

Business name:	Care Personnel Pty Ltd trading as "Care Consultancy"
Date completed:	13/07/2020 V1 Reviewed and Updated 14/09/2020 V2 Reviewed and Updated 1/07/2021 V3 Reviewed and Updated 19/10/2021 V4 Reviewed and Updated 8/11/2021 V5 Reviewed and Updated 7/12/2021 V6 Reviewed and Updated 22/02/2022 V7 Reviewed and Updated 9/03/2022 V8 Reviewed and Updated 6/07/2022
Who is responsible for reviewing and updating this plan?	Quality and Compliance Manager
Applies to:	Care Forward, Care Assess, Care Consultancy

## Minimum standard: Managing risks to health and safety

Risk Assessment Completed – 01/07/2022 (R:\EMERGENCY RESPONSE MANUALS\CORONAVIRUS COVID-19)

**Definition of Workplace:** Offices, wellness centres, motor vehicles (company & workers private vehicles used for work purposes), clients' home, community settings when representing the company including Social Support outings with clients.

## Minimum standard: Cleaning and Hygiene

What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Workplace & Visitor Signage to promote continued awareness	Display awareness posters in the workplace including but not limited to:	Continuous	WHS Representatives
	<ul><li>Entrance to reception areas</li><li>Notice boards</li></ul>		



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	Meeting Venues		
	<ul> <li>Display hand hygiene posters in:</li> <li>Bathrooms &amp; toilets</li> <li>Kitchens</li> <li>Reception areas</li> </ul>	Continuous	WHS Representatives
	Display Room capacity signage on the door of every room.	Continuous	WHS Representatives
	Display distance symbols on the floor of all reception areas	Continuous	WHS Representatives
Regular cleaning of the office environment and frequently touched items.	Provide staff education on general environmental cleaning requirement	Provided & available	Sentrient Corporate services Manager & Training & Development Manager
	Identify frequently touched items such as but not limited to:  • light switches	Daily	All Staff are responsible for their own environment
	<ul><li>phones</li><li>door handles</li><li>desks</li></ul>		Detergent & water, disinfectant wipes or liquid sanitiser and paper hand towel
	<ul><li>computer equipment</li><li>handrails</li><li>office equipment</li></ul>		
	All staff are responsible for sanitising their own work area each day using sanitiser wipes	Daily	All staff to clean immediate work environment daily – sanitiser wipes



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Contract Cleaning - General cleaning of all regional offices.	General cleaning includes:  Vacuuming  Cleaning bathrooms & toilets  Cleaning staff amenity areas  Emptying rubbish bins  Washing vinyl floor areas	Twice Weekly	Contract Cleaners -The contracts are managed by the company's Business Support area Products & equipment provided by contract cleaner
Contract Cleaning - Annual Spring Clean of all business premises	<ul> <li>Annual Spring Clean includes:         <ul> <li>Shampooing of all carpets and soft upholstery (chairs)</li> <li>Removal and cleaning of all blinds</li> <li>Cleaning of all windows, doors, sills, and ledges</li> <li>Washing of walls where indicated</li> </ul> </li> </ul>	Annually (completed February 2022)	Contract Cleaners -The contracts are managed by the company's Business Support area. Products & equipment provided by contract cleaner
Ensure air conditioner filters are maintained and cleaned	Professional cleaning of all filters	3 Monthly In Place and Ongoing	Contracted air conditioner technicians
Ensure all staff and visitors are aware of general hygiene requirements in the workplace:	Provide staff education on basic cleaning procedures.	In place	Sentrient Deputy CEO/Director of Corporate Services & Training & Development Manager Recorded in Sentrient in real time



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	Infection Control Policy/ including Policy: Epidemic/Pandemic response in place which has been read and acknowledged by staff	Induction and Annual refresher education for staff on Infection Control Infection Control Policy & Epidemic/Pandemic review every 3	Deputy CEO/Director of Corporate Services & Manager Clinical and Home Care Services
Cough/Sneeze Etiquette	Educate staff to observe cough and sneeze etiquette	As required	All Staff
Cleaning of staff food prep and eating areas	Clean all items touched or used:      tables     chairs     microwave (inside and out at each use)     fridge handles     other cooking appliances     crockery, cutlery, and containers (to be washed, dried, and put away at time of use)     rubbish to be disposed of into waste bins	Every time any of these items are touched or used	All staff Cleaning items are available at each location (soap and water, disinfectant wipes, liquid cleaner, paper hand towel)
Cleaning of meeting rooms and spaces	Following use clean all items touched or used:	Every time any of these items are touched or used	All staff Cleaning items are available at each location (soap and water, disinfectant wipes, liquid cleaner, paper hand towel)



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	<ul> <li>Screens</li> <li>White boards (including pens etc)</li> <li>Conference phones</li> <li>Remote controls</li> <li>Drinking glasses and water vessels, crockery, and cutlery</li> <li>Rubbish to be disposed of into waste bins</li> </ul>		
Ensure all staff and visitors are aware of Hand Hygiene requirements & correct processes	Hand hygiene training provided for staff	Induction and annually thereafter. Immediate refresher in case of outbreak. Annually	Sentrient Training & Development Manager Deputy CEO/Director of Corporate Services (Induction)
	Display hand hygiene posters in:  Bathrooms & toilets  Kitchens Reception areas	Continuous	WHS Reps
	Provide items needed for hand hygiene in all areas: Offices Bathroom and toilet areas	Continuous	Soap, water, and paper hand towel available in all amenity areas. Liquid or gel hand sanitiser is available at entry and exit points, throughout the premises, in all common areas and in all client access areas. All staff are responsible
	Maintain adequate supplies of hand	Continuous	Business Support Services and



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	hygiene products		Compliance Assistant
Company & Private Vehicles cleaning staff responsibility	Staff education on the use of disposable seat covers (car/client home)	Ongoing as new employees come on board	Seat cover supply to be available in each vehicle and rolls available at each regional office for staff to access.
	Sanitizing of Steering wheel, gear stick, indicators and light levers and doors handles (inside and out), seat and pen used for logbook to be wiped Removal of any waste materials from the vehicle.	At the conclusion of each use of a vehicle	Antiseptic wipes Admin staff ordering supplies to ensure adequate stocks are maintained. All staff are required to follow this process
Regular Contract Cleaning	Regional motor vehicle cleaning schedule	Minimum every 6 weeks In Place	Contracted motor vehicle cleaning service. Admin support in each region to arrange
Driving with passengers	Staff to adhere to vehicle capacity requirements	In place	Vehicle capacity signage
Ensure adequate stocks and availability of PPE for staff are maintained	Establish emergency stockpile for use the case of an outbreak	In place Review availability of PPE weekly	Secure storage space
	Maintain stock for daily use in a	In Place	Secure storage



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secure environment		Regional PPE inventory
System for controlled allocation to and access of PPE for staff	In Place	Designated responsible person for control and allocation in each region Record allocation of PPE to staff members
Educate staff on the use of PPE as per company and Departmental Policy	Induction Refresher annually	Sentrient Deputy CEO/Director of Corporate Services (Induction) Training & Development Manager (ongoing)
Educate staff on the correct donning	Induction	
and doffing of PPE	annually thereafter and	
	immediately in case of outbreak	



# Minimum Standard: Restrictions on Entry to the Workplace

What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Restrict entry to the workplace	Display signs at all entries to the premises	Current - In Place Ongoing	Signage/posters
Trace staff and visitors who have been in any company premises	Staff & visitors are to sign in and out of company premises	Current – In Place Ongoing	Staff sign in/out registers
	Staff & visitors are asked a series of questions in relation to COVID-19 Risk Factors prior to entry being granted. Any positive response will result in refusal of entry.	Current – In Place Ongoing	Visitor management register and checklist in place
	Staff & visitors are to have temperatures taken and recorded on entry to any company premises. A temperature 37.5 or above will result in no entry	Ongoing	Temperatures recorded in staff or visitor management register
Trace all staff who have contact with consumers in the consumers homes or in the community.	Keep rostering records and outlook calendars for all staff. Consumer diaries in client management systems will also identify where subcontractors have delivered services. Records for the previous 21 days must be available in real time	Current – In Place Ongoing	Rosters Mobile Care Worker Outlook Calendars (backed up on servers) Consumer Management Systems



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What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Staff are aware of their responsibilities in relation to safe practices	Staff provided with education on safe practices during the Pandemic Provide staff with access to Federal Government fact sheets on COVID-19	Current – In Place Ongoing	Posters Staff Communiques on COVID- 19 and work practices Government fact sheets On-line education for staff through
	Posters on "Stop the Spread" located throughout the premises		Sentrient
	Staff complete a Covid-19 ERA prior to a home visit		Covid-19 ERA document  http://intranet/ Care Consultancy > Care Forward > forms — Environmental Risk Assessment Care Consultancy — Care Assess — Forms - Quality and Risk Forms — Environmental Risk Assessment
Staff with flu or cold like symptoms are instructed to obtain a Covid-19 test (RAT), self-quarantine at home and not return to the workplace until symptom free and given approval from their Manager to return to work.	Staff provided with access to information regarding home isolation when symptomatic or suspected or confirmed case of COVID – 19 and their return to work	Current – In Place Ongoing	Record kept of all staff who have a Covid-19 test (RAT) and the result recorded RAT available for all staff – provided by Care Consultancy
Quickly Identify staff who are positive COVID-19.	All staff identified as Positive for Covid-19 are to register their test	As Indicated	Staff member



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What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Vaccination of workers: Effective from 1 July 2022, there are no longer requirements under the Public Health Act 1997 for any workers to be vaccinated. Public Health continues to strongly recommend that all eligible Tasmanians stay up-to-date with their COVID-19 vaccinations.	with DPU & follow DPU instructions before returning to work  Full vaccination (3 doses )is a requirement of the company for all employees All staff who access Care Forward/Care Assess/Care Consultancy offices are required to be sufficiently vaccinated against Covid-19 unless a vaccination exemption has been obtained. Information on Covid-19 vaccination	Evidence of the vaccinations will be provided to the HR & Compliance Officer	Staff to provide evidence of a completed Covid-19 vaccination. Record staff vaccinations using the My Aged Care Portal The HR & Compliance Officer to enter the data and maintain the records https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-aged-care-providers-workers-and-residents-
It remains a requirement of the Commonwealth Department of Health and Aged Care that all staff and volunteers have 3 Covid-19 vaccinations.	•		
Care Consultancy are required to provide weekly reports on staff Covid-19 vaccination status to the Commonwealth Department of Health and Aged Care			alerts/covid-19
If a staff member holds a valid exemption they will be required to wear a mask when providing inhome care			



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What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Manage workload if staff are required to self-isolate/quarantine at home.	Most staff are equipped and able to work from home when needed.	Current - In Place	Staff have been provided with or have access to office equipment: Laptops, screens, keyboards, chairs etc.
Ensure a safe Home working environment	Information for working from home provided to staff via several COVID - 19 Staff Communiques & information is available on Sentrient	Current – In Place	Health & Safety risk assessment is to be conducted by staff who are working from home. Staff provided with education on safe working from home practice through Sentrient
Manage productivity and work output while staff member is working from home	Due to the nature of services and business requirements Managers will allocate or agree on tasks/work to be completed at home.  Staff are required to complete a daily work/task list form at the end of each working day and send to manager.  Allocate tasks/work that are not able to be completed by the staff member in self-isolation/quarantine to other staff members.	Current – System in Place Ongoing	



# Minimum standard: Physical Distancing at the workplace

What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Apply the people capacity rules for each office/room in all company premises (North West/North/South)	To determine people capacity, calculate the area of a room/space (length in metres x width in metres) and divide that number by 2.	In Place Ongoing	Tape measure/App Allow 2 square metres per person
	All Offices/rooms to have signage on the doors stating how many people can be in that space at any one time.	In Place Ongoing	Use provided signage to indicate maximum number of people on each door or window at the entry point to each room/office
	Staff work from home to comply with social distancing requirements where necessary.		
	Where there is not enough space for all staff to work in the office space using the 2 square metre rules, managers are to rotate staff working from home or from the office.	In Place Ongoing	
Apply distancing rule to staff amenity/lunch areas	Staff to observe distancing requirements in common areas, my need to take breaks at their desks or leave the premises.	In-Place Ongoing	All staff to Install Zoom App to support attendance at meetings or training.



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What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Accommodate virtual meetings and	Meetings and education sessions	In-Place	, , ,
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education session where possible.	are conducted via Zoom.	Ongoing	
Maintain a minimum distance of 1.5	When mobilising in offices/meeting	In Place	Tape measure
metres between each other while	rooms, common areas staff are	Ongoing	Signage
working	always to observe the distancing	0.180.118	J.B. age
WOLKING			
	rules.		
	Desk spaces are measured to	In-Place	
	comply with required physical	Ongoing	
	distancing and 2 square metre rules.	- · · · · · · · · · · · · · · · · · · ·	
	distancing and 2 square metre rules.		
	Dividers/barriers are placed	In Place	Additional dividers/barriers ordered
	between desks that back onto each		for new offices
	other.		
	Staggered staff breaks		
	Staggered stall breaks		
Ensure Distancing and protection of	Distancing line markings on the	In Place	Reception staff
staff in Reception areas	floor in place.		
	Decals on floor showing spacing	In Place	Ordered by Deputy CEO/Director of
			Corporate Services. Placement by
			· ·
			receptions staff
	Acrylic screens at reception desks	In Place	Ordered by Manager Clinical and
			Home Care Services -Clear Acrylic
			screens



## Minimum standard: Providing instruction, training, and supervision in respect to COVID-19

What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Ensure all staff are aware of their responsibility to protect themselves other workers, their families, and the public.	Provide accessible advice in a range of formats on how to manage COVID-19 risks Tasmanian Government mandates Covid-19 vaccination for in-home and community aged care workers	In Place Ongoing	Signage/posters Infection control policy/Pandemic infection Control Policy On-line learning CEO updates Communicable disease fact sheets Toolbox sessions Information for staff on How to access Covid-19 vaccinations Staff must demonstrate evidence of vaccination, authorised medical exemption or vaccination booking by 30 <sup>th</sup> November 2021
Ensure all Consumers are aware of responsibilities.	Communications sent to clients re self-protection notifying of any changes to work practices to protect both them and the worker and compliance requirements re COVID-19 safety.	In place As needed	Letters to consumers Deputy CEO/Director of Corporate Services
Allocate organisational responsibility for ensuring COVID-19 controls are applied	Provide Managers with training in COVID-19 controls	In Place	IT Access/Zoom meetings Training in Sentrient
and enforced	Document/record COVID-19 procedures	In Place	Pandemic/infection Control Policy COVID-19 Safety Workplan
	Access to Department of Health		Training & Development Manager



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COVID-19 training modules for all staff	In Place	Upload to Sentrient and distribute to staff for completion.
Provide training to staff on correct use of PPE (donning & doffing) (Sentrient and Competency Assessment	In Place Induction Ongoing	Training & development Manager On-line education on correct use of PPE in Sentrient, Competency Checklist
COVID-19 Safety at Work training for all staff	In Place	Training & Development Manager On-line in Sentrient
Regular Senior Management meetings to discuss and plan ongoing COVID -19 management.	In Place Once weekly or more frequently if required	Meeting agenda item
Community Infection Control Covid- 19 Audit	As required	Managers/Quality & Risk Manager



## Minimum standard: Responding to a potential or actual incident of COVID-19 in the workplace

What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Staff are responsible for notifying their manager that they have cold or flu like symptoms and for arranging to be tested for COVID-19 Ensure the safety of other staff and consumers.	Staff member remains in self- isolation pending results of COVID- 19 test (RAT)	Notifies manager Immediately results are known	All staff Manager records the test result Manager/Team Leader have a supply RAT available for staff to access <a href="https://www.health.gov.au/node/18602/managing-home-care-through-covid-19#following-state-and-territory-public-health-orders">https://www.health.gov.au/node/18602/managing-home-care-through-covid-19#following-state-and-territory-public-health-orders</a>
	All staff, subcontractors and clients who have had close contact to be advised and instructed to self-isolate (work from home where possible) until results are known.	As Required	Updated 16 <sup>th</sup> May 2022 – Advice for contacts <a href="https://www.coronavirus.tas.gov.au/keeping-yourself-safe/advice-for-contacts">https://www.coronavirus.tas.gov.au/keeping-yourself-safe/advice-for-contacts</a> CEO and Line Managers
	Negative test result – staff member works from home or takes personal leave until asymptomatic. All staff and consumers who were close contacts are notified of negative result and may resume normal activities	As Required	
	Positive test result – Public Health will make contact for:	As Required	



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What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
	Advice re management		
	Contact Tracing		
	Utilise the "Communicating Key		Key personnel who have
	Personnel & Roles During an	As Required	responsibilities under the
	Outbreak" tool.		Emergency response plan. E.g.
	The common will invalence at the		CEO, Managers will implement planned and
	The company will implement the Company's Emergency		requested actions
	Management Plan inclusive of but		https://www.health.gov.au/node/18602/managing-
	not limited to Deep Clean,		home-care-through-covid-19#following-state-and-
	Isolation of all possible contacts,		territory-public-health-order
	the wearing of PPE as appropriate	As Required	
	and all Pandemic Emergency		
	Actions Immediately		
	Waste management procedures		
	adjusted to ensure infection	As Required	CEO or Deputy CEO
Work with Public Health	control & prevention is		
Tasmania	maintained.		
	Follow all instructions and		
	requirements requested by Public	As Required	CEO or Deputy CEO
Notify the Commonwealth	Health Tasmania.		
Department of Health &			
Human Services, Director			
Aged Care programs Tasmanian via:	Public Health Tasmania	AS Required	CEO or Deputy CEO
rasilialildii vid.	Phone Number: 1800 671 738	As nequired	CEO OF Deputy CEO
Department of Social Services			
Community Grants Hub	Helen Kessler 62 211 407		



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What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Contract Manager (CHSP)	helen.kessler@health.gov.au	As Required	
Manager and Contract		·	CEO or Deputy CEO
manager	Melita Nichols 62 139 365		, ,
	Melita.nichols@dss.gov.au		
Notify Department of Health	Raul Cox 61 661 054		CEO or Deputy CEO
Tasmania via Principal	Raul.cox@health.tas.gov.au		' '
Program Office Tas HACC			
Program & Principal	Erica Heeley 61 661 065		
Consultant community Care	Erica.heeley@health.tas.gov.au		
Reform			
Continuing Communication	Ongoing communication with all	As Required	CEO & Deputy CEO
with those impacted	staff, clients and subcontractors	•	. ,
·	who are impacted is essential re		
	support while in isolation,		
	returning to work, receiving		
	continued care and support.		
Make available the Employee	Employee assistance program		Line Managers
Assistance Program for all	detail given to all staff impacted		
staff who are personally	with strong encouragement to		
impacted	self-refer		
Ensure all clients who are	Information provided to clients		Service Delivery Managers
directly impacted are advised	directly and facilitated referral if		
of available counselling and	required		
recovery support services			



# Minimum standard: Responding to a client identified as COVID-19 positive

What do you need to do	How it will be done	When & Frequency	Who is responsible &
			Equipment/Other required
Deploy Covid-19 Response	The Covid-19 Response Team will	As Required	Key personnel who have
Team	consist of staff who are willing to		responsibilities under the
To provide essential client	provide ongoing essential services		Emergency response plan. E.g.
services to those clients who	to those clients who are Covid-19		CEO, Managers will implement planned and
are Covid-19 positive or have	positive or have been exposed to a		requested actions
been exposed to a Covid-19 positive person	Covid-19 positive person.		
	Each member of the team has a		Utilise the "Communicating Key Personnel & Roles
	PPE kit and has participated in	As Required	During an Outbreak" tool.
	additional infection control &		
	prevention training specific to		
	Covid-19		
	Rapid Antigen tests (RAT)	As directed by the TAS	CEO, Managers, Response Team
	Members of the team may be	Public Health	https://www.health.gov.au/node/18602/managing-
	required to complete a RAT as per		home-care-through-covid-19#following-state-and-
	the directions of the Tas Public		<u>territory-public-health-orders</u>
	Health		
Work with Public Health	Isolation of all possible contacts,	As required when a client/s	Key personnel who have
Tasmania	the wearing of PPE as appropriate	have been identified as	responsibilities under the
	and all Pandemic Emergency	Covid-19 positive or have	Emergency response plan. E.g.
	Actions	been exposed to a Covid-19	CEO, Managers will implement planned and
		positive person.	requested actions
	Follow all instructions and	As Required	Identify what is considered to be an essential client
	requirements requested by Public		service, to be agreed on in consultation with the
	Health Tasmania.		client\\.\Department of Health Tasmania\Tas
	Public Health Tasmania		Gov COVID@home factsheet - Health
	Phone Number: 1800 671 738		<u>Professionals.pdf</u>



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How it will be done	When & Frequency	Who is responsible &
		Equipment/Other required
		CEO or Deputy CEO
	As Required	
		CEO or Deputy CEO
Helen Kessler 62 211 407	As Required	CEO or Deputy CEO
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- Control of the cont		
	AS Required	
	·	
Melita Nichols 62 139 365		
Melita.nichols@dss.gov.au		CEO or Deputy CEO
Raul Cox 61 661 054		
Raul.cox@health.tas.gov.au	As Required	
•		
		25000
	As Required	CEO & Deputy CEO
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continued care and support.		
Employee assistance program		Line Managers
	Helen Kessler 62 211 407 helen.kessler@health.gov.au  Melita Nichols 62 139 365 Melita.nichols@dss.gov.au  Raul Cox 61 661 054	Helen Kessler 62 211 407 helen.kessler@health.gov.au  Melita Nichols 62 139 365 Melita.nichols@dss.gov.au  Raul Cox 61 661 054 Raul.cox@health.tas.gov.au  Ongoing communication with all staff, clients and subcontractors who are impacted is essential re support while in isolation, returning to work, receiving continued care and support.



What do you need to do	How it will be done	When & Frequency	Who is responsible & Equipment/Other required
Assistance Program for all staff who are personally impacted	detail given to all staff impacted with strong encouragement to self-refer		
Ensure all clients who are directly impacted are advised of available counselling and recovery support services	Information provided to clients directly and facilitated referral if required		Service Delivery Managers

#### Process for reviewing and adjusting the controls as circumstances change:

- 1. At the outset of the outbreak daily senior management meetings chaired by CEO or nominated representative.
- 2. Weekly Covid-19 meetings of senior management, frequency reviewed as circumstances change
- 3. Monitor Government websites and daily live announcements for updates (Commonwealth and State Governments)
- 4. Be aware of changes in the numbers of Covid-19 cases across Australia and its potential impact on Tasmania and the Company
- 5. Use only commonwealth and state government sources of Covid-19 information or the WHO.
- 6. Connect with State & Commonwealth Departments and industry leaders and be aware of improvement activities related to COVID-19
- 7. Utilise the Tasmanian Government outbreak management resources https://www.coronavirus.tas.gov.au/business-and-employees/covid-19-case-and-outbreak-management/case-and-outbreak-management-resources

#### **Approval of COVID-19 Safety Plan:**

Date completed: 1/07/2021

Approved by: CEO

Signature: