



## About the COVIDSafe Plan

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

### In order to be compliant with public health direction:

- All businesses in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so, by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

**If you are in a high risk industry, you are required to complete a 'High Risk COVIDSafe Plan'. Further information can be found at [vic.gov.au](https://vic.gov.au).**

## How to develop your COVIDSafe Plan

### 1. Understand your responsibilities

Information on public health directions applying to employers is available at [vic.gov.au](https://vic.gov.au).

### 2. Prepare your plan

Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

**Mandatory requirements under public health direction feature this symbol:**



- All other points are highly recommended for keeping your workers safe and workplace open but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).



### 3. Keep your plan up to date

Your COVIDSafe Plan must be reviewed and updated routinely and when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

You do not have to lodge your COVIDSafe Plan with the Victorian Government, however, you may need to provide your COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits to ensure the implementation of and compliance with your COVIDSafe plan.

### 4. Share your plan

Your workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.

**For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit [vic.gov.au](https://vic.gov.au) or call the Business Victoria Hotline on 13 22 15.**

## Your COVIDSafe Plan

Business name:	mtime moncierges
Plan completed by:	Sarah Agboola - Director
Date reviewed:	28/10/20



# 1. Ensure physical distancing

## Requirements

## Action



**You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:**

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

**You may also consider:**

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

All families and staff have been asked to maintain a distance of 1.5m (where possible) in the home.



**You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

- There is no more than one worker per four square metres of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

N/A

**You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when carpooling. This can be found at [vic.gov.au](http://vic.gov.au)

Before each moncierge session takes place, a summary of our COVIDSafe requirements inclusive of a link to the DHS guides is sent via text to staff.

## If your industry is restricted or heavily restricted, you must also:



Reduce workers levels in accordance with industry directions.



Limit number of patrons in accordance with industry directions.



Have no carpooling.



### Heavily Restricted Industries Only

Have workers only attend work if permitted. Workers in permitted work premises must work from home, if they can.



## 2. Wear a face covering

### Requirements

### Action



**You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:**

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own

Families & moncierges have been asked to wear masks during sessions, we have also issued a mask allowance for our staff to aid them in the purchase of fresh masks.

You should install screens or barriers in the workspace for additional protection where relevant.

N/A

You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

All staff have completed COVID-19 Infection Control training and have been sent instructions on how to correctly use masks.

**There are no additional requirements for restricted or heavily restricted industries.**



### 3. Practise good hygiene

#### Requirements

#### Action



**You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.**

**You should:**

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

Before each moncierge session takes place, a summary of our COVIDSafe requirements inclusive of a link to the DHS guides is sent via text to staff. Of this list, washing hands and using hand sanitiser is mentioned.



You should display a cleaning log in shared spaces.

N/A

You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

We have given staff a hand sanitiser allowance to ensure they have access. We also send daily reminders about handwashing.

#### If your industry is restricted or heavily restricted, you should also:

Conduct an audit of cleaning schedules.



## 4. Keep records and act quickly if workers become unwell

### Requirements



You must support workers to get tested and stay home even if they only have mild symptoms.



**You must develop a business contingency plan to manage any outbreaks. This includes:**

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period
- Having a plan in place to clean the worksite (or part) in the event of a positive case
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- Having a plan in the event that you have been instructed to close by DHHS
- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

You must keep records of all people who enter the workplace for contact tracing.

You should implement a screening system that involves temperature checking upon entry into a workplace.

### Action

Before each session, we ask families/moncierges if they are unwell and if they are, we encourage them to cancel.

- Each day we check in with those who have sessions about their health. If they are unwell, the session is cancelled.  
- If someone is being tested, either a staff member or a family, the sessions are cancelled until results are received.  
- All families have been asked (and are reminded before each session) to contact us if they are at risk or are being tested.  
- As we match on a 1:1 basis and do not have a worksite, if a family is positive, the service of that home will be cancelled and the moncierge who worked for them will be asked to get tested. We will contact WorkSafe Victoria with the details of all involved. If a Moncierge is positive, we will contact all families they have been in contact with and cancel the service. We will also notify WorkSafe Victoria. We already have the details of all families and staff members inclusive of emergency contacts on file.

N/A

N/A, but we do have daily check ins sent via text message.



**If your industry is restricted or heavily restricted, you must also:**



#### **Restricted Industries**

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.



#### **Heavily Restricted Industries**

Ask staff to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.



## 5. Avoid interactions in enclosed spaces

### Requirements

**You should reduce the amount of time workers are spending in enclosed spaces.**

**This could include:**

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

### Action

N/A, but we do have a daily check in wherein we provide all families and staff with covidsafe information.

**There are no additional requirements for restricted or heavily restricted industries.**



## 6. Create workforce bubbles

### Requirements

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

### Action

Due to the nature of our business (in home services), all staff work with the same families each week. This means multiple people are not visiting each home and not at the same time.

N/A

### If your industry is restricted or heavily restricted, you must also:



Limit or cease the number of workers working across multiple work sites.



Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.





## COVIDSafe Plan Guide

This guide has been designed to accompany your COVIDSafe Plan and provides a number of suggestions / example actions for how to implement requirements.

Please use this guide to help you complete your COVIDSafe Plan.  
For further information go to [vic.gov.au](http://vic.gov.au).



# 1. Ensure physical distancing

## Requirements

## Action (examples)



**You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:**

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

**You may also consider:**

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

- Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas
- Allocate different doors for entry and exit
- Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit
- Use floor markings to provide minimum physical distancing guides at entrances and exits
- Establish contactless delivery or invoicing.
- Display signage for delivery drivers.
- Identify designated drop off areas.
- Outlining the maximum occupancy of areas that are open to the general public, and information about signage



**You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

- There is no more than one worker per four square meters of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

- Rearrange, remove or cordon off furniture in common areas to ensure physical distancing, stagger seating so workers are not facing one another on break
- Comply with relevant density quotient and signage requirements in the Workplace Directions

**You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when carpooling. This can be found at [vic.gov.au](http://vic.gov.au)

- Develop and educate workers on strategies and work practice changes to maintain physical distancing
- Reinforce messaging to workers that physical distancing needs to be maintained during work and during social interactions
- Educating workers on hand and cough hygiene, including how to wash and sanitise their hands correctly
- Reinforcing the importance of not attending work if unwell
- Ensuring appropriate information on the use of face coverings and PPE
- Ensure compliance with restrictions if in Metropolitan Melbourne about industry closure and Permitted Worker Permits
- Identify the roles that are required to be performed from home or can be adapted to be performed from home
- Adapt working arrangements to enable working from home
- Regularly assess workers in attendance at the workplace to determine whether they are required to be there



## 1. Ensure physical distancing (continued)

If your industry is restricted or heavily restricted, you must also:



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Reduce workers levels in accordance with industry directions.



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Limit number of patrons in accordance with industry directions.



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Have no carpooling.



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**Heavily Restricted Industries Only**

Have workers only attend work if permitted. Workers in permitted work premises must work from home, if they can.

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## 2. Wear a face covering

### Requirements



**You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:**

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own
- A face covering includes a fitted face mask, of at least two plies, that covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements

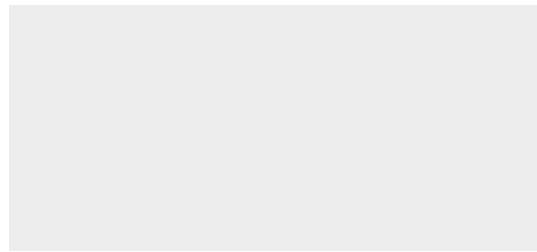
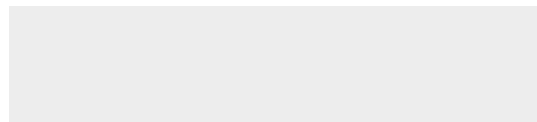
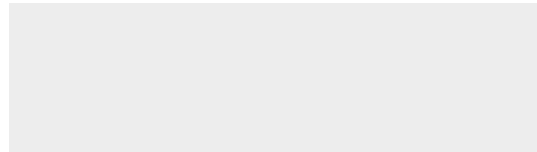
You should install screens or barriers in the workspace for additional protection where relevant.

You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

### Action (examples)

- Identifying face coverings and PPE required for the workplace and describe when and how they need to be worn
- Monitoring use of face coverings in all workers, unless a lawful exception applies



**There are no additional requirements for restricted or heavily restricted industries.**



### 3. Practise good hygiene

#### Requirements



**You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.**

**You should:**

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

#### Action (examples)

- Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment)
- Provide information about workplace cleaning schedule and how to use cleaning products
- Identify which products are required for thorough cleaning
- Monitor supplies of cleaning products and regularly restock
- Swapping shared coffee and condiments for single serve sachets
- Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers
- Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment
- Provide workers with their own personal equipment, labelled with their name

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You should display a cleaning log in shared spaces.

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You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

- Location of hand sanitiser stations throughout the worksite
- Ensuring rubbish bins are available to dispose of paper towels
- Ensuring adequate supplies of soap and sanitiser
- Ensuring workers have information on how to wash and sanitise their hands correctly

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#### **If your industry is restricted or heavily restricted, you should also:**

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Conduct an audit of cleaning schedules.

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## 4. Keep records and act quickly if workers become unwell

### Requirements

### Action (examples)



You must support workers to get tested and stay home even if they only have mild symptoms.

- Communicate to workers the financial support available to them if they cannot work while they are waiting for test result or are confirmed as a positive case



**You must develop a business contingency plan to manage any outbreaks. This includes:**

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period
- Having a plan in place to clean the worksite (or part) in the event of a positive case
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- Having a plan in the event that you have been instructed to close by DHHS
- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

- Establish a process for notifying workers and close contacts about a positive case in the workplace.
- Establish a cleaning process in the event of a positive case.
- Establish a process and responsibility for notifying DHHS, WorkSafe and your health and safety representative
- Establish a process for confirming a worker (with a suspected or confirmed case) does not have coronavirus (COVID-19) before returning to physical worksite
- Establish a process for notifying WorkSafe that the site is reopening



You must keep records of all people who enter the workplace for contact tracing.

- Consider implementing temperature checking
- Ask workers to complete a health questionnaire before starting their shift
- Establish a process to collect records from workers attendance (including labour hire, external contractors, cleaners, delivery drivers), including areas of the workplace accessed during each shift or visit. Where possible, consider implementing a contactless system
- Review processes to maintain up-to-date contact details for all workers
- Provide information on protocols for collecting and storing information

You should implement a screening system that involves temperature checking upon entry into a workplace.



## 4. Keep records and act quickly if workers become unwell (continued)

If your industry is restricted or heavily restricted, you must also:



### **Restricted Industries**

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.



### **Heavily Restricted Industries**

Ask staff to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.



## 5. Avoid interactions in enclosed spaces

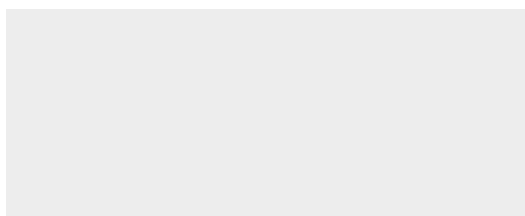
### Requirements

**You should reduce the amount of time workers are spending in enclosed spaces. This could include:**

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

### Action (examples)

Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift



**There are no additional requirements for restricted or heavily restricted industries.**





## 6. Create workforce bubbles

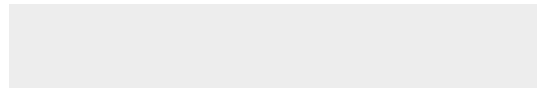
### Requirements

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

### Action (examples)

- Communicate to workers so they understand they cannot work across multiple sites
- Adjust rosters and develop procedures to ensure workers do not work across multiple sites
- Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time
- Encourage workers to minimise time in shared facilities when taking breaks
- Ensure groups of workers do not mix across different shifts

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.



### If your industry is restricted or heavily restricted, you must also:



Limit or cease the number of workers working across multiple work sites.



Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.