COVID-19 Plan

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# Why it is important to have a COVID-19 Plan?

A COVID-19 Plan, or COVIDSafe Plan will aid your business in preparing and documenting the controls that will be implemented in order to keep your workplace COVID safe. Some states and territories have mandated COVID-19 Plans and significant fines may be liable if your organisation does not comply.

# Who must complete a COVID-19 Plan?

All organisations should complete a COVID-19 Plan.

The following table provides details of each state and territory requirements as at 6 December 2021.

|  |  |  |  |
| --- | --- | --- | --- |
| State | Mandatory/Recommended | Specific form | Link |
| NSW | Recommended | Ability to register COVID Safety Plan via online form  Industry specific information available | [COVID-19 Safety Plans | NSW Govt](https://www.nsw.gov.au/covid-19/business/safety-plans) |
| Vic | Mandatory | No, template is available for use | [COVIDSafe Plan | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/covidsafe-plan) |
| QLD | Not required  Restricted business must operate in accordance with the [COVID Safe Checklist for Restricted Businesses](https://www.covid19.qld.gov.au/__data/assets/pdf_file/0021/175062/covid-safe-checklist-restricted-businesses.pdf?nocacheV1) | N/A | [COVID Safe Checklist for Restricted Businesses | Qld Govt](https://www.covid19.qld.gov.au/government-actions/covid-safe-checklist-for-restricted-businesses) |
| WA | Mandatory for workplaces required to close during lock down | Yes, downloadable form | [COVID Safety Plans and Guidelines | WA Govt](https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-covid-safety-plans-and-guidelines) |
| SA | Required for a defined public activity with more than 100 people attending | Yes, online form | [Create a COVID-Safe Plan | SA Govt](https://www.covid-19.sa.gov.au/business-and-events/create-a-covid-safe-plan) |
| Tas | Recommended | No, template is available for use | [COVID-19 Safety Plans | Tas Govt](https://www.coronavirus.tas.gov.au/business-and-employees/covid-19-case-and-outbreak-management/covid-19-safety-plans)  [COVID-19 Safe Workplaces Framework | WorkSafe Tas](https://www.worksafe.tas.gov.au/topics/Health-and-Safety/safety-alerts/coronavirus/covid-safe-workplaces-framework) |
| ACT | Mandatory | No, template is available for use | [COVID Safety Plan | ACT Govt](https://www.act.gov.au/business/keeping-your-business-covid-safe/covid-safety-plan) |
| NT | Mandatory | Yes, online form | [Business Guidelines and Safety Plans | NT Govt](https://coronavirus.nt.gov.au/business-and-work/business) |

# How to implement this plan

This plan template has been aligned with all states and territories and can assist you to complete state specific forms as required.

Review and confirm the controls implemented and person responsible for implementing/maintaining and reviewing these controls.

Consult with workers and/or their representatives to ensure all controls are identified and to gain support from workers.

Once this COVID-19 Plan has been completed, it should be signed, dated and reviewed regularly as required The COVID-19 Plan should be reviewed when there are changes to requirements at a state/territory or federal level.

# ORGANISATION NAME COVID-19 PLAN

**Business Details**

|  |  |
| --- | --- |
| Business name: |  |
| Address: |  |
| Plan completed by: |  |
| Job title: |  |
| Signature: |  |
| Date reviewed: |  |
| Next review: |  |

**Wellbeing of persons and response to illness**

|  |  |  |  |
| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *There is a process in place and communicated to workers to ensure workers/others stay home if they are unwell.* |  |  |  |
| *Any workers or contractors with symptoms will be sent home if they are unwell and/or have obvious symptoms of illness.* |  |  |  |
| *Any patrons or visitors will be turned away if they are unwell and/or have obvious symptoms of illness.* |  |  |  |
| *Communicate to workers the support available for eligible workers who temporarily cannot work under a COVID-19 direction or health guidance.* |  |  |  |
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**Vaccination status**

|  |  |  |  |
| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Check vaccination mandates for workers, including potential client requirements.* |  |  |  |
| *There is a Vaccination Policy in place that encourages, or mandates where required, all workers to be vaccinated.* |  |  |  |
| *Vaccination status of visitors is checked by workers upon entry.* |  |  |  |
| *Visitors who are not vaccinated and who do not have a medical exemption are excluded from the workplace.* |  |  |  |
| *Workers who are not vaccinated are asked to work from home rather that enter the workplace.* |  |  |  |
| *Maintain a vaccination register with verified vaccination status of workers.* |  |  |  |
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**Contact registration and record keeping**

|  |  |  |  |
| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Print off the QR code from relevant state authority(s) and display in various locations around the entrance(s) to the workplace to reduce crowding at one central location.* |  |  |  |
| *Create different QR codes for different zones and locations in the workplace if possible (large sites)* |  |  |  |
| *Establish a manual check in process for persons who do not have a mobile phone such as manual writing or a worker who takes names and contact details* |  |  |  |
| *Mandate the use of the QR check-in for all persons prior to entering the workplace.* |  |  |  |
| *To ensure checking in is also possible for people with a disability, special needs or from a culturally or linguistically diverse background, consider:*   * *printing a bigger version of your QR Code (on A3 paper)* * *Providing multiple copies of your QR codes, including both on shoulder height and at 1 metre from the ground* * *Printing QR code page in colour* |  |  |  |
| *Follow the Managing a Positive COVID Case Procedure in the event of a positive case.* |  |  |  |
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**Physical distancing**

|  |  |  |  |
| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Consider venue layout and move tables/desks and seating to comply with physical distancing (1.5m separation) and density requirements (1 person per 2 square metres of space).* |  |  |  |
| *Restrict capacity as outlined in the public health directions.* |  |  |  |
| *Have a documented process that shows how you calculated the capacity number and review this regularly as orders change*. |  |  |  |
| *Dedicate separate entry and exit doors, and create pathways to encourage “one-way traffic” where possible.* |  |  |  |
| *Minimise mixing groups of people as much as possible.* |  |  |  |
| *Encourage contactless payments to be used where possible (if relevant).* |  |  |  |
| *Encourage online bookings, reservations and pre-ordering where practical.* |  |  |  |
| *Consider using physical barriers, such as plexiglass screens, in areas that involve high-volume interactions (e.g., point of sale).* |  |  |  |
| *Consider placing floor or wall markings or signs to identify 1.5 metres of distance between people, particularly for queues and waiting areas.* |  |  |  |
| *Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.* |  |  |  |
| *Consider limiting the duration of activities to 2 hours or fewer where possible.* |  |  |  |
| *Dedicate separate bathroom facilities for each separate room or area of a venue, where possible.* |  |  |  |
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**Cleaning, sanitising and hygiene activities**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Conduct frequent environmental cleaning and disinfection, especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc.). Frequency of cleaning will be determined by the turn-over of attendees–the more people attend over a period, the more cleaning required.* |  |  |  |
| *Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points.* |  |  |  |
| *Clean using disinfectant products to ensure surfaces are properly disinfected.* |  |  |  |
| *Avoid providing/using shared items, equipment, or utensils. Where this is not possible, clean them frequently or between uses. Note that for certain activities, this is mandatory.* |  |  |  |
| *Provide hand sanitiser on entry and exit of the premises, and areas where you expect many people to be, or a high turnover of people.* |  |  |  |
| *Ensure bathrooms have sufficient soap and running water for handwashing.* |  |  |  |
| *Ensure hand drying facilities are available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.* |  |  |  |
| *If using communal showers, maintain/encourage that people maintain 1.5 metres of distance between people.* |  |  |  |
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**Masks**

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| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Be aware of and ensure all workers adhere to current face mask requirements.* |  |  |  |
| *Encourage mask wearing of workers where physical distancing is not possible.* |  |  |  |
| *Ensure masks are worn in indoor public spaces and for a range of specific activities and settings where mask wearing is mandated within your jurisdiction.* |  |  |  |
| *Have a process for assessing what the current health order requires in terms of your business and mask wearing, and document this process.* |  |  |  |
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**Prevention of occupational violence**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Visible security guard/strong presence at entrance to workplace* |  |  |  |
| *Always a minimum of two workers assisting with QR code check-in* |  |  |  |
| *Situational awareness and occupational violence training provided to workers dealing with customers and/or the public* |  |  |  |
| *Information posted regarding any situations such as delayed orders, changes to normal processes and unavailable stock to be posted throughout the workplace (and on internet if relevant) to communicate to customers of the changes.* |  |  |  |
| Arrange furniture to create dividers between workers and customers/the public. |  |  |  |
| Create safe retreats that workers can access in the event of an incident. |  |  |  |
| Install signage advising that any sort of violence or aggressiveness will not be tolerated. |  |  |  |
| Security measures such as CCTV and duress alarms to be installed. |  |  |  |

**Enclosed spaces and ventilation**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Work in lower-risk outdoor environments, if reasonably practicable or large, well ventilated indoor spaces.* |  |  |  |
| *Optimise fresh air flow in air conditioning systems.* |  |  |  |
| *Enhance ventilation by opening windows or conducting regular air changes.* |  |  |  |
| *Avoid creating crowded or noisy indoor spaces where more droplets and aerosolized particles are generated.* |  |  |  |
| *Improve ventilation through:*   * + - * 1. directing fans towards the ceiling or floor and limiting oscillation and turbulence of fans.         2. regular inspection, maintenance and cleaning of heating, ventilation and air conditioning (HVAC) systems         3. avoiding using only recirculated air in HVAC systems and increase the outside air intake         4. Ensure exhaust fans are operational if in place. |  |  |  |
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**Communication/Training/Signage**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Provide workers information and training on COVID-19 to ensure they are aware of symptoms, where and when to get tested and personal hygiene such as infection control, physical distancing and hand hygiene.* |  |  | ` |
| *Maintain records of training; additional education; signage; guidance material, etc.* |  |  |  |
| *Clearly display venue capacity and check in/QR code information at each entrance to the workplace or space.* |  |  |  |
| *Display information to your patrons and workers about your COVID-19 Safety Plan* |  |  |  |
| *Display signage at the venue entrance to instruct members of the public (and workers) not to enter if they are unwell or have COVID-19 symptoms.* |  |  |  |
| *Erect signage on hand hygiene and cough etiquette.* |  |  |  |
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**COVID Marshal/Safety Supervisor**

It is a requirement for a COVID Marshal/Safety Supervisor in SA and NT for specific activities.

* + - * 1. SA - [COVID Marshals | SA Govt](https://www.covid-19.sa.gov.au/business-and-events/covid-marshals)
        2. NT - [Guidelines for Businesses| NT Govt](https://coronavirus.nt.gov.au/business-and-work/business/guidelines-for-businesses-community-organisations)

Owners, operators or people in charge of a business or activity are legally responsible for the overall compliance with their COVID-19 Plan. This includes responsibility for their COVID Marshal/Safety Supervisor(s) and other workers.

COVID Marshal/Safety Supervisors are not legally responsible for a workplace’s overall compliance or for the behaviour of individual patrons. Instead, they have a duty to their employer/person in charge of the activity to perform their role as COVID Marshal/Safety Supervisor to the best of their abilities.

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *COVID Marshal/Safety Supervisors are familiar with their business or activity's COVID-19 Plan. Owners, operators or people in charge of a business or activity should provide a copy of their Plan to their COVID Marshal/Safety Supervisor(s) and discuss the Plan and its implementation with them.* |  |  | ` |
| *Ensure COVID Marshal/Safety Supervisor(s) have been trained in state required training (SA/NT)* |  |  |  |
| *Beyond the mandatory requirements around age and training, it is recommended that people nominated as COVID Marshal/Safety Supervisors have good customer service, people and communication skills, a solid knowledge of the business or activity's operations, and sufficient experience and authority among workers to supervise and give limited directions.* |  |  |  |

**Workforce bubbles**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Review rosters to reduce cross over between shifts where workers may overlap.* |  |  | ` |
| *Review practices of working across multiple sites to limit workers interacting across sites.* |  |  |  |
| *Stagger start and finish times, break times and shared facilities to reduce mixing of workers unnecessarily.* |  |  |  |
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**Contractors and other workers**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Consider contact free deliveries and remove paperwork from delivery interactions.* |  |  | ` |
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**Review and Monitor**

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| --- | --- | --- | --- |
| Controls | How will this be done | Implemented (Y/N) | Person responsible |
| *Regularly review policies and procedures to ensure they are consistent with current directions and advice provided by local regulatory bodies and public health orders.* |  |  | ` |
| *Ensure there is an accessible copy of your COVID-19 Safety Plan available on your premises as it must be produced if requested from a relevant compliance and enforcement officer. This may include producing an electronic copy.* |  |  |  |
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