



Safe Work Procedure for COVID-19 – Office Based Workers (Customer Service Centre)

29 April 2022

General

In order to maintain a safe working environment, the following Safe Work Procedure must be followed at all times.

This Procedure is based on directives and advice from the relevant authorities, including the WA Government and Department of Health WA, and will be updated as required, to ensure that it reflects the latest advice, as well as any other measures implemented by the Town.

Please note that this Safe Work Procedure is effective immediately and must be adhered to at all times.

1. Current Requirements & Systems – Protecting Yourself and Others

- Please **stay home** if you are unwell (regardless of the symptoms) and do not come to work until you are well. Any worker who appears to be unwell may be politely requested to leave the premises.
- Workers who have been tested for COVID-19, are a close contact with symptoms, are a close contact with no symptoms and/or have been directed by the Department of Health to isolate, must submit a **Notification Form** (available on the Town of Bassendean FAQ page). Test results are also required to be uploaded through the **Test Result Notification Form** (also available on the Town of Bassendean FAQ page).

COVID-19 Staff information and FAQs

The information outlined on this page is for Town of Bassendean employees only and does not apply to community members or Councillors.

Latest update

27 April 2022

The Health Minister has announced that most mask wearing requirements, density and capacity limits, proof of vaccination for venue entry, G2G Pass requirements and quarantining for asymptomatic close contacts protocols will end from 12:01am Friday, 29 April.

Further information on the changes can be viewed [here](#).

Workers are urged to follow the relevant public health advice - regularly check the Healthy WA website and the WA.Gov Coronavirus website.

[Advice for all staff](#)

[Vaccination advice](#)

[Health Advice](#)

[Safety at work](#)

[Advice for all staff](#)

Staff confirmed or suspected case of COVID-19 notification form

[Notify the Town of your confirmed or suspected case of COVID-19 here](#)

[Notify the Town of your Test Results here](#)



I am required to isolate due being a close contact with symptoms, waiting on the results from a PCR —

- Please refer to the **Town's COVID-19 FAQ page** for important advice and information. If you have not yet downloaded this to your phone, you can access the page through the following link: [Internal COVID-19 Advisory Information » Town of Bassendean](#)
- Where workers have been considered vulnerable and at a high risk to the impacts of COVID-19, **special arrangements** have been previously considered and implemented. However, if your situation has changed and you believe that you may have a new condition or circumstance that would make you more susceptible to the effects of COVID-19, and/or have previously been classified as 'vulnerable' and you have any concerns or questions, please raise this with your Manager as soon as possible.
- While it is no longer mandatory for **masks** to be worn in public indoor areas (which includes workplaces), the Department of Health advice is that wearing of masks is strongly encouraged where physical distancing is not possible. Workers can also continue to wear a mask if they wish. The Town will continue to make masks available at our workplaces.
- Please approach your Manager if you **require any other PPE** for infection prevention and control (i.e. gloves, masks, disposable aprons, etc.)
- Please continue to comply with **all hygiene, cleaning and physical distancing requirements**.
- The control measures documented in this Procedure are to be implemented for your health and wellbeing. Please see your Manager immediately if you think that there is a risk to your health, safety or wellbeing while at work or while performing your work tasks.

2. Physical Distancing / Hygiene Measures

Thank you for continuing to observe and comply with the following **physical distancing and hygiene** measures:

- a. **Practice physical distancing** and where at all possible, **remain 1.5 metres away from other people as a minimum**. Avoid congregating in any one area and avoid shaking hands or making other unnecessary physical contact with others.
- b. **Wash or sanitise your hands** upon arrival at work and at regular intervals throughout the day. Alcohol based hand sanitiser has been placed at the front entrance of the Customer Service Centre, on the front counters and throughout the office area.

- c. For workers working in the office at the Customer Service Centre, the Town has ensured that there is **adequate physical distancing** between each officer. Where possible, flexible working arrangements, including remote working, will continue to be implemented (with consultation and approval from your Manager).
- d. Where possible, **stagger breaks** within your team to minimise the number of people in the lunchroom and amenities areas at one time. Chairs have been placed 1.5 metres apart in the lunchroom. **Where possible, staff should be encouraged to eat lunch and have breaks outdoors.**
- e. Where possible, **access to the Customer Service Centre** for external staff, contractors and other parties will be **restricted for business purposes only.**
- f. Wherever possible, **meetings** including de-briefs and team meetings are to be held through Teams, Zoom etc. If face to face meetings are considered essential, the preference is for the meeting to take place in an outdoor environment where workers can physically distance.
- g. Where possible (and weather permitting), **air flow** will be enhanced by opening doors or windows, and air conditioning settings will be adjusted to optimise fresh air flow.
- h. The Customer Service Centre will continue to **promote cashless payments** where possible. If a customer insists on paying cash, workers are to sanitise their hands, use gloves, and then once the transaction is completed, dispose of the gloves, and then re-sanitise their hands. This protocol will be necessary for each transaction.
- i. Where possible, **workers are not to share** workstations, telephones, stationary, cups, glasses, cutlery or other refreshment items. Used crockery and cutlery is to be cleaned and stored away immediately. Where possible, workers are not to 'hot desk' and use another workstation that is not their own. If the workspace is used by more than one worker (i.e. front desk) it is to be cleaned and disinfected before and after the shift. Avoid touching surfaces wherever possible.
- j. When **carpooling or travelling with other persons for work related purposes**, the following **vehicle restrictions** will apply as follows:
 - a. A maximum of two (2) people are to be in the vehicle at any time
 - b. If adequate physical distancing (1.5m) cannot be achieved, a passenger must sit in the back seat in order to maintain physical distancing
 - c. All passengers are encouraged to wear a face mask at all times
 - d. Ventilation will be increased in the vehicle by opening windows wherever possible
 - e. Avoid having air-conditioning set to re-circulation of air

- f. Occupants should sanitise their hands before getting into the vehicle and travelling to the next site
- g. Occupants should sit in the same seat each time they travel to and from site (if possible)
- h. All areas of the vehicle, including touchpoints, should be cleaned/disinfected upon entry and exit

3. Cleaning Requirements

Please continue to comply with the following cleaning measures:

- a. The Cleaner will continue to clean the Customer Service Centre on a regular basis; however, **cleaning is everyone's responsibility**:
 - **Cleaning and disinfecting of high touch areas and surfaces** (i.e. table tops, door handles, light switches, photocopier screens, taps, hand washing stations etc.) is to be completed **twice a day** in accordance with the 'Cleaning of Common Touch Areas Procedure' and roster. A register is to be maintained to record cleaning activities.
 - Where possible, **high touch communal items are to be replaced with hygienic alternatives, for example, single use or contactless options.**
 - Cleaning and disinfecting of **personal workspaces** is to be undertaken each day. If the workspace is used by more than one worker (i.e. front desk) it is to be cleaned and disinfected before and after the shift.
 - Cleaning and disinfecting of the **meeting room/s** is to be completed after each use.
 - To protect **electrical equipment, appliances and fixtures**, Isoclene Wipes are to be used.
- b. In the event of an onsite outbreak or a confirmed case of COVID-19, a **Contractor trained in COVID-19 decontamination cleaning and sanitisation** will be engaged to conduct a deep clean of the workplace.
- c. **Please read and abide by the Manufacturer's Instructions and Safety Data Sheet (SDS)** before using any chemical or new product.
- d. When cleaning, wear appropriate **Personal Protective Equipment (PPE)** in accordance with the SDS and in order to reduce the risk of exposure.

4. Employee Assistance Program (EAP)

Employees are able to access the Employee Assistance Program at any time, for free and confidential counselling:

- Call 6424 8177
- Email intake@clearhealthpsychology.com
- Visit <https://clearhealthpsychology.com.au/bassendean-eap-booking/>
(Code: **Bassendean2021**)

If you have any questions in relation to COVID-19 or this Safe Work Procedure, please approach your Manager, the Town of Bassendean COVID-19 FAQ Page or contact the WA COVID Hotline on 13 26 843.