This plan is under review and will be completed when the office can re-open.
Comment placed @16th August 2021

COVID-19 SAFETY PLAN

Return to Work

Gymea Community Aid and Information Service

BUSINESS DETAILS	
Business Name	Gymea Community Aid and Information Service (GCAIS)
Plan Completed By	General Manager and members from the GCAIS WH&S Committee
Plan Approved By	Board
Created	10th June 2020
Last updated	July 2021

Requirements For Business

Listed are the requirements for the GCAIS business, and the actions put into place to keep our workers and clients safe.

Requirements	Actions
Premises at 39 Gymea Bay Rd Gymea	
Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	- Produce policy and procedures. Workers to signal their understanding by signing memo to be kept on file - Core online training modules to be completed - Regularly refer to Managing COVID in the Workplace and Keeping COVID safe policy
Display conditions of entry e.g. maximum numbers in Centre, social distancing markers, advise to wear face masks.	- Posters to be placed at main entrance listing maximum number of people allowed in building - Provide copy of COVID 19 Safe Plan on website - Regularly share conditions on Facebook and Mailchimp - Community Connections (CHSP) and Multicultural and Settlement Services (M&S) to write to clients on database with conditions of entry - Office map to be visible - Clients to be encouraged to make appointments - Mask wearing is not compulsory however recommended
Calculate maximum numbers by each specific are in office	- The GCAIS space is calculate as 25 people maximum allowed in the space. - Workers to update Microsoft calendar to determine numbers in office on any given day - Numbers are calculated including likely number of visitors - Utilise remote working tools for workers working offsite
Signing In	- All visitors, including contractors, deliverers, clients, visitors, workers etc are to either sign in using the manual hand written sheet or, scan using the GCAIS QR Code - Front desk to scan the manual sheet at the end of each day and save in the allocated SharedDoc folder - QR Code to be displayed on front window and front desk
Exclude workers and visitors who are unwell.	Ask any person in the Centre displaying symptoms to leave the premises

Ensure all workers and visitors provide name, address, time and contact details when entering the premises	• Ask all workers and visitors to sign in and/or utilise QR scan in order to trace back and make contact if there is an incident that requires follow up.
Place protective screen in Reception	• Cover open reception desk with Perspex screen to protect both workers and visitors
Provide masks at Front Desks	• Mask wearing is not compulsory for workers or visitors
Use signage to remind workers and visitors of COVID and infectious disease safe practices	• Utilise Safe Work templates for: - Maximum capacity - Hand washing, coughing, checking of symptoms - Actions to take if symptoms appear - Cleaning schedule particularly of toilets - Clients/Public to be discouraged using Centre toilets due to Council no longer providing funding for cleaning
Review cleaning schedule of premises and toilets	• GCAIS to have clean of premises 3 times per week • Signage to signal when toilets and premises were last cleaned for workers and visitors to review
Cleaning products and schedule to be available	• Sanitisers to be placed in each room and front desk • Each room to have antibacterial surface spray and wipes available • Each room to have wipes for computer equipment including keyboard • Schedule and advise on when to clean listed in policy and procedures document • Cleaning checklist to be made available for each room including offices, kitchen and meeting rooms
Review regular deliveries and request contactless delivery and invoicing where possible	• Review lists of suppliers and prepare strategy to minimise contact
Review terms and conditions of external hirers	• Review current Room Hire Policy and include COVID Safe practises. Document to be signed and acknowledged by room hirers
Ensure all kitchens and toilets are well stocked with hand soaps and paper towels	• Review stationary order processes so stock is always at minimum levels
Clients visiting the Centre	• Encourage clients to make appointments if possible and ensure entry into the Centre
Review flyers and brochures	• Keep stock minimal and utilise website, Facebook and online media to advertise
Review requirements with Street Library association	• Understand risk with shared street library stand and books. • Add hand sanitiser to structure for users
Encourage workers and clients to download the COVID Safe App	• Advertise in Facebook and Website
Groups congregating outside of Centre	• Design response in the event numbers are gathering outside of the premises and not practising social distancing

Requirements	Actions
COVID Safe WHS Review	• COVID Safe Plan to be included on agendas relating to WH&S committee, manager's meetings and Board meeting to check progress and reinforce actions

Requirements	Actions
Groups Onsite: Includes English Classes, Homework Club, Computer lessons, Multicultural Women's Group, Spanish speakers mother's group, Spanish speakers' group, Book Club, Knitting Group, Men's Discussion Group, Gymea Community Singers, Interagency Meetings, Team meetings, Youth Groups, Wednesday Games Group, Tai-Chi, Migration Advise, Weekend groups including Thai dancers, Chinese Mother's Group and Pentecostal Study Group	
Risk assessment	• Conduct risk assessment for each group prior to their return and confirm required adaptations or changes to run group
Signing In	• All visitors, including contractors, deliverers, clients, visitors, workers etc are to either sign in using the manual hand written sheet or, scan using the GCAIS QR Code • Front desk to scan the manual sheet at the end of each day and save in the allocated SharedDoc folder
Food preparation	• No food preparation allowed. Clients to bring their own refreshments. GCAIS can provide closed packets of biscuits or separate food orders • No sharing of food permitted
Disposal cups and cutlery	• Where possible, utilise disposable cups and cutlery to avoid washing
Questionnaire	• Clients reserving a place for outings and activities are required to complete health and mobility questionnaire • Questionnaire to be updated regularly as situation changes by WH&S committee
Communications to visitors and clients alerting to requirements	• Rules and regulations of visiting to be shared prior to attendance. These will include the need to remain away from the premises if there are symptoms of sickness and sharing of food and refreshments
Face masks	• Mask wearing is not compulsory for workers or visitors, though recommended
Hand sanitisers and soaps	• Adequate amounts of hand sanitisers and soaps to be be available in rooms
Visitor and client numbers	• Numbers to be adhered to as in *Premises* section of this plan • Book alternative space where possible e.g. Gymea Community Hall to allow increased numbers

Requirements	Actions
Groups Offsite: Includes Chinese English Classes, Tai Chi, Zumba, Pet Owner's Network, Monday, Tuesday and Wednesday social groups, Greek Group, Chinese Groups, Men's Guitar Group, Gardening Club, Active and Social Group, Youth Groups, Special Events	

Offsite venue	• Choose locations and places where social distancing can be adhered to including outdoor venues
Refreshments	• Workers and clients to take own refreshments or purchase
Utensils	• Utilise disposable cups, cutlery and serviettes
Hand sanitiser and soaps	• Group leaders and volunteers have enough supply of hand sanitiser and soap. Request that clients also consider bringing what they require
Questionnaire	• Clients reserving a place for outings are required to complete health and mobility questionnaire
Face masks	• Mask wearing is not compulsory for workers or visitors though recommended
Bus travel	• 12-14 maximum personnel per 24 seater bus
Public Transport	• Utilise in Off peak hours if possible. Masks must be worn.
Communications	• Communications to be forwarded to existing clients of "rules and requirements" when attending offsite activities
Check lists	• Full check lists to be shared and actioned by group leaders to include pre-screening questionnaire, hand sanitiser and soap stock, regular cleaning of "high touch" items
Special Events	• Outdoor events to follow rules and regulations as published in regards to numbers allowed and special requirements such as seating etc • Registration via EventBrite and internal bookings to be used to control crowd numbers • Visitors to sign in using manual sheet or QR Code. Manual sheets to be scanned and filed in SharedDocs folder for sign in sheets

Requirements	Actions
Driving and Vehicles: Includes DriveTime, Shopping with Clients, escorting clients to appointments, providing help to workers and clients	
Cleaning	• Hand sanitiser to be available in vehicles • All "touchpoints" to be wiped with cleaning wipes and or sprayed with disinfectant before and after trip
Travellers	• Passengers to travel in the rear of vehicle diagonally to driver • Only 1 passenger at a time unless accompanied by a carer • Pre-screening questionnaire to be completed prior to travel
Department of Health rules	• Mask wearing is not compulsory though recommended
Hygiene	• Workers to regularly wash hands, cover mouth and nose when sneezing and coughing and to practise self-distancing
DriveTime Mentoring	• Checklist to be completed by Drivers/mentors

Requirements	Actions
	• All workers, mentors and clients are to wear masks whilst in the vehicle

Requirements	Actions
Home Visits	

Requirements	Actions
Includes Domestic Assistance and Individual Support services. Also includes any GCAIS worker conducting a home visit for any reason	• Ensure all workers have completed the Department of Health online training on COVID 19. • Consult with workers regarding the symptoms of COVID 19 and to not attend work if displaying any of the symptoms. • Continuing to conduct essential services for consumers during the pandemic. • Keep up to date with notifications from the Department of Health on required actions when providing services to consumers. • Ensure the organisation has the required infection control materials to reduce person to person spread of the virus i.e. hand sanitizers, gloves, disinfectant wipes • Keep all worker and consumers informed of services available and COVID 19 updates • During the height of the pandemic and during lockdown, conduct consumer assessments over the phone. • Instruct workers who conduct shopping services to consumers to perform unaccompanied shopping services. • Workers are no longer required to wear masks as per the direction of the Department of Health. If the client requests workers to do so we should comply • Inform consumers their shopping services will be performed unaccompanied until the restrictions are lifted by the State Government. • If consumers require transport to medical appointments worker to be instructed to ask the consumer to sit in the back seat of the vehicle to comply to safe distancing rules. • Inform consumers that they are to notify the Support Worker or the office if they are displaying symptoms of COVID 19 to ensure safety of the Support Worker and other consumers. • Pre visit screening questions to be used before workers enter the home either for an assessment or to provide services. These are found on the WHS Checklist. • Conduct telehealth checks on consumers to ensure they are supported during the height of the pandemic and during lockdown. • Research and conduct online face to face activities with consumers to minimise social isolation i.e. Zoom trivia sessions.

Requirements	Actions
Attendance at Meetings/Training	

Mode of training	• Where possible, choose distance or online learning options
Face masks	• Mask wearing is not compulsory for workers or visitors
Policy	• Review providers' COVID Safe Plan and ensure social distancing is possible

Requirements	Actions
Working at Other Work Spaces/Offices	
	• Ensure partner agency has COVID 19 plan and obtain copy • GCAIS worker to follow procedures outlined in this policy