who are unwell are asked to leave and follow health advices.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff have been provided individually with written instructions related to COVID-19, covering personal hygiene (handwashing, cough etiquette), physical distancing, cleaning of workstations and communal areas, symptoms of concern and when to get tested Signage has also been erected throughout site.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff who are sick or required to self-isolate work with the manager to agree on suitable arrangements. Frequent updates are sent to staff via email and zoom meetings regarding leave and other entitlements.
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.	Signage is displayed at the entry point to ask customers to be seated. Staff, customers, visitors and volunteers must sign in.

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.	One office for each worker. No space sharing. Hand sanitiser has been provided in every room, disinfectant/wipe detergent at all work stations.
Use flexible working arrangements where possible, such as working from home or other locations.	Staggered working arrangement between full time and part-time workers. Italian classes transitioned to online delivery.
Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.	Erection of barriers not deemed relevant at this stage. Ongoing monitoring of distance
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	One office for each staff working. A physical distancing plan is in place across all sites, to ensure compliance with the required 4 square metres per person, and minimum 1.5 metres distancing. Maximum capacity has been calculated for each space.
Use telephone or video platforms for essential meetings where practical.	All staff inducted to use Zoom, email communication and phone meetings for remote communication.
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	Administration staff continue to work on site. Teachers operating on remote learning for all classes. Communal areas sanitised daily, minimal access in individual offices and workstations from other employees, visitors, volunteers and customers.
Review regular deliveries and request contactless delivery and invoicing where practical.	Communication with suppliers and clients. No payments received on site. All transactions to occur via electronic EFT remotely.
Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.	Actions not deemed necessary as there are no lifts on premises.

GUIDELINES	ACTIONS
Hygiene and cleaning	
Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.	Hand sanitiser has been provided in every room, hand soaps provided in all toilets, surfaces sprayed daily. Increased level of cleaning.
Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.	Disinfectant/wipe detergent at all work stations, with signage indicating staff to maintain high levels of cleanliness.
Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.	Additional cleaning of high-contact surfaces weekly. Signage displayed in toilets, waiting rooms and individual workstations, related to hand hygiene, cough and sneeze etiquette, disinfecting shared and common areas.

Hygiene and cleaning	
Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.	Relevant resources are available and hand wash signs have been placed at all sinks and basins and are appropriately displayed throughout the facilities
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Protocols have been developed and staff have been or are in the process of being trained around frequent cleaning/disinfecting of all areas.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	Relevant disinfectant and associated cleaning wipes have been distributed to all sites with instructions for use.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Cleaning materials provided, including gloves and masks. Protocols for cleaning explained to all staff, including 20-second hand washing rule.

GUIDELINES	ACTIONS
Record keeping	
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. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	Names, contact details and a health screening check is undertaken daily at each site, with staff, visitors and clients all signing the document. In addition, each individual briefed that they will contact the organisation if symptoms or a positive test result occurs within 72 hours of visiting the premises. All documentation will be stored securely and safely in line with appropriate privacy legislation.
Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.	All employees have been advised of the COVIDsafe app and been encouraged to download it. The health screening form asks every client/visitor to the service if they have downloaded the app (they can decline to answer that question if they prefer). All staff are being asked if they have downloaded the app prior to coming back onto site. This information is being asked in relation to contact tracing but is not a determinant for their return to the workplace.
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.	Regular updates is ongoing from NSW Health and processes are in place for rapid testing of both staff and residential clients. Protocols include liaison with the Public Health Unit of the Local Health District.