

# > HELPING BUSINESS GET BACK TO WORK



## COVID-19 Safety Plan

**Effective 1 September 2020**

**Facility: Ku-ring-gai Support Services Centres  
7 Gilroy Lane / 7 Gilroy Road, Turramurra NSW 2074**

**Organisations: Ku-ring-gai Meals on Wheels & Hornsby Ku-ring-gai Community Transport**

**We have developed this COVID-19 Safety Plan to help create and maintain a safe environment for staff, volunteers, clients, visitors, stakeholders and the general community.**

This COVID-19 Safety Plan has been completed in consultation with the Ku-ring-gai Meals on Wheels and Hornsby Ku-ring-gai Community Transport workforce. We acknowledge that abiding by this Plan will help slow the spread of COVID-19 and reassure our clients that they can safely receive service from our business and further, reassure our volunteers that they can continue to support the vulnerable members of our community safely and in accordance with a Plan that has been thoroughly developed and tested. The Plan will be a working document, in that it will be updated and/or changed as the Government recommendations change and as the local situation requires.

As Businesses, we must follow the current COVID-19 Public Health Orders and manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for our industry we will go to the NSW Government website at [nsw.gov.au](http://nsw.gov.au).

### BUSINESS DETAILS

**Business name:** Hornsby Ku-ring-gai Community Transport & Ku-ring-gai Meals on Wheels

**Plan completed by:** Tara Russell

**Approved by:** Nick Eudale, General Manager of Ku-ring-gai Meals on Wheels, and Helen Crouch, General Manager of Hornsby Ku-ring-gai Community Transport

**Guidance for this workplace and the actions implemented are to keep clients, volunteers, stakeholders and workers safe.** Ku-ring-gai Meals on Wheels (KMOV) and Hornsby Ku-ring-gai Community Transport (HKCT) are considered essential services and operate within the in-home aged care sector. Resources from NSW Health, Commonwealth Health Department and Safe Work Australia and NSW have been used to guide the Standards adopted throughout this COVID-19 Safety Plan.

These Standards operate in concert with the NSW Government Food Authority's Guidelines for Food Service to Vulnerable Persons ([https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/industry/guidelines\\_vulnerable\\_persons.pdf](https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/industry/guidelines_vulnerable_persons.pdf)) for hygiene and the Fact sheet for in-home care workers ([https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-for-in-home-care-workers\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-for-in-home-care-workers_0.pdf)).

REQUIREMENTS	ACTIONS/STANDARDS	DOCUMENTS
<b>Wellbeing of staff, volunteers, stakeholders, visitors and clients</b>		
<p>Exclude staff, volunteers, visitors and clients who are unwell from the workplace to ensure the continuity of service, health and safety of staff, clients, volunteers and professional visitors.</p>	<p><b>Staff members</b> are not permitted to attend the office if they are unwell or are displaying symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough (i.e. flu like symptoms).</p> <ul style="list-style-type: none"> <li>If you are feeling unwell or are displaying symptoms of temperature, fever, congested, chest, sore throat, runny nose, cough, you must get tested for COVID-19 (see <a href="#">COVID-19: Identifying the symptoms</a>). You are required by NSW Health to quarantine at home until you receive a negative result.</li> </ul> <p>If a staff member is required to quarantine, and can work from home, guidance will be given for how to set up a safe homework environment using Safe Work Australia guidelines and monitored by their checklist (see <a href="#">How do I set up a workstation at home?</a>) The staff member shall thereafter complete the checklist provided by the Australian Government (see <a href="#">Working from home during COVID-19 checklist</a>)</p> <ul style="list-style-type: none"> <li>If a staff member is suspected or confirmed positive for COVID-19, refer to the procedure established by Safe Work Australia (see <a href="#">COVID-19 at the workplace – what to do if a case is suspected or confirmed</a>)</li> </ul> <p><b>General Managers</b> of the services will take the temperature of all workforce members each morning. Only temperatures in the yellow zone (for a reading of &gt;37.3 but &lt;37.8 °C) will be confidentially recorded (so as to establish any trend) and any member returning a red zone reading (for a reading &gt;37.8 °C) will be removed from the facility immediately and supported to be tested at Hillview testing centre and return home immediately for the testing quarantine period.</p> <p>The Fair Work Ombudsman website has information about <a href="#">Unpaid pandemic leave &amp; annual leave changes to awards</a>.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Get the test if you have symptoms</p> <p><b>Related government links:</b></p> <p><a href="https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-identifying-the-symptoms.pdf">https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-identifying-the-symptoms.pdf</a></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/Working_from_home_Workstation_Set_up_Guide-COVID-19.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/Working_from_home_Workstation_Set_up_Guide-COVID-19.pdf</a></p> <p><a href="https://www.comcare.gov.au/about/forms-publications/documents/publications/safety/working-from-home-checklist.pdf">https://www.comcare.gov.au/about/forms-publications/documents/publications/safety/working-from-home-checklist.pdf</a></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf</a></p> <p><a href="https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/temporary-changes-to-workplace-laws-during-coronavirus/unpaid-pandemic-leave-annual-leave-changes-in-awards">https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/temporary-changes-to-workplace-laws-during-coronavirus/unpaid-pandemic-leave-annual-leave-changes-in-awards</a></p> <p><b>See saved documents:</b></p> <p>HKCT Leave Policy 4.09</p> <p>KMOW Leave Policy</p>
	<p><b>Professional Visitors</b> are not permitted to attend the office for the purpose of scheduled meetings or appointments without the approval of the General Managers of their Service.</p> <ul style="list-style-type: none"> <li>The Visitor must agree to read the <b>COVID Safety Risk Assessment for visitors</b> and sign the <b>HKCT/KMOW Facility Entry Register</b> prior to the meeting or appointment.</li> </ul>	<p><b>See saved documents:</b></p> <p>COVID Safety Risk Assessment for visitors</p> <p>HKCT / KMOW Facility Entry Register</p>

	<ul style="list-style-type: none"> <li>Staff must abide by <b>The Meeting Protocol</b> Procedure prior to, during and following the meeting or appointment.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	The Meeting Protocol
	<p><b>Volunteers</b> attending the facility for their shift must remain in the Dining Room. A sign is placed at the door leading to access the larger admin office space and kitchen, advising of demarcation and a bell supplied for volunteers to be able to attract the attention of KMOW staff.</p> <ul style="list-style-type: none"> <li>Volunteers are to sign in at the beginning of the shift and answer questions declaring their health status (see <b>Procedure for Volunteer Management during COVID-19</b>)</li> <li>Volunteers will have their temperature taken upon arrival for their shift. Only temperatures in the yellow zone (for a reading of &gt;37.3 but &lt;37.8 °C) will be confidentially recorded (so as to establish any trend) and any member returning a red zone reading (for a reading &gt;37.8 °C) will be removed from the facility immediately and supported to be tested at Hillview testing centre and return home immediately for the testing quarantine period.</li> <li>Volunteers are to sign out at the end of their shift</li> <li>Notices located at the Volunteer communication table display information about Testing, Healthy transfer of meals (see <b>Contact Free Delivery Protocols</b>), who to call if they feel unwell and are not able to attend their shift and where they can go if they would like to talk with someone to get confidential help and what is required for them to be able to return to their shift.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>THINK – Our clients rely on YOUR health and safety</p> <p><b>See saved documents:</b></p> <p>KMOW Procedure for Volunteer Management during COVID-19</p> <p>Advice for KMOW Volunteers – Coronavirus (19/03/2020)</p> <p>KMOW Contact Free Delivery Protocols</p>
	<p><b>Clients</b> should not be scheduled for a meeting or appointment in the facility without the approval of the General Manager of their Service. Where possible, staff should not encourage face-to-face meetings, and should refer to telecommunications or video collaboration platforms.</p> <ul style="list-style-type: none"> <li>If staff are not sure how to make a free Zoom call, see <a href="#">Making and receiving Zoom calls</a> for instructions.</li> <li>If a video consultation is not possible and a face-to-face meeting is unavoidable, the client must have their temperature taken, abide by <b>The Meeting Protocol</b> and sign the <b>Volunteer, Visitor Covid-19 sign-in declaration</b>.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related links:</b></p> <p><a href="https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,support%20outbound%20dialing%20to%20that%20number.%20More%20items">https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,support%20outbound%20dialing%20to%20that%20number.%20More%20items</a></p> <p><b>See saved documents:</b></p> <p>The Meeting Protocol</p> <p>KMOW Volunteer, Visitor Covid-19 sign-in register</p>

**Clients receiving service:**

**Hornsby Ku-ring-gai Community Transport (HKCT)**

To participate in HKCT Transport, shopping journeys or social outings, clients must be well. Every driver verbally verifies with each client that they are well, displaying no symptoms before they enter the vehicle. Also:

- Signage is posted in each vehicle letting clients know that if they are displaying or feeling symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough (i.e. flu like symptoms) they must not travel with HKCT.
- No-touch thermometers will be used to test any HKCT clients who often have ill-health symptoms or are unsure
- Signage is posted in each vehicle advising clients that if they test positive to COVID-19 following a transport service, they MUST advise the General Manager of HKCT as soon as the results are received.
- If a staff member is a suspected or confirmed positive for COVID-19, refer to the procedure established by Safe Work Australia (see [COVID-19 at the workplace – what to do if a case is suspected or confirmed](#)).
- Clients must be advised of the requirements for social distancing and any other elements of the Ku-ring-gai Support Services Centre COVID-19 Safety Plan that are relevant to safe travel.
- Clients must be prepared to follow the requirements of the Ku-ring-gai Support Services Centre COVID-19 Safety Plan.

To advance the wellness of clients, if a client presents as unwell or answers volunteer, driver or staff questions in a way that indicates they may be unwell or in need of medical attention, volunteers and drivers are to notify administrative staff and staff should:

- Contact the client and enquire about their health and ask wellness questions relating to COVID-19; or
- Contact the emergency contact and relay the information that was received from the volunteer/driver; or
- In an emergency, contact medical help: either contact the Doctor listed on the Intake Form or 000 for the ambulance.

Staff will regularly review latest government updates at the websites of the Australian Department of Health (<https://www.health.gov.au/>), NSW Government (<https://www.nsw.gov.au/>) and NSW Health (<https://www.health.nsw.gov.au/>).

**Related government link:**

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf>

	<p><b>Clients receiving service:</b></p> <p><b>Ku-ring-gai Meals on Wheels (KMOW)</b></p> <p>In general, meals are delivered to clients in their homes using the <b>Contact Free Delivery Protocol</b> therefore client's health status should not impact on the safe nature of continuing business.</p> <p>However, to advance the wellness of clients, if a client presents as unwell or answers volunteer or staff questions in a way that indicates they may be unwell or in need of medical attention, volunteers are to notify staff and staff should:</p> <ul style="list-style-type: none"> <li>• Contact the client and enquire about their health and ask wellness questions relating to COVID-19; or</li> <li>• Contact the emergency contact and relay the information that was received from the volunteer; or</li> <li>• In an emergency contact medical help. Either contact the Doctor listed on the Intake Form or 000 for the ambulance.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related document:</b></p> <p>KMOW Contact Free Delivery Protocol</p>
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REQUIREMENTS	ACTIONS/STANDARDS	DOCUMENTS
<b>Wellbeing of staff, volunteers, stakeholders, visitors and clients</b>		
<p>Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p>	<p>All staff must complete the Australian Health Department's COVID-19 infection control training at (see <a href="#">COVID-19 infection control training</a>) and sign the recognition of training roster (KMOW) or print certificate of completion for their personnel file (HKCT).</p> <p>All NSW Health COVID-19 updates shall be read by the General Managers on a daily basis and if appropriate (relevant to in-home aged care service delivery or relevant to workplace practices that could be applied within the facility), shall be printed and circulated to all team members via the office Reading Route Slip.</p> <ul style="list-style-type: none"> <li>• Reading Route slip will be filed as proof of reading.</li> <li>• If information requires an update to the Ku-ring-gai Support Services Centre COVID-19 Safety Plan, the document will be updated and any further training, procedural change and/or wall signage will be created and displayed to reinforce the communication and/or mandated/recommended practice.</li> <li>• New staff will be required to undertake the <a href="#">COVID-19 infection control training</a>.</li> </ul>	<p><b>Related government link:</b></p> <p><a href="https://covid-19training.gov.au/login">https://covid-19training.gov.au/login</a></p> <p><b>Related document:</b></p> <p>KMOW Recognition of training roster</p>

	<ul style="list-style-type: none"> <li>All Team Meetings need to include an update on COVID-19 including any new protocols, updates to the Ku-ring-gai Support Services Centre COVID-19 Safety Plan or general advice.</li> <li>It is the responsibility of the General Managers of the services to monitor these Standards for compliance.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<p>To maintain a healthy and safe workplace it is important that staff feel comfortable to take leave when they have the first signs of feeling unwell.</p> <p>This Standard is reiterated in the <b>Food Safety Standards for Vulnerable people</b>. However under current circumstances it is imperative that staff and volunteers know that they <b>MUST NOT</b> attend work if they feel or display symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough, i.e. flu-like symptoms (see <a href="#">COVID-19: Identifying the symptoms</a>).</p> <p>The Fair Work Ombudsman website has information about <a href="#">Unpaid pandemic leave &amp; annual leave changes to awards</a>.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related government links:</b></p> <p><a href="https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/temporary-changes-to-workplace-laws-during-coronavirus/unpaid-pandemic-leave-annual-leave-changes-in-awards">https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/temporary-changes-to-workplace-laws-during-coronavirus/unpaid-pandemic-leave-annual-leave-changes-in-awards</a></p> <p><a href="https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-identifying-the-symptoms.pdf">https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-identifying-the-symptoms.pdf</a></p> <p><b>See saved documents:</b></p> <p>HKCT Leave Policy 4.09</p> <p>KMOW Leave Policy</p>
<p>Mental health of staff while working under COVID-19 restrictions</p>	<p>The wellbeing of both employees and volunteers at the Centre includes their mental and emotional health. Maintaining a safe and welcoming environment for all employees and volunteers is actively sought. No team member should ever feel, or be felt they are, unable to raise concerns over anxiety, worry or fear of the pandemic itself, the procedures for the workplace or dealing with clients.</p> <p>HKCT workforce may be confidentially referred to its employee assistance program provider, Access EAP.</p> <p>KMOW workforce may speak confidentially with the General Manager for referral to an appropriate service.</p> <p>General Managers are responsible for meaningful check-ins with each team member, albeit on an ad hoc yet rotation basis, to be assured no indication of stress is being displayed in behaviour or productivity.</p> <p>Related relevant articles on workplace stress and COVID-19 anxiety shall also be routed for team member review, as support for coming forward and discussing concerns or seeking assistance.</p>	<p><b>Related government supported links:</b></p> <p><a href="https://covid19.thiswayup.org.au/">https://covid19.thiswayup.org.au/</a></p> <p><a href="https://www.blackdoginstitute.org.au/wp-content/uploads/2020/04/Black-Dog-Institute-Weekly-mental-health-check-in-Coronavirus.pdf">https://www.blackdoginstitute.org.au/wp-content/uploads/2020/04/Black-Dog-Institute-Weekly-mental-health-check-in-Coronavirus.pdf</a></p> <p><a href="https://coronavirus.beyondblue.org.au/">https://coronavirus.beyondblue.org.au/</a></p> <p><a href="https://www.lifeline.org.au/get-help/information-and-support/covid-19/">https://www.lifeline.org.au/get-help/information-and-support/covid-19/</a></p>

	<p>Some other helpful resources are:</p> <ul style="list-style-type: none"> <li>• <a href="#">Australian Government's Supporting You Through the COVID-19 Pandemic toolkit</a></li> <li>• <a href="#">Black Dog Institute's Weekly mental health check-in</a></li> <li>• <a href="#">Beyond Blue's Coronavirus Mental Wellbeing Support Service</a></li> <li>• <a href="#">Lifeline's Mental health and wellbeing during COVID-19 service</a></li> </ul>	
<p>Display conditions of entry for any staff, volunteers, visitors and clients (website, social media and facility entries).</p>	<p>At every entry point to the facility there is signage that outlines:</p> <ul style="list-style-type: none"> <li>• The Name of the Facility</li> <li>• Who is permitted to enter</li> <li>• Who is permitted to enter at the specific entry point (Pathway of Travel through Facility)</li> <li>• Social Distancing Guidelines for the Facility</li> <li>• Maximum Numbers of people allowed within the facility and within each room within the facility.</li> </ul> <p>KMOW Volunteers are required to follow sign-in and sign-out protocols as outlined in the <b>COVID-19 Volunteer Management Procedure</b>. Volunteers are not to enter the main body of the facility and are to remain in the Dining Room.</p> <p>Ku-ring-gai Support Services Centre COVID-19 Safety Plan will be available on each service's website for staff, clients, volunteers, stakeholders, visitors and the general public to read and understand the conditions of entry to the facility.</p> <p><b>Meeting Protocol</b> and <b>COVID Safety Risk Assessment</b>, as well as the Ku-ring-gai Support Services Centre COVID-19 Safety Plan to be available on each service Website for visitors to sign prior to attending a Meeting at the facility.</p> <p>A <b>COVID Awareness Statement</b> to be placed on the website of each service:</p> <ul style="list-style-type: none"> <li>• <a href="#">KMOW COVID-19 Safety Plan</a></li> <li>• <a href="#">HKCT COVID-19 Safety Plan.</a></li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Think: health and safety  Get the test  Be safe, be sure, sanitise  Keep 1.5 m physical distance  Maximum room capacity</p> <p><b>See saved documents:</b></p> <p>COVID-19 Volunteer Management Procedure  KMOW Volunteer, Visitor Covid-19 sign-in register  Meeting Protocol  COVID Safety Risk Assessment for visitors  HKCT / KMOW Facility Entry Register</p> <p><b>Webpage links:</b></p> <p><a href="https://kmow.org.au/">https://kmow.org.au/</a>  <a href="https://communitytransport.org.au/">https://communitytransport.org.au/</a></p>

REQUIREMENTS	ACTIONS/STANDARDS	DOCUMENTS
<b>Physical distancing</b>		
<p>There are several businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the NSW Government website. If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and close proximity where practicable.</p>	<p>At all times, and in all locations within the premises of the Ku-ring-gai Support Services Centre building, it is required that all staff, volunteers, visitors, clients or anyone within the facility maintains appropriate social distancing of 1.5m at any time.</p> <p>There must be no more than 40 people within the whole facility and each room will sign post the maximum number of people to be within the space of the room.</p> <p><b>HKCT offices have a maximum capacity at any one time of:</b></p> <ul style="list-style-type: none"> <li>• Office 1: Four (4) people at any one time (Service Coordination)</li> <li>• Office 3: Three (3) people at any one time (Business Service Coordination)</li> <li>• Office 4: Five (5) people at any one time (General Manager's Office)</li> <li>• No more than half the usual capacity per bus shall be occupied by HKCT clients, unless (although unlikely) they are all members of the one household. Eg: 20-seater bus capacity shall be 10 people, 16 or 17-seater capacity shall be 8 people.</li> <li>• Only 1 client per sedan vehicle shall be carried at one time unless that client has a carer or family member accompanying them. Client/s must be seated in the rear left seat of the car for the journey. If their mobility precludes this standard, both the driver and the client must wear a face mask at all times.</li> <li>• The shared storeroom has a capacity of one (1) person at any one time.</li> <li>• The shared kitchen has a maximum capacity of two (2) people at any one time.</li> </ul> <p><b>KMOW offices have a maximum capacity at any one time of:</b></p> <ul style="list-style-type: none"> <li>• Kitchenette near the main kitchen has a maximum capacity of one (1) person at any one time.</li> <li>• The KMOW Production Kitchen has a maximum capacity of ten (10) people at any one time</li> <li>• KMOW Volunteer Coordinator's Office has a maximum capacity of three (3) people at any one time.</li> <li>• The KMOW Dining Room has a maximum capacity of fifteen (15) people at any one time.</li> <li>• KMOW Coordinator's Office (SN) has a maximum capacity of two (2) people at any one time.</li> <li>• KMOW General Manager's Office (NE) has a maximum capacity of three (3) people at any one time.</li> </ul> <p>These maximums must not be breached.</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Think: health and safety</p> <p>Get the test</p> <p>Be safe, be sure, sanitise</p> <p>Keep 1.5 m physical distance</p> <p>Maximum room capacity</p> <p>Maximum total capacity for the facility on each entry door</p>



	<p>It is the responsibility of the General Managers of Services to monitor these Standards for compliance.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Assign workers to specific workstations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use.</p>	<p>A Plan has been developed to indicate appropriate entry and exit points for staff, volunteers, clients and visitors to minimise unnecessary movement throughout the building, to demarcate areas and to ensure that there is a minimum of traffic flow in highly used areas, like hallways and thoroughfares.</p> <ul style="list-style-type: none"> <li>• Signage has been developed and is located at each entry point of the facility.</li> <li>• Staff has been involved in developing this strategy of demarcation and have attested their agreement, understanding and recognition of the intent and importance of this strategy.</li> </ul> <p>Ku-ring-gai Meals on Wheels manages a cleaning regime in accordance with the <b>Meals on Wheels Ku-ring-gai &amp; Hornsby COVID-19 Safety Plan</b> (see <a href="#">Cleaning to prevent the spread of COVID-19</a> and <a href="#">COVID-19 Cleaning checklist</a>) and in accordance with the Food Authority Food Safety Plan for working with vulnerable people. See also the Australian Government Department of Health's <a href="#">Six steps to stop the spread of COVID-19 for Aged Care Workers</a>.</p> <p>Kitchen staff as well as services' Administration teams have assigned and dedicated workspace and work phone, keyboard and stationery items (where reasonably practical).</p> <ul style="list-style-type: none"> <li>• Workspace and all equipment per station are to be cleaned prior to beginning work and upon finishing or leaving work, by each team member. This is especially essential for our part time employees and those who operate in a share space arrangement. See Safe Work Australia links for cleaning office space.</li> <li>• Where possible telephones should only be used by one operator at a time and cleaned before another person uses that telephone. Headsets are not ever to be shared.</li> <li>• A COVID-19 cleaning regime for each vehicle at the end of every days' use has been developed in accordance with Transport for NSW guidelines. Touchpoint cleaning occurs between each and every journey, even if the passengers remain the same. Drivers attest to the cleaning performed each day per vehicle in their control which is reviewed for standards being met by the Fleet Coordinator.</li> <li>• An additional deeper, professional COVID cleaning regime has been put in place by the facility contract cleaners (certified as COVID capable cleaning firm)</li> <li>• Antiseptic wipes, hand sanitiser and antiseptic spray products are available in work areas and regular use is encouraged.</li> <li>• On wall hand sanitiser stations have been added throughout the facility hallways and thoroughfares</li> </ul>	<p><b>In-centre posters placed throughout the facility:</b> Six Steps to Stop the Spread ATTENTION poster for deliveries Be safe, be sure, sanitise</p> <p><b>Related government links:</b> <a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf</a> <a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</a> <a href="https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-six-steps-to-stop-the-spread-for-aged-care-workers.pdf">https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-six-steps-to-stop-the-spread-for-aged-care-workers.pdf</a></p> <p><b>See saved documents:</b> KMOW COVID-19 Safe Plan (Production Kitchen) Meeting Protocol</p>

	<ul style="list-style-type: none"> <li>• Staff are encouraged to not ride-share to work.</li> <li>• Staff are encouraged to consider minimising leaving the worksite. eg. Bring lunch to work, reconsider running errands during lunch time.</li> <li>• Meetings must be in accordance with the Ku-ring-gai Support Services Centre COVID-19 Safety Plan, COVID Safe Meeting Protocols, and meet physical distancing and room and facility capacity standards.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.</p>	<p>It is the responsibility of the General Managers of Services to monitor these Standards for compliance.</p> <p>Individual Team Members recognise that they have a social responsibility to the community, to the workplace and to our clients to monitor and control their own behaviour in line with the Standards laid out in this Plan.</p> <ul style="list-style-type: none"> <li>• No visitors or meetings are to be arranged without prior permission of their General Manager. This will ensure the total number of people on site do not exceed the facility limit of 40 people.</li> <li>• Prior approval will enable room set up that ensures physical distancing protocols are followed.</li> <li>• Every visitor – for a meeting or making a delivery – must be granted entry via 7 Gilroy Road (general) or the kitchen (food supplies) so entry questions can be answered, and meeting of minimum wellness standards can be verified,</li> <li>• KMOW kitchen staff must only enter via the kitchen entrance. Except for the Executive Chef, no kitchen staff will traverse the administration offices and similarly, Packing staff shall limit their traverse to the kitchen, cold storage, kitchenette and dining room.</li> <li>• KMOW volunteers must only enter via Gilroy Lane dining room entrance, to sign in and attest to wellness standards.</li> <li>• HKCT drivers must only enter via the carpark entrance, to minimise their traverse through the facility and be on-site for sign-in and sign-off purpose only. This will ensure this cohort of team members do not increase the number of people above the limit of 40 people in total. It is noted that the maximum number of drivers at any one time could only ever be 11 and that the start/end of shifts is always staggered.</li> <li>• Drivers may congregate in the garage areas as they go about their vehicle preparation routines, or return to the depot between rostered journeys. However, physical distancing of 1.5m between every worker must always apply.</li> </ul>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>ATTENTION Entry Signs posters located at all entrances</p> <p>Keep 1.5 m physical distance</p> <p>Six Steps to Stop the Spread</p> <p><b>See saved documents:</b></p> <p>COVID Safety Risk Assessment for Visitors</p> <p>HKCT / KMOW Facility Entry Register</p>

	<ul style="list-style-type: none"> <li>Administration team members of both services shall only enter and exit the facility via the carpark entrance. Courtesy in the hallways will be extreme, ensuring no passing within 1.5m of each other.</li> <li>Entrance and hallway placed hand sanitiser stations shall be used by all team members upon entry and exit of the facility. Handwashing shall be undertaken regularly, as will use of hand sanitiser throughout the day and after each use of any equipment.</li> </ul> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.</p>	<p>As both organisations are classified as an essential community service, this standard will be dependent upon prioritising service obligations.</p> <p>When required, KMOW kitchen staff will work a split shift, as per the tested Kitchen split shift roster. This will ensure continuity of service and minimise the number of people in the facility at any one time and cater for service continuity should isolation of teams be necessary due to a suspected or confirmed case of a team member diagnosis.</p> <p>HKCT Drivers will work a split shift, as per HKCT set days rosters. This will ensure continuity of service and minimise the number of people in the facility at any one time should isolation of teams be necessary due to a suspected or confirmed case of a team member diagnosis.</p> <p>KMOW's General Manager or Coordinator may (when required) work from Hornsby Meals on Wheels office or from home. Volunteer Coordinators need to work at the facility between the hours of 8 am and 3 pm, and Packing Coordinators and kitchen staff need to work at the facility between the hours of 8 am and 1.30 pm.</p> <p>HKCT's General Manager, Business Services Coordinator, Scheduler and Dispatcher may (when required) work from home. Service Coordinators and Fleet Coordinator are the only 3 admin team members required during the hours of 8am and 5pm.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/ disinfectant.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, eg: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>HKCT Vehicle cleaning regime has been established. Vehicles cleaned daily and regularly during client transport journeys.</p> <p>Masks are available for all staff and encouraged (see <a href="#">Do I Need to Wear a Mask?</a> and <a href="#">Guidelines for wearing of Face masks</a>). Drivers may choose to wear a mask during any transport service, should they choose. However, if they choose not to wear a mask: upon collection of each client, the Driver will always enquire whether that client would prefer if they</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>ATTENTION Entry Signs posters located at all entrances.</p> <p>Six Steps to Stop the Spread</p> <p>Be safe, be sure, sanitise</p> <p><b>Related government links:</b></p>

	<p>did and if yes, every HKCT Driver agrees to wear a mask while serving that client.</p> <p>KMOW demarcates public and volunteers from administration and kitchen staff with use of signage located at each entry door and STOP poster at the glass door to the services' administration offices. The glass code-entry door is to remain closed as an additional barrier, further ensuring no unauthorised entry. Assigning entry and exit points based upon work team functions, and recommended path of travel guidelines based upon work team, controls interaction points.</p> <p>Sneeze guards not feasible nor necessary as extremely low person-to-person interaction in close quarters.</p> <p>Dining Room external exit doors are locked every day at 1.30pm to provide a barrier to unauthorised or unexpected access. See following section of this document: <b>Hygiene and cleaning</b> for "The wearing of masks"</p> <p>Within the facility, wearing of masks is currently optional however this precaution remains at the discretion of the General Managers of Services unless mandates are made by Public Health Orders.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><a href="https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf">https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf</a></p> <p><a href="https://www.nsw.gov.au/covid-19/face-masks">https://www.nsw.gov.au/covid-19/face-masks</a></p> <p><b>See saved documents:</b></p> <p>Meeting Protocol</p> <p>COVID Safety Risk Assessment for Visitors</p>
<p>Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing (including at meal breaks).</p>	<p>Posters have been placed throughout the workplace including hallways, bathrooms, kitchen, dining room, offices and garage. In all buses, clients are seated by the driver, to maximise the distance between unrelated client passengers, and 'Leave this seat vacant' signs are also in use.</p> <p>Staff are reminded throughout the day and the message is reinforced at staff meetings.</p> <p>For situations where physical distancing is difficult, masks are made available in all offices, vehicles and the garage (see <a href="#">Do I Need to Wear a Mask?</a> and <a href="#">Guidelines for wearing of Face masks</a>). Staff has been reminded to respect other people's right to request mask wearing and to honour the concerns of colleagues. At all times, staff should show respect to clients, visitors and other staff needs.</p> <p>HKCT clients will use the rear seat in the cars for individual transport services.</p> <p>HKCT clients will practice physical distancing in the buses by limiting the number of passengers on the 20, 18 or 17 seat buses to a maximum of 10 or 8 passengers plus the driver. Buses have seats that are cordoned off to ensure that passengers don't crowd together.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Keep 1.5 m physical distance</p> <p>Six Steps to Stop the Spread</p> <p><b>Related government links:</b></p> <p><a href="https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf">https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf</a></p> <p><a href="https://www.nsw.gov.au/covid-19/face-masks">https://www.nsw.gov.au/covid-19/face-masks</a></p>

<p>Use telephone or video for essential meetings where practical.</p>	<p>Zoom technology is available and staff are encouraged to access video conferencing technology, where appropriate.</p> <p>If staff are not sure how to make a free Zoom call, see <a href="#">Making and receiving Zoom calls</a> for instructions.</p> <p>Zoom or similar is being used for all sector / industry Meetings and will be re-examined according to NSW Government mandated restriction levels.</p> <p>Similarly, Zoom is being used whenever practicable for both services' Board Meetings. In the event an in-person meeting is warranted, and permitted according to NSW Government mandated restriction levels, physical distancing of 1.5 m will apply to room set up and all other physical distancing, hygiene and visitor protocols shall be enforced.</p> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related links:</b></p> <p><a href="https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,support%20outbound%20dialing%20to%20that%20number.%20More%20items">https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,support%20outbound%20dialing%20to%20that%20number.%20More%20items</a></p>
<p>Review regular deliveries and request contactless delivery and invoicing where practical.</p>	<p>Deliveries to the Ku-ring-gai Support Services Centre are segregated.</p> <p><b>Administration deliveries</b> are to be received at the front door (Gilroy Road) only.</p> <ul style="list-style-type: none"> <li>• Notice attached to the door explains expected behaviour and the facility's visitor protocols.</li> <li>• Deliveries should be delivered contact free whenever practicable eg delivery driver to leave parcel/box on front porch and ring the bell. Answered shall ask them to stand back to the 1.5m distancing requirement, if necessary.</li> <li>• Staff to record the name of the driver, the courier company and contact number and record it on our visitor register. If simply dropping off using distancing protocols, the driver does not need to meet sign-in requirements in the <b>COVID-19 Safety Risk Assessment for visitors</b> or sign the <b>HKCT/KMOW Facility Entry Register</b>.</li> <li>• These details shall be saved for 28 days for contact tracing requirements.</li> <li>• Wherever possible, both services have implemented e-invoicing and e-payments.</li> </ul> <p><b>Kitchen deliveries</b> are to be received at the kitchen door (Gilroy Lane Access) only.</p> <ul style="list-style-type: none"> <li>• Notice attached to the door explains expected protocol.</li> <li>• Deliveries should be delivered contact free where possible – delivery driver to leave box outside kitchen door and ring the bell and stand back to the 1.5m social distancing requirement.</li> <li>• Staff to record the name of the driver, the courier company and contact number and record it on our visitor register. If simply dropping off using distancing protocols, the driver does not need to meet sign-in requirements in the <b>COVID-19 Safety Risk Assessment</b></li> </ul>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>ATTENTION Entry Signs posters located at all entrances</p> <p><b>See saved documents:</b></p> <p>Register for sign in</p> <p>COVID Safety Risk Assessment for visitors</p> <p>HKCT / KMOW Facility Entry Register</p>

	<p><b>for visitors</b> or sign the <b>HKCT/KMOW Facility Entry Register</b>.</p> <ul style="list-style-type: none"> <li>• Where Contact free delivery is not possible, drivers must sign in and respond to the Risk Assessment Questionnaire for Visitors.</li> <li>• These details need to be saved for 28 days for contact tracing requirements.</li> <li>• Wherever possible, KMOW has implemented e-invoicing and e-payments.</li> </ul> <p>Delivery items should be sanitised, whenever practicable or only touched by gloved hands.</p> <p>Staff members receiving deliveries should wash or disinfect hands prior to receiving a delivery, unpacking any deliveries and after accepting the delivery.</p> <p>On occasion, contracted mechanics, who are isolated to access the garage only, carry out fleet maintenance on site. They are aware of HKCT policies and safety regimes and supervised by the Fleet Coordinator.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Consider signage directing customers and workers to maintain physical distancing wherever practical.</p>	<p>Posters and flyers relating to COVID-19 are regularly updated to latest NSW Health guidelines and moved around the workplace to maintain worker awareness of the importance of physical distancing.</p> <p>Posters are placed on the central staff notice board and on the communication board in the Dining Room for volunteers and the public.</p> <p>See previous section of this document: <b>Physical Distancing</b> for “Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks)” for KMOW and HKCT agreed Standard.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Keep 1.5 m physical distance</p> <p>Six Steps to Stop the Spread</p>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> <li>• encourage passengers and drivers to spread out, using front and back seats</li> <li>• workers should only handle their own tools and bags where possible</li> <li>• they should have processes to</li> </ul>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, to include: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>During this period of COVID restrictions, staff are encouraged to:</p> <ul style="list-style-type: none"> <li>• Organise individual mode of transport and minimise the use of ride share and public transport</li> <li>• Staff encouraged to keep their own workspace and tools (whether that be kitchen tools, vehicle tools, or stationery) as their own and not used shared resources.</li> </ul>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Six Steps to Stop the Spread</p> <p><b>Related government links:</b></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf</a></p>

<p>clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant</p> <ul style="list-style-type: none"> <li>• encourage workers to set the air-conditioning to external airflow rather than recirculation.</li> </ul>	<p>HKCT has implemented a deeper daily and more regular vehicle touchpoint cleaning regimen.</p> <ul style="list-style-type: none"> <li>• Vehicle use and cleaning regimen in place that exceed Transport for NSW guidelines</li> <li>• Staff regularly clean tools and materials they use</li> <li>• KMOW delivery bags are cleaned in line with requirements of the Food Authority Food Safety Plan for working with vulnerable peoples.</li> </ul> <p>See following section of this document: <b>Hygiene and Cleaning</b> for “Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse” for KMOW and HKCT agreed Standard. See also <a href="#">Cleaning to prevent the spread of COVID-19</a> and <a href="#">COVID-19 Cleaning checklist</a>.</p> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</a></p> <p><b>See saved documents:</b></p> <p>HKCT Vehicle cleaning regimen</p>
<p>Have strategies in place to manage gatherings that may occur immediately outside the premises.</p>	<p>Workers are advised and reminded not to use an exit if there is a gathering outside which impedes a safely distanced exit. They are also asked to be aware, when standing near an exit, of others trying to exit the workplace.</p> <p>Where possible drivers’ shifts have been staggered to avoid large numbers of people gathering to begin a shift or end a shift at the same time.</p> <p>The beginning of the KMOW volunteer shift is the only time when a group of people is feasible to be arriving at the same time. Room capacity limits of 15 persons have been posted and distance guide markers have been placed outside the door to ensure that if the room reaches capacity, volunteers understand the expectation to wait outside and at an appropriate physical distance.</p> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p>Keep 1.5 m physical distance</p> <p>Six Steps to Stop the Spread</p> <p>THINK – Our clients rely on YOUR health and safety</p> <p>Be safe, be sure, sanitise</p>

REQUIREMENTS	ACTIONS	DOCUMENTS
<b>Hygiene and cleaning</b>		
<p>Provide hand sanitiser at multiple locations throughout the workplace</p>	<p>Hand sanitiser is provided in every workspace, including the garage, kitchen, dining room (publicly accessible space) and every vehicle.</p> <p>Wall placed Hand Sanitiser stations are available throughout the facility.</p> <p>Regular use is encouraged by staff, visitors, stakeholders and public.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government</p>	

	<p>(<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	
<p>Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, ie: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>KMOW kitchen manage a cleaning regime in accordance with the <b>Meals on Wheels Ku-ring-gai &amp; Hornsby COVID-19 Safe Plan</b> and in accordance with the Food Authority Food Safety Plan for working with vulnerable peoples.</p> <p>Where appropriate, administration and kitchen staff have assigned and dedicated workspace and work phone, keyboard and stationary items.</p> <ul style="list-style-type: none"> <li>• Workspace should be cleaned prior to beginning work and prior to leaving work. This is especially essential if you are a part-time employee and operate in a share space arrangement.</li> <li>• Where possible telephones should only be used by one operator at a time and cleaned before another person uses that telephone.</li> </ul> <p>See previous section of this document: <b>Physical Distancing</b> for “Assign workers to specific workstations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use” for KMOW and HKCT agreed Standard.</p> <p>See also <a href="#">Cleaning to prevent the spread of COVID-19</a> and <a href="#">COVID-19 Cleaning checklist</a>.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>Related government links:</b></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf</a></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</a></p> <p><b>See saved documents:</b></p> <p>Food Safety Plan KMOW COVID-19 Safe Plan (Production Kitchen)</p>
<p>Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.</p>	<p>Bathrooms are kept well stocked with hand soap, disinfectant dispenser and paper towels. The supply is checked nightly by the professional cleaner and every staff member is aware of where to access fresh supplies if required throughout the day</p> <p>Posters instructing correct hand washing technique is in each bathroom on the wall beside the wash basins.</p> <p>A hand sanitiser station is located outside each bathroom so sanitisation before entry and upon exiting can occur.</p> <p>Posters have been placed throughout the facility: <a href="#">Have you washed your hands?</a>, <a href="#">Practise simple hygiene by washing hands regularly</a> and <a href="#">The Food Authority’s guide to hand washing</a>.</p> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>In-centre posters placed throughout the facility:</b></p> <p><a href="https://www.health.nsw.gov.au/Infectious/diseases/Documents/covid-19-washed-hands-a3.pdf">https://www.health.nsw.gov.au/Infectious/diseases/Documents/covid-19-washed-hands-a3.pdf</a></p> <p><a href="https://www.health.nsw.gov.au/pandemic/Publications/hand-wash-community.pdf">https://www.health.nsw.gov.au/pandemic/Publications/hand-wash-community.pdf</a></p> <p><b>Related government link for kitchen staff:</b></p> <p><a href="https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/retailfactsheets/hand_washing.pdf">https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/retailfactsheets/hand_washing.pdf</a></p>



<p>Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, to include: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>KMOW kitchen manage a cleaning regime in accordance with the Meals on Wheels Ku-ring-gai &amp; Hornsby COVID-19 Safe Plan and in accordance with the Food Authority Food Safety Plan for working with vulnerable peoples.</p> <p>See previous section of this document: <b>Hygiene and Cleaning</b> for “Provide detergent/ disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse” or KMOW and HKCT agreed Standard.</p> <p>See also <a href="#">COVID-19 routine environmental cleaning and disinfection in the community</a> and <a href="#">Cleaning to prevent the spread of COVID-19</a>.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>Related government links:</b></p> <p><a href="https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community.pdf">https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community.pdf</a></p> <p><a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19#cleaning-and-disinfection">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19#cleaning-and-disinfection</a></p>
<p>Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer’s instructions</p>	<p>Cleaning products are procured from a professional cleaning or Chemical supply company and are professional grade cleaning products.</p> <p>Appropriate strength for general cleaning:</p> <ul style="list-style-type: none"> <li>• Detergent, either as a solution that can be mixed with water, or as wipes, or A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.</li> <li>• Sanitisers have a 75% or higher alcohol content.</li> <li>• For more thorough cleaning see the COVID Cleaning Checklist</li> <li>• Staff will not be required to clean following an identified positive case, professional and certified cleaners will clean to the standard required for workplace safety.</li> </ul> <p>Staff are required to:</p> <ul style="list-style-type: none"> <li>• Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including use of any PPE.</li> <li>• Use disposable gloves where possible, and discard after each use.</li> <li>• Wash or sanitise hands before and after wearing gloves.</li> </ul> <p>See the <a href="#">COVID-19 Cleaning checklist</a> and <a href="#">In home services: Cleaning</a>.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>Related government links:</b></p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</a></p> <p><a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning</a></p>

<p>The wearing of masks within the workplace is currently optional, however this precaution remains at the discretion of the General Managers of Service and Government Mandates.</p>	<p>Under the current level of restrictions, it is advised that:</p> <ul style="list-style-type: none"> <li>• If requested by clients, staff and volunteers shall wear a mask.</li> <li>• HKCT Drivers have the option of wearing a mask and will proactively ask a client if they would feel more comfortable if the Driver wore a mask. (Client Centred Care)</li> <li>• Masks will be available in the workplace for all staff, volunteers and visitors.</li> <li>• It is recommended that volunteers wear a mask, however, it is at their discretion / personal preference but only until mandated by a NSW public health order.</li> <li>• It is a priority that staff, clients, volunteers, and visitors feel safe and respected within this facility.</li> <li>• This Standard will be reliant upon Government restriction levels and may change with little or no notice.</li> </ul> <p>See <a href="#">Do I Need to Wear a Mask?</a> and <a href="#">Guidelines for wearing of Face masks.</a></p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p><b>Related government links:</b></p> <p><a href="https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf">https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf</a></p> <p><a href="https://www.nsw.gov.au/covid-19/face-masks">https://www.nsw.gov.au/covid-19/face-masks</a></p>
<p>Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.</p>	<p>Disposable gloves are available for all staff at any time. However, it is an agreed standard that all workforce members use gloves when they are cleaning.</p> <p>Staff must also wash or sanitise hands before and after wearing gloves.</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	

REQUIREMENTS	ACTIONS	DOCUMENTS
<b>Record keeping</b>		
<p>Keep name and mobile number or email address for all staff, visitors and contractors for at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely</p>	<p>Staff working schedules are recorded through the established Time Sheet Process which requires staff to maintain a daily record of hours worked.</p> <p>Staff contact details are stored in a safe and secure environment.</p> <p>Volunteers are required to sign in at the beginning of their shift and sign out at the end of their shift. Contact details are maintained in a safe and secure environment.</p>	<p><b>See saved documents:</b></p> <p>HKCT &amp; KMOW Timesheets</p> <p>HKCT Booking system</p> <p>Register for Sign In</p> <p>Meeting Protocol</p>

	<p>Members of the public, clients, visitors, stakeholders, meeting or appointment attendees are required to sign in and state time and duration of attendance.</p> <p>All meetings and appointments are diarised in the Outlook calendar.</p> <p>Community transport trips are recorded on the booking system and client contacts are maintained and stored in a safe and secure environment.</p> <p>Delivery Drivers sign in and give time of delivery, however contactless delivery practices are employed, where possible.</p> <p>See previous section of this document: <b>Physical Distancing</b> for “Review regular deliveries and request contactless delivery and invoicing where practical”</p> <p>See also previous section <b>Wellbeing of Staff, volunteers, stakeholders, visitors and clients</b> for “Exclude staff, volunteers, visitors and clients who are unwell from the workplace to ensure the continuity of service, health and safety of staff, clients, volunteers and professional visitors.”</p> <p>Staff will regularly review latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>), NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>) and the NSW Food Authority (<a href="https://www.foodauthority.nsw.gov.au/">https://www.foodauthority.nsw.gov.au/</a>).</p>	<p>Risk Assessment Visitor Sign In</p> <p>KMOW Volunteer Shift Schedule and Run Sheet</p> <p>KMOW Sign-in Sheet and Risk Assessment Questionnaire</p>
<p>Employers should make staff and volunteers aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</p>	<p>The COVIDSafe app poster is available and displayed. Staff and volunteers are encouraged to download it. See the Australian Government Department of Health’s <a href="#">COVIDSafe app campaign resources</a>.</p> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related government link:</b></p> <p><a href="https://www.health.gov.au/resources/collections/covidsafe-app-campaign-resources">https://www.health.gov.au/resources/collections/covidsafe-app-campaign-resources</a></p>
<p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50.</p>	<p>Ku-ring-gai Meals on Wheels and Hornsby Ku-ring-gai Community Transport will pro-actively cooperate with NSW Health in relation to a positive case of COVID in the workplace. KMOW and HKCT General Managers’ will notify SafeWork NSW if any worker or volunteer tests positive to COVID-19.</p> <ul style="list-style-type: none"> <li>• Offer Staff and Volunteers will be reminded to follow NSW Health self-isolation guidelines (see <a href="#">COVID-19 self-isolation guidelines and information</a>).</li> </ul> <p>Staff will regularly review and act on latest government updates at the websites of the Australian Department of Health (<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>), NSW Government (<a href="https://www.nsw.gov.au/">https://www.nsw.gov.au/</a>) and NSW Health (<a href="https://www.health.nsw.gov.au/">https://www.health.nsw.gov.au/</a>).</p>	<p><b>Related government link:</b></p> <p><a href="https://www.health.nsw.gov.au/Infectious/covid-19/Pages/isolation-guidelines.aspx">https://www.health.nsw.gov.au/Infectious/covid-19/Pages/isolation-guidelines.aspx</a></p>

See Safe Work Australia's [Responsibilities and duties of Business Officers](#)

**'The Officer'- KMOW and HKCT General Managers are the Officers for the facility jointly and within their own Service operation.**

In relation to COVID-19, due diligence means you must:

- Acquire and keep your knowledge of the COVID-19 situation up to date.
- Follow advice from authoritative sources such as the [Australian Government Department of Health](#) and check daily for any updates to safety advice. If the advice is relevant to your workplace, quickly take steps to help your employer implement it in your workplace.
- Ensure you understand your business and its *WHS hazards* and *risks*, including how COVID-19 could affect your workplace and workers.
- Make sure your workplace is properly resourced to manage *WHS risks* during the COVID-19 outbreak and check that the resources are being used.
- Review your businesses policies, procedures and reporting processes to ensure they address the *risks* of COVID-19. Update these materials if necessary.
- Ensure that new information, policies, procedures and processes about COVID-19 are communicated clearly to workers and that processes are being followed.
- Provide instruction and training to workers on things they need to do to help manage the risk of COVID-19 spreading in the workplace.

Each individual staff member has read and understood the KMOW and HKCT COVID-19 Safety Plan and agrees that the Standard laid out in the Plan is essential for keeping the workplace, our colleagues, volunteers and clients safe. Everyone has a social and professional responsibility to the collective goal of maintaining the agreed Standards laid out in the COVID-19 Safety Plan for the **Ku-ring-gai Support Services Centre**.

#### **ADDITIONAL GOVERNMENT RESOURCES**

- [COVID-19 Information for workplaces - Cleaning](#) – Safe Work Australia
- [COVIDSafe app campaign resources](#) – Australian Government Department of Health
- [National COVID-19 safe workplace principles](#) – Safe Work Australia