

# **Tweed Shire Council**

## **COVIDSafe Plan V11**

As of 25 January 2022

(CMC approved 25 Jan 2022)

**THIS PAGE IS BLANK**

---

## CONTENTS

<b>1</b>	<b>Australian and NSW Government Requirements</b>	<b>1</b>
1.1	National Plan	1
1.2	NSW Government Implementing Legislation	1
1.3	NSW COVID-19 Regulatory Framework	1
<b>2</b>	<b>Roadmap to a COVIDSafe Council</b>	<b>3</b>
<b>3</b>	<b>TSC COVID-19 risk register</b>	<b>3</b>
<b>4</b>	<b>SafeWork Australia Workplace Guidelines</b>	<b>7</b>
<b>5</b>	<b>Other Resources</b>	<b>7</b>
<b>6</b>	<b>Safety Measures for Services</b>	<b>8</b>
<b>7</b>	<b>Signage and Resources for Services</b>	<b>9</b>
7.1	Australian Government COVID-19 Campaign Resources	9
7.2	Council prepared/branded signage	9
<b>8</b>	<b>Approved COVIDSafe Sub-Plans &amp; Guidelines</b>	<b>9</b>
8.1	Tweed Holiday Parks, updated 14 January 2022, Hastings Point Headland, updated 14 January 2022 and Contractor Declaration	9
8.2	Committee Managed TSC Community Halls, dated 22 November 2021 and Fillable Form updated 21 October 2021	9
8.3	COVID-19 Guidelines for Attending, Delivering or Sponsoring Events, dated 13 January 2022	9
<b>9</b>	<b>Annexures</b>	<b>10</b>
9.1	Artwork	10

**THIS PAGE IS BLANK**

# **1 Australian and NSW Government Requirements**

## **1.1 National Plan**

- ✓ [National Plan to transition Australia's National COVID-19 Response](#)
- ✓ [Doherty Report](#)

## **1.2 NSW Government Implementing Legislation**

- ✓ [COVID-19 Legislation and exemptions](#)

## **1.3 NSW COVID-19 Regulatory Framework**

- ✓ [NSW Health COVID-19 \(Coronavirus\)](#)
- ✓ [Safework NSW COVID-19 \(Coronavirus\)](#)
- ✓ [Reopening NSW](#) (pdf)



## 2 Roadmap to a COVIDSafe Council

- NSW commenced opening on Monday 11 October 2021 as the State passed the 70% double-dosed target, for the fully vaccinated only
- Restrictions were further eased at the 80% double-dose milestone, as of 1 November 2021, for fully vaccinated persons only
- Full reopening occurred from 1 December 2021 for all persons however with some restrictions remaining
- Restrictions continue to be modified in response to community transmission and the emergence of new variants

Council has developed a CovidSafe Plan, in response to the requirements under NSW Public Health Orders and Safework NSW. This CovidSafe Plan details how Council will manage and respond to the risks of COVID-19 to minimise work health and safety- related risks and disruption to service-relate risks,

While the vaccination targets provide the state-wide rationale for easing of restrictions, the CovidSafe Plan inclusive of the risk register identify and respond to continuing risks for Council staff and the community within the Tweed Local Government Area (LGA).

It is acknowledged that this plan will continue to be modified in response to the rapidly changing environment of the pandemic and the challenges arising.





### 3 TSC COVID-19 risk register

**Location:** TSC workplaces and, indoor and outdoor public places

**Date:** 25/1/2022

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
COVID-19 from visitors (customers & contractors) who are infected (indoor space)	Workers or visitors (customers & contractors) catching COVID-19 (could result in serious illness or death).	Rare, whilst there is widespread community transmission, most remain close contacts within the household. High vaccination rates have been achieved within the Tweed Shire LGA, therefore consequence of serious illness or death is considered Moderate.  Critical controls are rated as Effective or Mostly Effective.	<b>Low,</b>  <b>The risk of COVID-19 resulting in serious illness or death has been largely mitigated by the achievement of high vaccination rates</b>  <b>No confirmed transmission of virus within the workplace</b>	<b>At All Times</b> Compliance with current Public Health Orders (PHO) Compliance with Safework NSW requirements.  <b>Wellbeing of workers and visitors</b> Visitors are excluded from any worksite if unwell. COVIDSafe Training required for ALL workers, with information retained on TSC Emergency Dashboard. Compliance with TSC COVID-19 Guidelines for Attending, Delivering or Sponsoring Events Signage at all public entrances advising of COVID-19 symptoms and advising not to enter if experiencing any symptoms. Workplace “COVID Captains” have been trained and appointed. Application for use of community spaces and places must be accompanied by a COVID-19 safety plan where required under any relevant NSW Public Health Order. NSW State COVID-19 vaccination program actively supported within the workplace. Leave arrangements to attend vaccination clinic in place as is any one visit to GP to discuss concerns. Critical Business Areas: Visitors entering into Water and Wastewater critical service areas will be at the discretion of the Manager W&WW – Operations. Fully vaccinated persons permitted only. Evidence of vaccination status will be required prior to/upon entry. Note: Rapid Antigen Testing (RAT) of visitors to critical work areas may be required as an additional control in times of high community transmission. All staff are supported to work from home if determined reasonably practicable to do so. All requests are in consultation with the relevant staff managers and in consultation with the Crisis Management Group.  <b>Hygiene &amp; Cleaning</b> Masks are required by all staff and visitors as per PHO requirements. Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority. Staff have been provided cleaning products to maintain work areas. Frequently touched surfaces including counters, lifts, handrails, doors, cashier’s till, phones, keyboards and EFTPOS facilities are regularly cleaned. Electronic “approved-invoice” process maintained. Signage on hand washing and physical distancing requirements are prominent in public areas and hand washing facilities are available in the bathrooms. Introduction of Hands free automatic sensor taps. Alcohol based hand sanitiser is provided at all staff accessible/public area entry/exit points/public meeting rooms and on entry to the shop/front of house (out of reach of children). Meeting rooms have been provided cleaning products and instructions for participants.	<u>Tweed Holiday Parks:</u> Operate under approved TSC COVIDSafe Subplan THP Updated 14 January 2022 and Hastings Point Headlands Subplan Updated 14 January 2022  <u>TSC Committee Managed Community Halls:</u> • Operate under approved TSC COVIDSafe Subplan dated 20 October 2021 • Community Hall Hire and Conditions Application Form 21 October 2021	Manager Tweed Holiday Parks and Cultural Facilities  Unit Coordinator – Community Services	Complete  Complete

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
				<p><b>Physical Distancing</b></p> <p>Floors have markings to keep workers and customers at least 1.5m apart from each other. Persons per square metre signage are placed around the enclosed space/entry points advising of current PHO requirements.</p> <p>Entry and exist access at public entrances at Council facilities, including operations depots, are controlled to support physical distancing.</p> <p>Public meeting rooms have been provided with instructions for participants inclusive of maximum occupancy rates and preferred seating arrangements as per physical distancing requirements.</p> <p>Use of virtual meeting platforms are available and preferred.</p> <p>Sharing of equipment etc is to be avoided. Alternatively shared equipment is to be wiped down with cleaning/sanitising products provided.</p> <p>Customers are kept back from counters to ensure 1.5m between counter staff and customer and/or screening in place. Alternatively install Perspex screens at high contact areas.</p> <p>Signage for all lifts to reflect maximum occupancy and physical distancing requirements.</p> <p>Mandatory mask wearing provisions are complied with as per relevant PHO.</p> <p>Where this risk level is high or above - Shared facilities such as lunchrooms shall be actively managed (stagger lunch times, restrict access) to minimise workplace transmission</p> <p><b>Ventilation</b></p> <p>Indoor air conditioning systems are well-maintained under commercial contract arrangements and operating properly where utilised.</p> <p>Natural ventilation is optimised where mechanical ventilation is not available.</p> <p><b>Record Keeping</b></p> <p>Contact details of all visitors to worksites/facilities are maintained for a minimum of 4 weeks. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 and notify Safework NSW on 13 10 50.</p> <p>Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order. All manual records are entered into ECM with disposal rules set by Corporate Governance.</p> <p>QR Codes are clearly visible at entrance to facilities for both staff and visitors.</p> <p>Processes are in place front of house to ensure visitors checking in.</p>			
COVID-19 from visitors (customers & contractors) who are infected (indoor space)	Workers or visitors (customers & contractors) catching COVID-19/Close Contact/Deemed High Risk Exposure could result in disruption to the delivery of services	Almost certain, there is widespread community transmission, most though remain close contacts within the household High vaccination rates have been achieved within the Tweed Shire LGA, and is assumed is reflected in the organisation's employees. Consequence of	<p><b>Very High,</b></p> <p><b>The risk of disruption to the delivery of Council services is imminent.</b></p> <p><b>Disruptions to critical services are being actively managed.</b></p>	<p><b>At All Times</b></p> <p>Compliance with current Public Health Orders (PHO)</p> <p>Compliance with Safework NSW requirements.</p> <p><b>Wellbeing of workers and visitors</b></p> <p>Visitors are excluded from any worksite if unwell.</p> <p>Non-essential visitors/contractors are excluded from the workplace where this level of risk is high or above.</p> <p>COVIDSafe Training required for ALL workers with information retained on TSC Emergency Dashboard.</p> <p>Compliance with TSC COVID-19 Guidelines for Attending, Delivering or Sponsoring Events</p> <p>Signage at all public entrances advising of COVID-19 symptoms and advising not to enter if experiencing any symptoms.</p> <p>Workplace "COVID Captains" have been trained and appointed.</p>	<p>Standard Operating Procedure – Workplace Rapid Antigen Testing</p> <p>Sourcing of RATs</p>	<p>Manager Roads &amp; Stormwater</p> <p>Coordinator WHS</p>	<p>Complete</p> <p>Complete</p>

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
	<p>disruption to services is considered Moderate</p> <p>Critical controls are rated as Effective or Mostly Effective.</p>			<p>NSW State COVID-19 vaccination program actively supported within the workplace. Leave arrangements to attend vaccination clinic in place as is any one visit to GP to discuss concerns.</p> <p>Critical Business Areas: Visitors entering into Water and Wastewater critical service areas will be at the discretion of the Manager W&amp;WW – Operations. Fully vaccinated persons permitted only. Evidence of vaccination status will be required prior to/upon entry. Note: Rapid Antigen Testing (RAT) of visitors to critical work areas may be required as an additional control in times of high community transmission.</p> <p>All staff are supported to work from home if determined reasonably practicable to do so. All requests are in consultation with the relevant staff managers and in consultation with the Crisis Management Group.</p> <p><b>Hygiene &amp; Cleaning</b></p> <p>Masks are required by all staff and visitors as per PHO requirements. Masks are required to be worn in all indoor spaces where this level of risk is high or above.</p> <p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Staff have been provided cleaning products to maintain work areas.</p> <p>Frequently touched surfaces including counters, lifts, handrails, doors, cashier's till, phones, keyboards and EFTPOS facilities are regularly cleaned.</p> <p>Electronic "approved-invoice" process maintained.</p> <p>Signage on hand washing and physical distancing requirements are prominent in public areas and hand washing facilities are available in the bathrooms. Introduction of Hands free automatic sensor taps.</p> <p>Alcohol based hand sanitiser is provided at all staff accessible/public area entry/exit points/public meeting rooms and on entry to the shop/front of house (out of reach of children).</p> <p>Meeting rooms have been provided cleaning products and instructions for participants.</p> <p><b>Physical Distancing</b></p> <p>Floors have markings to keep workers and customers at least 1.5m apart from each other. Persons per square metre signage are placed around the enclosed space/entry points advising of current Public Health Order requirements.</p> <p>Entry and exist access at public entrances at Council facilities, including operations depots, are controlled to support physical distancing.</p> <p>Public meeting rooms have been provided with instructions for participants inclusive of maximum occupancy rates and preferred seating arrangements as per physical distancing requirements.</p> <p>Use of virtual meeting platforms are available and preferred.</p> <p>Sharing of equipment etc is to be avoided. Alternatively shared equipment is to be wiped down with cleaning/sanitising products provided.</p> <p>Customers are kept back from counters to ensure 1.5m between counter staff and customer and/or screening in place. Alternatively install Perspex screens at high contact areas.</p> <p>Signage for all lifts to reflect maximum occupancy and physical distancing requirements.</p> <p>Where this risk level is high or above - Shared facilities such as lunchrooms shall be actively managed (stagger lunch times, restrict access) to minimise workplace transmission.</p> <p><b>Ventilation</b></p> <p>Indoor air conditioning systems are well-maintained under commercial contract arrangements and operating properly where utilised.</p> <p>Natural ventilation is optimised where mechanical ventilation is not available.</p>			

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
				<p><b>Record Keeping</b></p> <p>Contact details of all visitors to worksites/facilities are maintained for a minimum of 4 weeks. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 and notify Safework NSW on 13 10 50.</p> <p>Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order. All manual records are entered into ECM with disposal rules set by Corporate Governance.</p> <p>QR Codes are clearly visible at entrance to facilities for both staff and visitors.</p> <p>Processes are in place front of house to ensure visitors checking in.</p>			
COVID-19 from community transmission who are infected (outdoor space/public place)	Community to community transmission of COVID-19 (could result in serious illness or death) at Council managed outdoor spaces/public places).	Rare, whilst there is widespread community transmission, most remain close contacts within the household. High vaccination rates have been achieved within the Tweed Shire LGA, therefore consequence of serious illness or death is considered Moderate.	<p><b>Low,</b></p> <p><b>The risk of COVID-19 circulating in the community resulting in serious illness or death has been largely mitigated by the achievement of high vaccination rates</b></p>	<p><b>At All Times</b></p> <p><b>Wellbeing of workers and visitors</b></p> <p>Application for use of public spaces and places must be accompanied by a COVID-19 safety plan where required under any relevant NSW Public Health Order.</p> <p><b>Hygiene &amp; Cleaning</b></p> <p>Handwashing – signage installed to advise of the need to wash/sanitise hands before and after use of any outdoor exercise, public bbqs and play equipment.</p> <p><b>Physical Distancing</b></p> <p>Signage installed to remind community of physical distancing requirements and maximum of number of persons, at any one time, at all unsupervised outdoor playgrounds, exercise equipment stations, skate parks and public bbqs.</p> <p>Where the use of permanent placement of equipment does not comply with physical distancing restrictions, close.</p>			
COVID-19 from worker who is infected	Other workers or visitors (customers & contractors) catching COVID-19 (could result in serious illness or death).	Rare, whilst there is widespread community transmission, most remain close contacts within the household. High vaccination rates have been achieved within the Tweed Shire LGA, therefore consequence of serious illness or death is considered Moderate.	<p><b>Low,</b></p> <p><b>The risk of COVID-19 resulting in serious illness or death has been largely mitigated by the achievement of high vaccination rates</b></p> <p><b>No confirmed transmission of virus within the workplace</b></p>	<p><b>At All Times</b></p> <p>Compliance with current Public Health Orders</p> <p>Compliance with Safework NSW requirements.</p> <p><b>Wellbeing of workers and visitors</b></p> <p>Workers and visitors are excluded from any worksite if unwell.</p> <p>All workers have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. Staff have been made aware of their leave entitlements.</p> <p>If a worker becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention along with the introduction of a COVID-19 employee hotline.</p> <p>NSW State COVID-19 vaccination program actively supported within the workplace. Leave arrangements to attend vaccination clinic in place as is any one visit to GP to discuss concerns.</p> <p>COVIDSafe Training required for ALL workers, with information retained on TSC Emergency Dashboard.</p> <p>Flu Vaccination Program available.</p> <p>Face to face meetings/training/toolbox talks/specific gatherings such as BBQs, record of attendance shall be kept (minutes or attendance sheet).</p>	<p><b>Driver Training – Truck Licenses:</b></p> <ul style="list-style-type: none"> <li>Truck interior will be wiped down before start of each training</li> <li>Temperature check and health enquiry participants</li> <li>Appropriate PPE</li> <li>Windows wound down</li> <li>Individual stationary</li> <li>1.5m physical distancing where possible</li> </ul> <p>Development of Organisational Contact Tracing Procedure</p> <p><b>Update SOP Infection Control</b></p>	<p>WH&amp;S – MHR</p> <p>MHR &amp; MIT</p> <p>Co-ord WHS</p>	<p>Complete</p> <p>1 Dec 2021</p>

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
		Effective or Mostly Effective.		<p>Training guideline must be reviewed as part of decision process.</p> <p>Maintenance of virtual meeting platforms for staff meetings.</p> <p>Break times are staggered to minimise the number of staff using break room at one time.</p> <p>Compliance with TSC COVID-19 Guidelines for Attending, Delivering or Sponsoring Events</p> <p>Workplace “COVID Captains” have been trained and appointed.</p> <p>Sharing of equipment etc is to be avoided. Alternatively shared equipment is to be wiped down with cleaning/sanitising products provided.</p> <p>Critical Business Areas: All workers entering into Water and Wastewater critical service areas will be at the discretion of the Manager W&amp;WW – Operations. Fully vaccinated persons permitted only. Evidence of vaccination status will be required prior to/upon entry. Note: Rapid Antigen Testing (RAT) of visitors to critical work areas may be required as an additional control in times of high community transmission.</p> <p>All staff are supported to work from home if determined reasonably practicable to do so. All requests are in consultation with the relevant staff managers and in consultation with the Crisis Management Group.</p> <p><b>Hygiene &amp; Cleaning</b></p> <p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Staff have been provided cleaning products to maintain work areas.</p> <p>Frequently touched surfaces including counters, lifts, handrails, doors, cashier’s till, phones, keyboards and EFTPOS facilities are regularly cleaned. Electronic “approved-invoice” process maintained.</p> <p>Signage on hand washing and physical distancing requirements are prominent in public areas and hand washing facilities are available in the bathrooms. Introduction of Hands free automatic sensor taps.</p> <p>Alcohol based hand sanitiser is provided at all staff accessible/public area entry points/public meeting rooms and on entry to the shop/front of house (out of reach of children).</p> <p>Alcohol based hand sanitiser is also available in all staff areas including bathrooms, break rooms, the loading dock and delivery vehicles and signs are displayed on appropriate use.</p> <p>Alcohol based hand sanitiser and/or hand washing facilities are provided on field based council work vehicles.</p> <p>Meeting rooms have been provided cleaning products and instructions for participants.</p> <p>Non-security internal doors remain disengaged and open.</p> <p>Hot desking is minimised – where not feasible workspaces are cleaned with detergent/disinfectant between uses.</p> <p>Masks are required by all staff and visitors as per PHO requirements. Masks are required to be worn in all indoor spaces where this level of risk is high or above.</p> <p><b>Physical Distancing</b></p> <p>Flexible Work From Home arrangements and virtual meeting arrangements maintained.</p> <p>Workers are at least 1.5m apart from each other with no more than 1 person/2sqm within an enclosed space/office/depot area.</p> <p>Appointment and training of “COVID Captains” to assist in workplace compliance in staff common areas.</p> <p>Any field staff crew is to avoid co-mingling with other field staff crews and gathering generally at commencement and end of work day while awaiting transport to work site or leaving depot respectively.</p> <p>Signage on physical distancing requirements are prominent in public areas.</p>			



Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
				<p>Meeting rooms have been provided with instructions for participants inclusive of maximum occupancy rates and preferred seating arrangements as per physical distancing requirements.</p> <p>Signage for all lifts to reflect maximum occupancy and physical distancing requirements.</p> <p>Staff to have minimal contact with delivery drivers, where possible, most paperwork to be completed electronically.</p> <p>Where this risk level is high or above - Shared facilities such as lunchrooms shall be actively managed (stagger lunch times, restrict access) to minimise workplace transmission.</p> <p>Use of Vehicles –</p> <ol style="list-style-type: none"> <li>(1) All vehicles are to be maintained with adequate stocks of hand sanitiser/hand washing equipment.</li> <li>(2) Face masks for regular field-based work crews, will be available upon request. Staff will be responsible for their ongoing cleaning and maintenance, once issued.</li> <li>(3) Vehicles shall be kept tidy and frequently touched surfaces cleaned regularly.</li> <li>(4) Sharing of work vehicles is generally not permitted by workers where this risk level is high or above with field-based workers required to drive directly to work site by private or hire vehicles. The exception to this is where the duration of the shared vehicle ride is typically very short duration and the workers sharing the vehicle are required to work in close proximity to each other for the majority of the work activities on site.</li> </ol> <p><b>Ventilation</b></p> <p>Indoor air conditioning systems are well-maintained under commercial contract arrangements and operating properly where utilised.</p> <p>Natural ventilation is optimised where mechanical ventilation is not available.</p> <p><b>Record Keeping</b></p> <p>Contact details of all visitors to Council worksites/facilities are maintained for a minimum of 4 weeks.</p> <p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 and notify Safework NSW on 13 10 50.</p> <p>Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order. All manual records are entered into ECM with disposal rules set by Corporate Governance.</p> <p>QR Codes are clearly visible at entrance to facilities for both workers and visitors.</p>			
COVID-19 from other workers who are infected	Workers or visitors (customers & contractors) catching COVID-19/Close Contact/Deemed High Risk Exposure could result in disruption to the delivery of services	Almost certain, there is widespread community transmission, most though remain close contacts within the household High vaccination rates have been achieved within the Tweed Shire LGA, and is assumed is reflected in the organisation's employees.	<p><b>Very High,</b></p> <p><b>The risk of disruptions to the delivery of services is imminent. Disruption to critical services are being actively managed.</b></p>	<p><b>At All Times</b></p> <p>Compliance with current Public Health Orders</p> <p>Compliance with Safework NSW requirements.</p> <p><b>Wellbeing of workers and visitors</b></p> <p>Non-essential visitors/contractors are excluded from the workplace where this level of risk is high or above.</p> <p>Contractors and suppliers are excluded from any worksite if unwell.</p> <p>COVIDSafe Training required for ALL workers with information retained on TSC Emergency Dashboard.</p> <p>Critical Business Areas: Visitors entering into Water and Wastewater critical service areas will be at the discretion of the Manager W&amp;WW – Operations. Fully vaccinated persons permitted only. Evidence of vaccination status will be required prior to/upon entry. Note: Rapid Antigen Testing (RAT) of visitors to critical work areas may be required as an additional control in times of high community transmission.</p>	<p>Standard Operating Procedure – Workplace Rapid Antigen Testing</p> <p>Sourcing of RATs</p> <p>RTW – Case Management</p>	<p>Manager Roads &amp; Stormwater</p> <p>Co-ordinator WHS</p> <p>MHR</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
	<p>Consequence of disruption to services is considered Moderate</p> <p>Critical controls are rated as Effective or Mostly Effective.</p>			<p>All staff are supported to work from home if determined reasonably practicable to do so. All requests are in consultation with the relevant staff managers and in consultation with the Crisis Management Group.</p> <p><b>Hygiene &amp; Cleaning</b></p> <p>Masks are required by all staff and visitors as per PHO requirements. Masks are required to be worn in all indoor spaces where this level of risk is high or above.</p> <p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Staff have been provided cleaning products to maintain work areas.</p> <p>Frequently touched surfaces including counters, lifts, handrails, doors, cashier's till, phones, keyboards and EFTPOS facilities are regularly cleaned.</p> <p>Electronic "approved-invoice" process maintained.</p> <p>Signage on hand washing and physical distancing requirements are prominent in public areas and hand washing facilities are available in the bathrooms. Introduction of Hands free automatic sensor taps.</p> <p>Alcohol based hand sanitiser is provided at all staff accessible/public area entry/exit points/public meeting rooms and on entry to the shop/front of house (out of reach of children).</p> <p>Meeting rooms have been provided cleaning products and instructions for participants.</p> <p><b>Physical Distancing</b></p> <p>Floors have markings to keep workers and customers at least 1.5m apart from each other. Persons per square metre signage are placed around the enclosed space/entry points advising of current Public Health Order requirements.</p> <p>Public meeting rooms have been provided with instructions for participants inclusive of maximum occupancy rates and preferred seating arrangements as per physical distancing requirements.</p> <p>Use of virtual meeting platforms are available and preferred.</p> <p>Sharing of equipment etc is to be avoided. Alternatively shared equipment is to be wiped down with cleaning/sanitising products provided.</p> <p>Signage for all lifts to reflect maximum occupancy and physical distancing requirements.</p> <p>Where this risk level is high or above - Shared facilities such as lunchrooms shall be actively managed (stagger lunch times, restrict access) to minimise workplace transmission.</p> <p>Use of Vehicles –</p> <ol style="list-style-type: none"> <li>(1) All vehicles are to be maintained with adequate stocks of hand sanitiser/hand washing equipment.</li> <li>(2) Face masks for regular field-based work crews, will be available upon request. Staff will be responsible for their ongoing cleaning and maintenance, once issued.</li> <li>(3) Vehicles shall be kept tidy and frequently touched surfaces cleaned regularly.</li> <li>(4) Sharing of work vehicles is generally not permitted by workers where this risk level is high or above with field-based workers required to drive directly to work site by private or hire vehicles. The exception to this is where the duration of the shared vehicle ride is typically very short duration and the workers sharing the vehicle are required to work in close proximity to each other for the majority of the work activities on site.</li> </ol> <p><b>Record Keeping</b></p> <p>Contact details of all visitors to worksites/facilities are maintained for a minimum of 4 weeks. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 and notify Safework NSW on 13 10 50.</p>			

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place? (Common controls across all services)	Are further controls required? (Specific additional controls – service specific)	Actioned by	Date Due
				Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order. All manual records are entered into ECM with disposal rules set by Corporate Governance. QR Codes are clearly visible at entrance to facilities for both staff and visitors. Processes are in place front of house to ensure visitors checking in. Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order. All manual records are entered into ECM with disposal rules set by Corporate Governance. QR Codes are clearly visible at entrance to facilities for both staff and visitors. Processes are in place front of house to ensure visitors checking in.			
Fatigue from working longer hours to meet high demand	Injury to staff or others from fatigue related accidents or illness resulting from fatigue.	Rare, few reported incidents over past 12 months	<b>Low, monitor practices in place to assist staff to manage worker fatigue</b>	<b>At All Times</b> Supervisors to monitor hours of work by staff. Staff are encouraged to take RDO's and A/L if necessary. Regular check-in sessions conducted by supervisors to ascertain after work hours. Ensure breaks are provided. Splinter Award implemented to assist with managing staff during COVID19. WHS Fatigue Management Protocol to be followed.	Process for staff to be temporarily redeployed to areas of high demand.	CMC	Ongoing
Visitor /community aggression	Physical or psychological injury to staff.	Unlikely, critical controls are rated as Effective or Mostly Effective	<b>Low, there have been a few reported incidents of aggressive behaviour towards staff however with the diminishment of PHO restrictions incidents have reduced significantly</b>	<b>At All Times</b> Promote positive interactions with members of public. Display customer service charter. There is a counter to physically separate staff. Staff are aware of escalation and de-escalation cycles through training. Processes are in place to deal with difficult customers/community members. Debrief sessions with team. Staff have access to psychological support through an EAP. Incident reporting processes in place.	Update unreasonable customer conduct flow chart and factsheet identifying aggression escalation Provide small refresher on managing unreasonable customer aggression. Develop site specific processes if required.	MC&CE	1 June 2020
Persistent use of hand sanitiser	Dermatitis	Rare, no reported incidents	<b>Low, some effected individuals may need to seek medical treatment.</b>	<b>At All Times</b> Staff are encouraged to wash hands with soap and water for 20 seconds where possible as an alternative to hand sanitiser in non-medical situations Remind staff, that if they have a history of dermatitis or allergy to alcohol to seek medical advice.			
Lifting of COVID-19 restrictions	Increased anxiety felt by staff that may be uncomfortable with the lifting of restrictions	Unlikely, staff communications /updates are frequent and comprehensive	<b>Low, ongoing monitoring indicates positive staff feedback. Managers/supervisors are actively monitoring and managing.</b>	<b>At All Times</b> Staff have access to psychological support through an EAP. Weekly Staff Update to maintain open communications with all staff. COVIDSafe Training required for ALL staff, contractors and volunteers prior to reopening any service. Records of attendance and training material delivered to be returned to Council's HR Unit. EAP webinars available Workplace chaplain will be available to support staff			
Collection/storage of private/personal information	Inappropriate release/sharing of private/personal information	Unlikely, requirements have been communicated and controls rated as Effective.	<b>Low, admission is refused unless information is forthcoming.</b>	<b>At All Times</b> Utilise Service NSW QR Codes where possible, and mandatory where stipulated under any NSW Public Health Order All records to be registered into ECM. All personal information collected as per Public Health Order requirements must include appropriate statement as guided by Corporate Governance Information Officer.			



#### **4 SafeWork Australia Workplace Guidelines**

#### **5 The Australian Government, through SafeWork Australia have released a range of safety protocols to guide businesses out of the COVID-19 pandemic. Other Resources**

- [NSW Government COVID-19](#)
- [Office of Local Government – Information and Resources – COVID-19](#)
- [NSW Food Authority – Food Businesses and COVID-19](#)
- [State Library NSW Public Library Services](#)
- [Create NSW](#)
- [COVID safety plan templates for businesses](#)

## 6 Safety Measures for Services

Please identify what safety measures need to be in place for your service as we emerge from the COVID-19 Pandemic. This list is provided as a prompt only, please add other requirements specific to your service and liaise with WHS as required.

<b>Service:</b>		
<b>Location:</b>	<i>Please specify locations for placement of safety measures</i>	
<b>Date:</b>		
<b>Safety Measures</b>	For Customers/ Public (insert quantity)	For Employees (insert quantity)
<b>PHYSICAL DISTANCING MEASURES</b>		
Floor Decals for waiting / queuing ( <i>SignShop</i> )		
Floor Decals explaining 1.5m distance ( <i>SignShop</i> )		
People Capacity Restrictions + need a people counter device		
Seating or layout changes to accommodate 1 person per 2sqm and a minimum of 1.5m from each other.		
Temporary Barriers ( <i>Stores</i> )		
Temporary Signage / Posters ( <i>Comms</i> )		
Staff Badges / Stickers – respect my 1.5m ( <i>Comms</i> )		
<b>HEALTH AND HYGIENE</b>		
Acrylic Protector Screens for Counters ( <i>SignShop</i> )		
Hand sanitiser stations ( <i>Stores</i> ) + signage ( <i>Comms</i> )		
Cleaning Frequency per day ( <i>Cleaners</i> )		
Additional cleaning of surfaces / shared resources ( <i>Cleaners</i> )		
Additional stock of cleaning products ( <i>Cleaners or Stores</i> )		
Stocks of single use / keep pens for customers ( <i>Stationery Order or Comms</i> )		
<a href="#">Face Masks</a> ( <i>Stores</i> )		
Gloves ( <i>Stores</i> )		
<b>SIGNAGE</b>		
Open - temporary changes ( <i>Comms artwork</i> )		
Open – with safety measures in place ( <i>Comms artwork</i> )		
Open - with Capacity Restrictions ( <i>Comms artwork</i> )		
Thank You – Together Tweed options		

**\*\*Note:** All signage can be customised, please liaise with the Communications Team for any artwork and specific requirements and the signshop will provide all internal signage requirements. \*\*

(*Comms*) = please liaise with your Communication Officer to arrange any customised artwork or order for Signshop to print.

(*Cleaners*) = please contact Chris Gray for additional cleaning request or supplies.

(*Signshop*) = please contact Gary Hall at the Signshop to arrange any signage or acrylic screen requirements.

(*Stores*) = please call Dylan McFarlane at Stores for orders of essential supplies or other PPE.

## **7 Signage and Resources for Services**

### **7.1 Australian Government COVID-19 Campaign Resources**

### **7.2 Council prepared/branded signage**

*(Can be adapted for your service or brand needs, please liaise through your Communications Officer for any requests).*

Artwork shown here is concept only and provided as an example. All printing and signage costs require a Job Number, artwork development does not.

**Refer to Annexure 1**

## **8 Approved COVIDSafe Sub-Plans & Guidelines**

**8.1 Tweed Holiday Parks, updated 14 January 2022, Hastings Point Headland, updated 14 January 2022 and Contractor Declaration**

**8.2 Committee Managed TSC Community Halls, dated 22 November 2021 and Fillable Form updated 21 October 2021**

**8.3 COVID-19 Guidelines for Attending, Delivering or Sponsoring Events, dated 13 January 2022**

*Note: Activities conducted within facilities at 8.2, above may require COVID-19 safety plans as per the NSW Public Health Order in force at that time.*

## 9 Annexures

### 9.1 Artwork



'Open – outdoor facilities with capacity limits' posters



'Open – Council facilities with safety measures' posters



'Open – Council facilities with capacity limits' posters



'Now open – Temporary normal' posters with fillable area



'Now open – New normal' posters with fillable area



'Open – Customer Service Counters' posters (A3)



Staff badge/sticker



Floor decals (30cm x 30cm)



Floor decals (1.75m x 0.5m)



Floor decals (1.75m x 0.5m)





'Thank you' promo boards (A3 + heart - 570mm x 584mm)



# TWEED

SHIRE COUNCIL

Customer Service | 1300 292 872 | (02) 6670 2400

[tsc@tweed.nsw.gov.au](mailto:tsc@tweed.nsw.gov.au)

[www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)



PO Box 816

Murwillumbah NSW 2484

