







# COVID Safety Plan

Premises name: Town of Bassendean Customer Service Centre

Agrees to the following:

- |   |  |
|---|--|
| <input type="checkbox"/> Maintain mandatory contact registration                  | <input type="checkbox"/> Encourage physical distancing       |
| <input type="checkbox"/> Maintain hygiene standards and conduct frequent cleaning | <input type="checkbox"/> Advise staff to stay home if unwell |

-  **Refer to the COVID Safety Guidelines for information on the expectations for COVID Safety Plans and to assist you in** completing this plan. These are available at [wa.gov.au](https://www.wa.gov.au)
-  Discuss and share relevant details of your plan with staff, contractors and suppliers so everyone is aware of what to do and what to expect.
-  **The COVID-19 pandemic is an evolving situation –** review your plan regularly and make changes as required.
-  **Print and display the COVID Safety Plan Certificate** available at the end of this form.

## Premises details

<b>Premises name:</b>	Customer Service Centre	<b>Prepared by:</b>	Rajesh Malde
<b>Type of premises:</b>	Local Government	<b>Position title:</b>	Manager Finance
<b>Street address:</b>	35 Old Perth Rd Bassendean	<b>Completion date:</b>	17 February 2022
<b>Contact no:</b>	(08) 9377 8000	<b>Revision date:</b>	As Required
<b>Email:</b>	mail@bassendean.wa.gov.au		

**\* For the sections below, please complete the form and attach additional pages or information as required.**

### 1. Contact registration

- What will be done to implement contact registration requirements?

Consider: **legal requirements to manage, store and dispose of contact registration records; ensuring SafeWA QR codes are easily accessible, ensuring option of hard copy register is available.**

- SAFEWA QR Codes are on display at the entrance of the Customer Service Centre, and at all entrance/exit points.
- A hard copy paper-based Contact Register is available inside the front entrance and in the Council Chambers.
- All workers have been requested to sign in when entering a TOB workplace or facility, regardless of if it is their normal place of work.
- Although the QR Code and posters are on display, Customer Service staff will check to make sure customers and workers sign in when entering the premises.
- Paper-based Contact Registers will be kept for minimum of 28 days.

### 2. Physical distancing

- What will be done to encourage physical distancing principles?

Consider: **physical distancing for staff and patrons; management of waiting areas etc.**

- Three **sneeze guards** have been placed in front of Customer Service Officer stations to support adequate physical distancing, and to limit the risk of exposure for staff and members of the public.
- At the customer service counter, two **chairs for customers have been moved** to enable adequate social distancing between each chair, as well as between each chair and the seated location of the Customer Service Officers. Floor tape has been placed in front of these chairs to help encourage and support physical distancing requirements.
- **Floor markers** have been placed two 1.5 metres from behind the customer chairs and then at 1.5 metres intervals behind the chairs for waiting customers to maintain adequate separation.
- In accordance with any **capacity limit restrictions**, the maximum room occupancies will be calculated. Clear and visible signage stating the maximum number of people permitted, will be placed on both sides of the entrance doors (or if no door, the wall closest to the entrance) and inside each room or area.

- Meeting rooms will not be used for customer purposes.
- **Visible signage** has been placed in the foyer, urging customers to practice **physical distancing**, and to avoid congregating in any area.
- With only one entrance to the Customer Service Centre, customers will need to use this to enter and exit the building. It is not anticipated that this area will become congested due to high levels of foot traffic. A **traffic flow plan has not been implemented** at this stage, but foot traffic will be monitored and considered if required.
- For staff working in the office at the Customer Service Centre, the Town has ensured that there is **adequate physical distancing** between each officer. Where possible, **flexibility in working arrangements**, including working from home, will continue to apply for staff based at the Customer Service Centre. Where workers must attend the workplace, workers will be rostered on the same shifts at a single worksite and there will be no overlap of workers during shift changes (if applicable).
- A number of physical distancing measures have been implemented, in accordance with the Safe Work Procedure, including:
  - a. **Break rotations**, to minimise the number of officers in the kitchen and amenities area at any one time.
  - b. **Chairs have been placed 1.5 metres apart in the lunch room**. Where possible, workers will be encouraged to either eat lunch in an open outdoor space or at their workstation.
  - c. Any **worker interactions** are to be undertaken in compliance with the physical distancing protocol of at least 1.5 metres apart. Floor tape has been placed at the entrance of the customer service office area to prevent other employees from entering this area.
  - d. **Meetings** including de-briefs and team meetings are to be held online through Zoom, Teams etc., through phone conferences, in an outdoor environment or in an indoor area that complies with physical distancing and the maximum square metre/person requirements. No worker is to attend face to face meetings with external parties unless authorised through the Line Manager.
  - e. Where possible, **access to the Customer Service Centre** for external staff, family members, contractors and other parties will be prohibited, with entry restricted and restricted for urgent business purposes only.
  - f. In accordance with the Safe Work Procedure, restrictions will apply to Town of Bassendean employees when carpooling to ensure adequate physical distancing.

### 3. Hygiene

- How will you ensure hygiene and cleaning standards are maintained?

#### Consider: **hygiene protocols and practices; supply of cleaning and sanitiser products etc.**

- **COVID information** and recommended **hygiene practices will be promoted** through posters placed throughout the workplace, Safe Work Procedures, on the FAQ page and through other internal communications.
- Employees who are **unwell will be directed to stay home.**
- **Visible signage** will be placed on the front door and inside the front entrance, urging customers **not to enter the premises if they are unwell.** Any customer or worker who appears to be unwell will be politely requested to leave the premises. If an employee is unwell with COVID-like symptoms, the **'Suspected or Confirmed Case of COVID-19 Procedure'** is to be followed.
- The Town has a **good supply of hand sanitiser, hospital grade cleaners and disinfectants, gloves, masks etc.** available to staff and in stock. An infrared forehead thermometer has been purchased for use within the Customer Service Centre if and when required. Safety Data Sheets are provided for all chemicals used within the workplace.
- A supply of **Rapid Antigen Test (RAT)** kits has been ordered and will be used in accordance with Government directions and the Town's procedures.
- **Alcohol based hand sanitiser and signage** has been placed at the front entrance of the Customer Service Centre, on the front counter, in meeting rooms and inside the work area.
- The workplace is **monitored** to ensure that hygiene supplies are available and re-stocked as required.
- **Masks must be worn correctly in all indoor areas**, including workplaces and vehicles. P2 / N95 masks will be available to all frontline workers.
- Where meetings must be conducted in physically distanced indoor environments, **staff are to avoid eating and drinking** in order to keep the mask on.
- A **Cleaning Procedure** has been distributed with the cleaning kit to each workplace, and all employees have been provided with the COVID-19 Environmental Cleaning for Workplaces for Non-Health Care Setting Guideline released by the Department of Health as an attachment to the Safe Work Procedure.
- Cleaning of the office will be completed by the **Cleaning Contractor** on a daily basis.
- Cleaning of **common (high) touch areas and surfaces** (i.e. eftpos keypads, door handles, table tops, taps and hand washing stations etc.) are to be completed twice a day in accordance with the 'Cleaning of Common Touch Areas Procedure'. Cleaning of these areas is the responsibility of all employees in that workplace and is to be completed on a roster basis. A register is in place to ensure that cleaning is completed and a record is maintained.
- Where possible, **high touch communal items will be replaced** with hygienic alternatives, for example, single use or contactless options.
- **Cleaning of personal work spaces** are required to be undertaken every day. If the work space is used by more than one employee (i.e. front desk) it is to be cleaned and disinfected before and after the shift.
- Employees using **Council vehicles or plant** are to adhere to the hygiene guidelines in the Safe Work Procedure.
- **Cleaning supplies will be available in all meeting rooms.** The room must be cleaned and disinfected after each use.
- A **Contractor trained in COVID-19 sanitation services** has been sourced to conduct any urgent deep cleans in the event that there is an outbreak or confirmed case of COVID-19 at the Customer Service Centre.

- The Town will **promote cashless payments** where possible via the website and other communication channels, and a sign has been placed at the front counter. The protocol for handling cash has been incorporated into the Safe Work Procedure, and gloves, sanitiser and cleaning materials will be utilised for each transaction. The eftpos terminals are to be cleaned by alcohol wipes after each transaction.
- Three **sneeze guards** have been placed in front of Customer Service Officer stations to limit the risk of exposure for staff and members of the public.
- Weather permitting, **air flow** will be enhanced by opening doors and windows, and air conditioning will be adjusted to optimise fresh air flow.
- Where possible, the **number of people in unventilated areas** will be reduced.
- Where possible, **equipment**, stationery and other items such as phones, cutlery, crockery etc. are **not to be shared**. Where possible, employees are not to 'hot desk' and use another workstation that is not their own. If not possible, the equipment is wiped down before a new officer takes the station.
- Employees who have a **suspected or confirmed case of COVID-19** are to notify the Town on the **Notification Form** (available on the FAQ page).
- A **Risk Assessment** has been undertaken and **individual safety plans** will be developed for each **vulnerable worker** in order to reduce their risk of exposure. The Line Manager must conduct any further reviews or amendments to work arrangements in consultation with the vulnerable worker. Workers have been encouraged to discuss any conditions which might make them more vulnerable to the effects of COVID-19 with their GP/Line Manager.
- Employees were offered a **flu vaccination** as part of the Town's Annual Influenza Vaccination Program, and the vaccinations have been completed.
- The Town is complying with the Mandatory Vaccination Policy and is sighting worker **COVID-19 vaccination certificates** and maintaining a Register. The Rangers and Building Surveyors, which are based at the Customer Service Centre, are classified as Group 2 workers under the Policy and are fully vaccinated. Other workers in the Customer Service Centre have been encouraged to provide this evidence, and the majority have complied with this request.

#### 4. Training and education

- How will you ensure all your workers know how to keep themselves and others safe from exposure to COVID-19?

Consider: **staff training; records of training; additional education; signage; guidance material etc.**

- Every Town of Bassendean employee has received a **COVID: Safe Work Procedure** relevant to their work area, which incorporates all the required measures to keep themselves and others safe from COVID-19.
- An **electronic presentation** (and induction package) has been rolled out to all employees based at the Customer Service Centre to confirm all measures in place for the prevention and management of COVID-19 and the strategies outlined in this Plan.
- Employees are provided with **education** through the FAQ page, posters, emails, SMS messages, intranet posts, toolbox and team meetings.
- All **Town of Bassendean Contractors**, their employees and Sub-Contractors, have been required to complete and sign a Declaration Form, confirming all prevention and management measures implemented to protect themselves, Town of Bassendean employees and community.
- A World Health Organisation video on **how to fit and wear a face mask** has been uploaded to the FAQ page.

#### 5. Compliance

- I am aware that in addition to the legal obligations arising from the Emergency Management Act 2005 and the Directions made under that Act, I must continue to comply with relevant existing legislation and regulations, including WorkSafe legislation.

**Yes** ✓

The Town of Bassendean acknowledges our obligations arising from the Emergency Management Act and the directions made under that Act.

The Town of Bassendean also acknowledges our obligations and responsibilities under existing legislation and regulations, including occupational and health legislation, and will ensure that these are complied with.

## 6. Response Planning

- How will you respond to an exposure or suspected exposure to COVID-19 within your premises?

**Consider: records of patrons; cleaning procedures; referrals to relevant authorities; regular review of procedures etc.**

- The Town will adhere to the '**COVID-19: Suspected or Confirmed Case within the Workplace Procedure**' which has been developed in accordance with Department of Health and Government WA Guidelines and requirements.
- The Town will **contact the COVID-19 Public Hotline** if we become aware that someone with COVID-19 has been at this workplace.
- **Contact tracing** measures are in place and the Town will work with the Department of Health in providing the required information and assisting in the identification of close contacts.
- **Communication systems** have been implemented. Employees have been directed to check FAQ page and any urgent information or directions will be communicated through SMS.
- A **plan** has been developed to maximise business continuity should there be an exposure in the workplace, and in the event that the Customer Service Centre must close or services must be modified (see attached).
- Support mechanisms for employees that are impacted by COVID-19 are in place.



**Premises name:**

Customer Service Centre, 35 Old Perth Road, Bassendean

# COVID Safety Plan Certificate

**Welcome. We are a business implementing COVID-safe principles.**



**Contact registers**



**Physical distancing**



**Frequent cleaning and disinfection**



**Staying home when unwell**

Prepared by:

Date

21/02/2022

**We're doing our part to help keep you safe. Please respect the rules and our staff.**

*We're all in this together.*





**WA.gov.au**