



TAMWORTH REGIONAL YOUTH CENTRE COVIDSafe PLAN

The health and safety of our staff is Council’s number one priority. As such, this plan is designed as a guide to ensure that the TRC workplace remains healthy and safe for all staff during the COVID-19 Pandemic. This plan will be revised as restrictions and conditions change during the pandemic.

The Plan is broken down into three sections with sub-sections for completion as follows:

1. Keeping People Safe (you, staff, customers and the public):
 - a. Maintain good hygiene and cleaning
 - b. Stay physically distant
 - c. Follow advice: additional changes or information specific to each division of TRC
 - d. Responding to a COVID-19 infection
2. Adapting our organisation now and in the future:
 - a. Operational tasks required to return staff to the workplace
 - b. Adapting our organisation
3. Accessing support and assistance including a Plan for Re-opening

This plan has been guided and informed by

(<https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>) has a range of information available to minimise the risk of COVID-19 exposure in TRC’s workplaces and to assist you in completing COVIDSafe Plans for your divisions including information on:

- What are my duties under WHS law?
- What can I do to keep workers safe?
- Working from home
- What are my workers’ rights?
- Cleaning and protection
- Mental Health

Review this online hub regularly for updated information and if at any time you have queries please contact the Risk & Safety team.

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PART 1 – KEEPING PEOPLE SAFE (YOU, STAFF CUSTOMERS AND THE PUBLIC)

A risk assessment of direct touch points in relation to COVID-19 has been developed. (See attached or at the end of this document)

The Team Leader, Youth Services, Katey Allwell and Volunteer Coordinator, Veronica Filby, have been appointed as the Youth Centre’s COVID Compliance Coordinators.

Maintain Good Hygiene and Cleaning

In the table below, you will find information about the tasks that apply to all areas of Council and the Tamworth Regional Youth Centre.

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Complete risk assessment your division.	Divisional Manager	By 17 th July 2020	Risk assessment template	Yes
Hand sanitiser at entry and exit points and around the workplace.	Divisional managers to contact advise Manager – People, Culture & Safety of requirements in order to allow Stores to place a bulk order. Facilities team to identify common area requirements (i.e. hallways, bathrooms, meeting rooms etc.)	By 17 th July 2020	Hand sanitiser and hand sanitiser stands.	Two automatic hand sanitiser units are available at the front door and hallway door. Hand sanitiser at every work station/computer and in every meeting room. Conditions of entry at front door to state anyone entering must sanitise their hands.
Ensure bathrooms are well stocked with hand wash and paper towel.	Volunteer Coordinator	By 29 May 2020.	Soap and paper towel.	Yes
Put up posters with instructions on how to hand wash and hand dry.	Risk & Safety to complete.	By 29 May 2020.	Posters from Safe Work Australia website. Inhouse posters.	Yes. Hand wash poster in all bathrooms. Handrub posters to be erected next to hand sanitiser stations.
Instruct workers on other ways to limit the spread of germs,	Risk & Safety to develop appropriate	Toolbox talk to be developed and sent to relevant	Toolbox talk.	Completed with Brad on 9 th July. Completed with

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including by not touching their face, sneezing into their elbow, and staying home if feeling sick.	toolbox talk. Manager/ Supervisor to deliver toolbox talk.	manager or supervisor by 29 May 2020. Manager or supervisor to deliver toolbox talk to staff by 29 May 2020.		casual staff on first shift.
Instruct your workers to limit contact with others – no shaking hands or touching objects unless necessary.	As above.	As above.	Toolbox talk.	Completed with Brad on 9 th July. Completed with casual staff on first shift.
If workers need to wear gloves when cleaning they should wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves.	As above.	As above.	Toolbox talk.	Completed with Brad on 9 th July. Completed with casual staff on first shift.
Instruct workers to clean personal property that comes to work such as mobile phones with disinfectant, such as disinfectant wipes.	As above.	As above.	Toolbox talk.	Completed with Brad on 9 th July. Completed with casual staff on first shift.
Increase access to closed bins in common areas such as kitchens and toilets (bins that have a lid and foot pedal operation) in your workplace.	Facilities team. Order for bins has been placed with stores 05/09/2020	By 29 May 2020.	Closed bins with foot pedal operation.	TBC
Put up signs to request customers do not enter Council premises if unwell.	Relevant divisional managers	By first day of external visitors entering Council premises.	Signage/posters – available at Safe Work Australia website. In house posters	Erected on 17 th July.
Ensure any areas frequented by workers or others (e.g. visitors to your premises) are cleaned at least daily with detergent or disinfectant.	Facilities team to complete regular cleaning of frequently touched surfaces every 2 hours during operational hours, and sign	Cleaning regime confirmed with Keen Eye Cleaning.	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	Yes

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	off on cleaning Checklist. An additional COVID cleaning will be completed by contract cleaners at the end of each day.		which can be used for routine cleaning	
Clean frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes handrails, tables, counter tops, door knobs, sinks and keyboards, shared phones, charging stations, sports equipment.	Facilities team and individual work areas. Youthie staff will clean down equipment and tables and chairs and door handles mid way through shift once children arrive after school. Cleaners to increase cleaning frequently touched surfaces. Facilities team to complete regular cleaning of frequently touched surfaces every 2 hours during operational hours, and sign off on cleaning Checklist. An additional COVID cleaning will be completed by contract cleaners at the end of each day.	Cleaning regime confirmed with Keen Eye Cleaning.	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.	Yes
Instruct workers on safe practices around BBQ's at Youth Centre	People being served must practice physical distancing	Toolbox Talk provided to staff on 4 th August 2020.	Toolbox Talk	Yes

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	when lining up to receive food and practice good hygiene. No self-service of condiments etc. (person serving the food must apply condiments). Cooked food must be protected from contamination and stored away from the area where orders are placed.	Information sent through to supervisor staff who work weekends that BBQ's are on.		
No self-serve buffet style. If food is provided or share-style, one person should be allocated to serve food and practise hand hygiene before and after service. This also applies to room hirers	Youth Services staff will re-assess afternoon tea service. Room hire agreement has been updated to include Hirer COVID-19 obligations	Ongoing		Ongoing
Use single use cutlery, cups and tableware where possible. Clean reusable cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	Youth Services staff Room hire agreement has been updated to include Hirer COVID-19 obligations	Ongoing		Ongoing

Stay Physically Distant

In the table below, you will find information about the tasks that apply to all areas of Council and Tamworth Regional Youth Centre.

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Calculate the number	Team Leader,	By 17 th August 2020	Tape measure	

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of people you can have in an enclosed space at any one time.	Youth Services		and calculation for 4 square metres per person.	Yes, based on building plans
Move work stations, desks and tables in staff rooms further apart to comply with physical distancing of 1.5m (if required).	Divisional manager to work with the facilities team. Maximum of 4 staff in Youthie front office. Any excess of staff can work in office near kitchen.	By the time staff are to resume working in your workplace.	As above.	Yes
Put up posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.	Risk & Safety to complete.	By 29 May 2020.	Posters printed from Safe Work Australia website. In house posters	Erected on 17 th of July.
Erect signs at the entrance to the Centre and meeting rooms to ensure the maximum safe capacity are not exceeded. One person per 4 square metres.	Relevant divisional managers responsible for particular facilities/buildings along with the facilities team.	Internal meeting rooms – by 29 May 2020. Facilities/buildings – to be set-up before facility re-opens and subject to change as per Government direction.	Signage.	Erected on 17 th of July.
If possible, bring in shift arrangements so less staff are in the workplace at once.	Divisional manager to determine where appropriate. Maximum of 4 staff in Youthie front office. Any excess of staff can work in office near kitchen.	Before time staff are to resume working in your workplace.		N/A
Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short.	Risk & Safety to develop toolbox talk for delivery by managers and/or supervisors.	Developed by 29 May 2020. Delivered to staff upon return to the workplace.	Toolbox talk.	Completed with Brad on 9 th July. Completed with casual staff on first shift.
Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place.	Divisional manager All deliveries are contactless and do not require received	As per regular delivery schedule.	Delivery schedule and knowledge of e-invoicing.	Yes

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	signature			
Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.	Divisional manager in each area to determine what is required	Before re-opening facility or work area.	Social distance sticker placed near front counter.	Installed on the 17 th of July.
Ensure any communal areas where people gather, such as BBQ or kitchen facilities, maintain appropriate physical distancing where practical.	Facilities Team	Ongoing	n/a	Ongoing
Ensure indoor group activities have no more than 20 participants, plus the instructor or facilitator and any assistants, per space that complies with one person per 4 square metres. There may be multiple activities occurring at the centre if there is sufficient space to accommodate this and the classes remain separate. Participants should maintain 1.5 metres physical distance where practical.	Facilities Team	Ongoing	n/a	Ongoing
Where practical, stagger the use of communal facilities.	Facilities Team	Ongoing	n/a	ongoing

Responding to a COVID-19 infection in a TRC Workplace

TRC will manage any suspected or confirmed case of COVID-19 as per the established Risk Management Categories identified at the start of the COVID-19 pandemic. The Risk Management Categories are as follows:

- **Category 1** – Confirmed COVID (tested positive)
- **Category 2** – Suspected COVID (required to self-isolate for 14 days):
 - Either returned from overseas travel; or

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- Close contact of a person who has been confirmed to have COVID-19, or
- Anyone that is in self-isolation awaiting COVID-19 testing by NSW Health, or in self-isolation under suspicion of having COVID-19

A Close Contact is considered to be anyone that has spent:

- 15 minutes in direct contact with a person who is confirmed to have COVID-19; or
- Two (2) hours in the same closed space as person who is confirmed to have COVID-19.

- **Category 3 – Contact of a Close Contact**

- Someone that has had contact with a person who falls within Category 2, but has not had close contact with someone who falls within Category 1.

- **Category 4 – Employee has a significant health issue or is living with a family member who has a health issue that may place them at a higher risk; e.g. family member with immune deficiency diseases, cancer, leukaemia, or other health category advised by the medical practitioner.**

**Supervisors/managers – if you are unsure if you, or one of your team members falls into one of the above categories, please do not hesitate to call Mags Noonan – 6767 5472 or Tara Donaldson on 6767 5254 for assistance.*

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Update the COVID-19 staff tracking spreadsheet for your division.	Nominated person for each division to complete. Team Leader	Immediately on becoming aware of the possible or confirmed COVID-19 infection.	N/A	Yes
If required, staff member is to be isolated.	Hotdesk Room at Youth Centre behind staff kitchen used for isolation if needed. Move person to this room and block access by other staff.	Immediately.	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.	Yes
Identify close contacts of staff member in isolation. Update staff tracking spreadsheet.	Divisional manager	Immediately upon notification of a staff member having to self-isolation.	N/A	Yes
Notify relevant authorities	<ul style="list-style-type: none"> ● Risk & Safety – contact SafeWork NSW 	Immediately.	N/A	Yes

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	<p>if infection is considered work related</p> <ul style="list-style-type: none"> • Injury Management – contact StateCover if infection is related to the workplace. 			
Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.	Divisional manager to place signage on the door/work areas and organise appropriate disinfecting of work areas.	Immediately upon becoming aware of the staff member being suspected or confirmed with COVID-19.	Signage and appropriate cleaning supplies.	Yes
Where possible, open outside doors and windows to increase air circulation.	Divisional manager or supervisor as available.	As above.	N/A	Yes
Clean and disinfect all areas of suspected or confirmed COVID-19 contamination,	Divisional manager to organise.	As above.	Appropriate cleaning supplies.	Yes
Protocol for reopening work area after an outbreak or quarantine period.	All relevant work areas to be thoroughly disinfected before staff return to the workplace.	As above.	As above.	Yes
Leave provisions – contact People & Culture to identify relevant leave provisions for staff in isolation and close contacts.	Manager/supervisor and People & Culture	As requested.	Internal leave policies related to COVID-19, LG Award (State) Award 2017 and the LG Splinter Award 2020.	Yes

PART 2 – ADAPTING TRC NOW AND IN THE FUTURE

Getting Things Up and Running

In this section, managers need to consider the range of tasks that need to be completed to get their division up and running in line with current restrictions.

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Examples include updating Council's website with relevant information, talking to your staff about the re-opening/return to the workplace process, contacting suppliers, assessing opening hours etc.

Please complete the table below with the tasks required for your division:

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Organise, supply and implement COVID-19 posters for all TRC libraries to ensure NSW Government regulations are adhered to	Team Leader	By 17 July 2020		Yes
Purchase hand sanitizer, methylated spirits, Isowipes, disinfectant, paper towels, chux wipes	Team Leader	By 17 July 2020		Yes
Additional cleaning of handrails, door handles, tables, chairs, game equipment, computers, phones, benchtops	Cleaning contractors Youthie staff	Ongoing		Yes
Record date, time, name and contact details of people entering the Youthie	Youthie staff to maintain register and to make sure all kids and visitors sign in.	Ongoing		Yes
Contractors to complete Contractors Declaration form prior to entering Youthie.	Youthie staff	Ongoing		Yes
Youthie social media sites are to be kept up to date with information relating to COVID-19 Youthie regulations	Team Leader and marketing team	Ongoing		Yes
Monitor the number of people in the Youthie to adhere to distancing regulations	Youthie staff to monitor number of kids in Youthie at all times.	Ongoing		Yes
Minimise physical distancing of Youthie staff in the workplace	Maximum of 4 staff in Youthie front office. Any excess of staff can work in office near kitchen.	Ongoing		Yes

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Hand sanitizer to be available for the public to use at the entrance of the Youthie.	Team Leader	By 17 July 2020		Yes
Toolbox Talk – to ensure all Youthie staff are aware and up to date on requirements/regulations for reopening the Youthie and to ensure Youthie staff are aware of their own health and safety and what they can do to minimise risk to themselves of COVID-19	Team Leader	Completed with Brad on 9 th July. Completed with casual staff on first shift.	Toolbox Talk from Department of Health	Yes
A risk assessment will be completed for Centre activities, after school programs and school holiday activities for Young People to assess and identify COVID-19 specific measures required.	Youth Services Team	As required – for each activity		Ongoing

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Adapting the Operations of your Division

If the way your division operates needs to change in relation to interaction with customers, you will need to adapt your approach and identify any tasks associated with these changes in the table below.

In order to complete this section, consider the following:

- Do physical/social distancing requirements change the way areas of my division engage with customers? How do I best address these changes to ensure the safety of staff and customers alike?
- What elements of my division’s operations will be difficult to maintain/re-open in the current environment – how can I minimise these impacts?
- What services can I temporarily change or expand for my division?
- Are there opportunities I can identify and implement to ensure my division operates effectively in the current environment?

This section should be updated as COVID-19 restrictions change.

Please complete the table below with the tasks required for your division:

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)

In developing the above tasks for your division, it may be helpful to consider key stakeholders who can assist me such as relevant industry associations (LGNSW, LG Professionals, Office of Local Government etc.) and other areas of the organisation (i.e. Finance, IT, People & Culture etc.)

Name or Organisation	Number/Email	When will I contact them?	Completed (Yes/No)
TRC Greg Tapper	g.tapper@tamworth.nsw.gov.au	30 May 2020	Yes
Risk and Compliance	m.lang@tamworth.nsw.gov.au	30 May 2020	Yes
Communications Team	k.hill@tamworth.nsw.gov.au	18 June 2020	Yes

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PART 3 – ACCESSING SUPPORT AND ASSISTANCE

Managers can access assistance in completing their plans and completing their tasks associated with their plans by:

- Contacting Risk & Safety for advice.
- Downloading the COVID-19 Resource Kit from the Safe Work Australia online portal (<https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>)
- Downloading a range of checklists from the Safe Work Australia website via link above to assist you in developing the tasks for your divisions including checklists on keeping the workplace safe and limiting the spread of COVID-19, physical distancing, cleaning and disinfecting workspaces and health & hygiene.
- Accessing industry specific information from the Safe Work Australia website (<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information-covid-19>).
- Contacting Council's Stores team to obtain cleaning and hygiene products including disinfectant and hand sanitiser.
- Refer to information on Council's COVID-19 MILO Page to access information relating to mental health and wellbeing during times of crisis.
- Keep up-to-date with changes via the NSW Government website related to COVID-19 (<https://www.nsw.gov.au/covid-19>) as well as the Office of Local Government website (<https://www.olg.nsw.gov.au/programs-and-initiatives/olg-assists-councils-to-manage-covid-19/>).
- Keep up-to-date with relevant information on the NSW Health website (<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx>)

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