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## HCC & HNCH COVIDSAFE PLAN

It is mandatory for every Victorian business with on-site operations to have a COVIDSafe Plan. To ensure compliance HCC and HNCH have created a COVIDSafe Plan.

Our COVIDSafe Plan demonstrates:

- Our actions to help prevent the introduction of coronavirus (COVID-19) to our workplace.
- The type of face mask or personal protective equipment (PPE) required for our workforce when appropriate.
- How we will prepare for, and respond to, a suspected or confirmed case of coronavirus (COVID-19) in our workplace.
- How we will meet all the requirements set out by the Victorian Government.

**We will review and update this COVIDSafe Plan regularly, especially when restrictions or public health advice change.**

## FACTS OF COVID-19 VIRUS

Coronavirus (COVID-19) is a highly transmissible virus spread through small droplets from the nose or mouth via talking, coughing, sneezing or exhaling. Symptoms can include fever, chills or sweats, cough, sore throat, shortness of breath, runny nose or loss of sense of smell. In certain circumstances, headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

## VULNERABLE PEOPLE AND HIGH-RISK CATEGORIES

We wish to acknowledge that many of our community members are at higher risk of serious illness in relation to COVID-19. If you fall into one or more of the following categories, we invite you to contact us to discuss your individual circumstances. We are committed to providing flexible options for students in vulnerable groups to minimise any potential risk to their health and safety.

- Aboriginal and Torres Strait Islanders;
- People 65 years and older with chronic medical conditions;
- People 70 years and older;
- People with compromised immune systems

## **MEMBERS WHO APPEAR UNWELL WILL BE SENT HOME AT STAFF DISCRETION**

There is a clear directive from authorities that you should be tested for coronavirus if you have any symptoms at all, so medical clearance will be required from any member who has been sent home by Centre staff before resuming in-person classes.

If you OR ANYONE IN YOUR HOUSEHOLD is awaiting the results of a COVID-19 test, do not attend classes until results are received (and they are negative for coronavirus).

Everyone entering our Centres must use hand sanitiser on arrival or wash their hands with soap and water. Signs have been placed around the Centres to advertise and encourage this behaviour.

A QR CODE created by DHHS is in use to log all visitors to the premises outlining the date and time they attended which will enable effective contact tracing. **All members, staff and visitors entering our Centres MUST scan the QR code or manually sign in to the log in a book in the foyer of the Centres.**

Class times may vary slightly to allow tutors and staff to clean highly touched areas. Please hold off entering the room until the previous class has exited and allow time for this to happen.

### **1. Ensure Physical Distancing**

- Staff, members and visitors are always required to maintain a distance of 1.5 metres between themselves and others. Masks are available to any member who may require one.
- Staff have been supplied with training to outline the importance of social distancing and hygiene.
- Signs have been displayed in all foyers and rooms to advertise information regarding social distancing and safe hygiene practises.
- Floor markings where appropriate may be used to guide correct social distance.
- Entrances and exits have been arranged and clearly marked to allow for flow of traffic and to prevent congestion.
- Room ratios are advertised externally on room doors and adhere to current government guidelines. Currently we are using the 4sqm rule in line with DHHS protocol (Feb 2020).

### **2. Practise good hygiene**

The best way to prevent transmission is to stay home if you're unwell, practice social distancing and ensure good personal hygiene.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, sneezing, or using the toilet.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze.  
If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Do not share drink bottles.
- Stop shaking hands, hugging or kissing as a greeting.
- Ensure a distance of at least 1.5 metres is kept between yourself and others.

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

- Staff have received notification and training outlining that they must stay at home if they present mild symptoms, have been required to self-isolate, if they are waiting Covid 19 test results, have been in contact with an individual who has tested positive for Covid 19, or if they have been in contact with an individual who is waiting for Covid 19 test results.
  - All staff and visitors must sign in using QR code or DHHS sign in sheet. Sign in sheets to be retained for three months in a locked cabinet.
  - Where a Covid 19 case has been identified within the workplace, staff will inform the Manager who will immediately contact both DHHS and Worksafe. If the Manager is unavailable staff will contact the Events Co-ordinator.
  - In the result of a staff member, member or visitor testing positive to Covid 19 they must be directed to return home and isolate immediately, whether or not they have symptoms. Once home, they must wait for further instructions from the Victorian Department of Health and Human Services (DHHS).
1. In the event that it is a staff member, we will notify DHHS by completing the [Employer COVID-19 notification form \(Word\)](#) and emailing [covidemployernotifications@dhhs.vic.gov.au](mailto:covidemployernotifications@dhhs.vic.gov.au) If DHHS has not contacted us within 24 hours of notification please call **1300 651 160**.
  2. Notify **WorkSafe 13 23 60** and other relevant industry bodies.

If there is a confirmed case of coronavirus (COVID-19) we will do the following within 48 hours:

1. Complete the [Workplace risk assessment \(Word\)](#).
2. Identify workplace close contacts by completing the [Close contact spreadsheet \(Excel\)](#). Your immediate action assists DHHS with contact tracing. DHHS will review the spreadsheet to confirm and identify any additional close contacts.
3. Submit the [Workplace risk assessment \(Word\)](#) and [Close contact spreadsheet \(Excel\)](#) by emailing: [covidemployernotifications@dhhs.vic.gov.au](mailto:covidemployernotifications@dhhs.vic.gov.au)
4. Notify identified close contacts – ask them to quarantine and watch for symptoms. DHHS will also contact close contacts to explain what they need to do, offer assistance, and support them throughout their quarantine period. We will respect the privacy of anyone with a confirmed case of coronavirus and treat their condition with understanding and compassion.
5. Close the Centre and work with DHHS on the measures we need to take and advise when it is safe for your business to reopen.
6. Professional deep clean of the workplace or areas identified in the Workplace risk assessment.

7. Any person who tests positive for coronavirus (COVID-19) must remain in home isolation until they have been notified by DHHS that they have met the criteria for release from isolation. Any person who is determined to be a close contact of a person with coronavirus by DHHS should not attend the Centres for 14 days after their last close contact and must self-isolate. During isolation, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.

#### **4. Avoid interactions in enclosed spaces**

- Doors will remain open to allow for optimal air flow, where possible.
- Windows will remain open to allow for optimal air flow, where possible.
- Confined spaces with minimal air flow will be closed and not available for use.
- Air conditioning systems will be used to promote fresh air flow.
- Patrons permitted in each area will meet the density requirements of DHHS.

#### **5. Create workplace bubbles**

- Class start/finish times have been staggered as much as practicable to limit the number of patrons entering/exiting the building at any one time.
- Members strongly encouraged to avoid sharing spaces.
- Where possible, staff will limit their exposure to other workplaces, social settings and public places.

## WHAT SHOULD I DO IF I HAVE COVID-RELATED QUESTIONS, CONCERNS OR FEEDBACK?

Safety is our priority and we welcome your feedback. Please email [manager@highett.org.au](mailto:manager@highett.org.au)

## OTHER CONSIDERATIONS

We reserve the right to revert any or all classes to online delivery at any time in the event of staff illness, changing requirements by authorities, a case/suspected case of COVID-19 or for any other reason determined necessary by us. No refunds or discounts are permitted in the event of classes reverting to Zoom, however, should a class be cancelled, members will be eligible for their choice of a make-up lesson or credit, upon request by email.

Contact details for members and visitors may be passed on to the Department of Health and Human Services for the purpose of contact-tracing if necessary.

# HCC HNCH DOCUMENTATION

- HCC HNCH QR Codes
- Staff Cleaning Procedure
- Covid Safe Posters
- Room Cleaning Register
- Tutor Cleaning Procedure

**CHECK-IN**

**NOW**



**HAMPTON COMMUNITY CENTRE**  
14 Willis St HAMPTON  
Hampton Community Centre



**Location code 5WF XQ8**

1



Use your phone to scan the code

2



Enter your first name and phone number

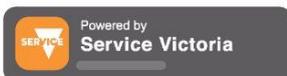
3



Look for the tick  
You're now checked-in

Can't scan?

Download the Service Victoria app or visit: [go.vic.gov.au/check-in](https://go.vic.gov.au/check-in)  
Open the app and enter: **5WF XQ8**



Service Victoria is the State Government's dedicated customer service agency.  
We will only use or disclose your check-in information for coronavirus (COVID 19) contact tracing.  
We'll delete your data within 28 days. Your details won't be used for marketing or other purposes.  
Learn more: [service.vic.gov.au/check-in](https://service.vic.gov.au/check-in)



# CHECK-IN NOW



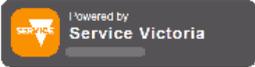
**Highbett Neighbourhood Community House**  
2 Livingston St HIGBETT  
Highbett Neighbourhood Community House



**Location code DQK Z8Y**

- 1** Use your phone to scan the code
- 2** Enter your first name and phone number
- 3** Look for the tick You're now checked-in

**Can't scan?**  
Download the Service Victoria app or visit: [go.vic.gov.au/check-in](https://go.vic.gov.au/check-in)  
Open the app and enter: **DQK Z8Y**



Service Victoria is the State Government's dedicated customer service agency. We will only use or disclose your check-in information for coronavirus (COVID-19) contact tracing. We'll delete your data within 28 days. Your details won't be used for marketing or other purposes. Learn more: [service.vic.gov.au/check-in](https://service.vic.gov.au/check-in)



# COVID-19 Cleaning Procedure

## Purpose:

This procedure will outline the minimum cleaning requirements of the surfaces of the Centre during the COVID-19 pandemic.

## Responsibilities:

### Staff / Volunteers:

- Ensuring the cleaner has attended to the building the night before. Sign in Book
- providing cleaning sweeps of the building before, during and after programs and at regular intervals
- responsible for own work areas

Tutors - for cleaning hard surfaces and emptying rubbish bin at the end of each session

HNCH/HCC - for providing cleaning chemicals, tools and PPE for appropriate cleaning of each room .

Cleaning sweeps: include high touch surfaces like

- door handles, light switches, heater and air conditioner panels, microwave and fridge doors
- reception desk, phone, computer, printer
- toilet cisterns, bathroom taps and sinks, toilet door locks, paper towel dispensers, soap dispensers, rubbish bins

A cleaning register to be located in each room and to be completed after each clean.

### Cleaning kits to be located in each room

- bottle of 2 in 1 cleaner
- disposable gloves
- paper towel
- Alcohol wipes in reception and office

### Room cleaning procedure:

- Locate cleaning kit in room
- Set up furniture for your program
- Wash or sanitise your hands
- Wear gloves provided if sensitive to detergents
- Spray surface of furniture you are using
- Using paper towel, wipe the table thoroughly
- Allow the surface to air dry
- Dispose of paper towel and gloves in bin provided
- After class has finished, repeat procedure above
- Put furniture away

# Avoid Interactions in Enclosed Space & Create Workforce Bubbles

- Reduce the amount of time workers are spending in enclosed places – encourage working from home if practical.
- Move activities outside where practical including lunch breaks and meetings. Enhancing airflow by opening windows and doors.
- Optimising fresh air flow in air-conditioning systems. No recirculation of air if possible.
- No car pooling.
- Encourage outdoor meetings and lunch breaks.
- Limit number of workers working across other work sites. Wherever possible workers split into groups.
- No car pooling. Where possible roster workers on the same shifts for a given geographic area.
- Where possible limit the overlap in shift changes. Minimise use of communal areas.
- Maintain records of all workers who have disclosed that they are working for different employers across more than one work premise.



# Keep Records and Act Quickly if Workers are Unwell

- Support workers to get tested and stay home even if they only have mild symptoms.
- Ensure workers are aware of the financial support available to them if needed.
- Re-opening the centre process after an outbreak is included in this along with contact tracing risk assessment form. QR system implemented.
- Respond to outbreaks in consultation with DHHS. Thermometer available if needed.
- Identifying and contacting close contacts will be done through accessing the contact tracing information kept by HNCH/HCC staff records, hirers, groups and the log in book at reception.
- Notifying Work Safe of a positive case and when we close and re-open will be added to the Business Contingency Plans and Pandemic Action Plan.
- Pandemic Action Plan and Business Contingency Plans have been written and approved by the Board of Governance and are available for all workers to read.



# Practise Good Hygiene

- Frequent Cleaning Sweep Procedure and register implemented for all high touch communal areas
- Log to be displayed in each room. Shared Equipment including printers and photocopiers to be cleaned at regular intervals.
- Where possible replace communal items with hygienic items.
- All cutlery, crockery and non-essential equipment has been removed. Pedal bin (double bagged) for disposal of masks recommended.
- Professional cleaning company will do a deep clean nightly.
- All shared equipment for classes e.g. weights, art supplies must be wiped down/sanitised before sharing.
- Cleaning products and hand sanitiser provided in each room.
- Two contactless hand sanitisers are located in the foyer at Highett and external to Hampton.
- Hand washing posters and signs located around the building.



# Wear a Face Mask

- Disposable masks and face shields to be worn at the Housing estates by workers and supplies of both masks have been distributed to the residents with instructions for both.
- Workers to maintain physical distancing where possible Providing a mask from our supplies to any visitor who comes to the centre without adequate face covering.
- Instructions for washing cloth masks has been provided to staff.
- All workers and visitors entering the workplace must wear a face covering as per public health advice.
- All staff will have access to spare disposable and cloth masks from our supplies as required. An instruction sheet on how to fit, use and dispose of masks has been provided.
- Identify any staff and/or visitors who have exemptions and ensure all staff/tutors/members are aware.



# Ensure Physical Distancing

- Signs displayed at the entrance of each room where limits apply.
- Density quotient applied to shared spaces and publically accessible places including workspaces and foyer.
- This will be coordinated as/when people return to work and the type of work they are undertaking.
- Ensure tutor induction process prior to returningHirers will be responsible for cleaning their own group set up within applicable restrictions and have their own Covid Safe Business Plan.
- Reinforce messaging to workers that physical distancing needs to be maintained during work and social interactions.
- Floor Markings and physical barriers in high traffic areas to provide minimum physical distancing guides.
- Highett will have staggered exit and entry times with marked designated waiting areas along the ramp.
- Hampton will use separate entry and exit doors with a designated waiting area at the front door.
- Encourage all persons in Centre longer than 10 minutes must sign in with their details.
- Workers encouraged to work from home wherever possible. Contactless payment and internet banking will be strongly encouraged.
- No carpooling is permitted.







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## COVID-19 Cleaning Procedure for Tutors

### Purpose:

This procedure will outline the minimum cleaning requirements for tutors during the COVID-19 pandemic. It is subject to changes in government guidelines.

### Cleaning kits (provided by HCC/HCNH) will be located in each room and will include:

- bottle of 2 in 1 cleaner
- disposable gloves
- paper towel
- Hand sanitizer
- Alcohol wipes in reception and office

### Tutor Responsibilities:

- Wash or sanitise your hands
- Set up furniture for your program
- Wear gloves provided if required
- Spray surface of furniture you are using
- Using paper towel, wipe the table thoroughly
- Allow the surface to air dry
- Dispose of paper towel and gloves in bin provided
- Complete cleaning register (located in each room) after each clean
- Ensure class participants are social distanced and wearing masks, subject to current government guidelines
- After class has finished, repeat procedure above
- Put furniture away
- Empty rubbish bin and place bag in outside bin
- Wash and sanitise hands on leaving
- Notify office staff / volunteer so the staff cleaning sweep can commence

**Thank you for your cooperation.**

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office@highett.org.au 14 Willis St, Hampton VIC 3188 2