

COVID Safe Workplace Guidelines

CULTURE AND HERITAGE INDUSTRY



Purpose

The COVID Safe Workplace Guidelines set out what employers should do as they continue, or seek to resume, business operations. By following these guidelines you will be able to show how you will comply with minimum standards determined by Public Health, and with the requirements of the Work Health and Safety Act. This will help keep your workers and others safe from COVID-19. Workplaces that do not show compliance with the standards may be subject to enforcement actions.

About the culture and heritage industry

In the Culture & Heritage industry, workers interact with the public in areas including museums, galleries, historic properties, heritage parks and attractions. Tasmania has a rich natural and cultural heritage that underpins our sense of place and identity, and makes a positive contribution to our economy and wellbeing.

How to comply with the new standards

Businesses must implement measures to achieve the minimum standards and must also document these measures.

You will need to do a risk assessment to decide which control measures are most suited to your industry and business. You will need to take into account the level of risk of the virus spreading that exists at the time. On the following pages are **examples** of control measures that will help you meet each new standard.

- ▶ [Template and example COVID-19 risk register](#) (Safe Work Australia): a template for doing a risk assessment.

Managing other risks

You must manage other risks associated with COVID-19. These include:

- ▶ the risks to health and safety of workers doing unfamiliar tasks. Consult with these workers about their skills, training needs and workloads before they start new work
- ▶ the risks to mental health of workers due to the pandemic. Offer information and support, including counselling through an employee assistance program, a supportive workplace culture, or external service providers such as [Lifeline](#) or [Beyond Blue](#).

Checklists and templates

A COVID-19 Safety Plan is a great way for businesses to document measures and show how they are keeping their customers, their workers and the community safe.

These templates and checklist will help you develop a COVID-19 Safety Plan.

- ▶ [COVID-19 Workplace Checklist](#): Use this checklist to keep your workers and others safe at the workplace and limit the spread of COVID-19. It covers working from home, physical distancing, handwashing/hygiene, cleaning and more. Update it on a regular basis.
- ▶ [COVID-19 Safety Plan small business template](#)
- ▶ [COVID-19 Safety Plan medium business template](#): Use these templates to show how you are planning to manage any risks arising from restarting your small or medium business.

Other resources that may assist you in completing your COVID-19 Safety Plan include:

- ▶ [Safe Work Australia cultural institutions information for COVID-19](#)
- ▶ [COVIDSafe Planning tool](#) (National COVID-19 Coordination Commission): online planning tool to help you keep your workers, customers and the community safe.
- ▶ [Pandemic Plan Advice](#) (WorkSafe Tasmania): includes planning, communication and consultation, risk management, and general control measures.
- ▶ [How to clean and disinfect your workplace](#) (Safe Work Australia): explains products to use and how to clean items.
- ▶ [Safe Work Australia COVID-19 Resource Kit](#): includes checklists for:
 - Cleaning
 - Physical distancing
 - Health, hygiene and facilities
 - Printable signage.
- ▶ [Tasmanian Government Advice on gatherings](#)
Check this site regularly, as the numbers permitted to attend gatherings will change as the three recovery stages are worked through.
When you undertake your business activities they must be consistent with the Public Health directives at that time.
- ▶ [COVID-19 Re-opening and Recovery Hub for Museums and Galleries](#) (Australian Museums and Galleries Association)
- ▶ [COVID-19 Safety Plan – Resource](#) (Museums and Galleries Queensland)

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Title	Standard	Actions to control the risks associated with COVID-19 may include, but not limited to:
<p>1. Managing risks to health and safety</p>	<p>An employer must manage the risk of a person contracting or spreading COVID-19 disease:</p> <ol style="list-style-type: none"> in the workplace; or in connection with the conduct of the business or undertaking. <p>The employer must identify and manage the risks that may contribute to a person contracting or spreading COVID-19</p> <p>In managing the risks, the employer must take into account information that is published and accessible by the employer about:</p> <ul style="list-style-type: none"> a duty or obligation imposed under the WHS Act, the Public Health Act or Emergency Management Act relevant information, recommendations or guidance materials published or specified by a public authority, an equivalent Commonwealth authority, or a relevant industry body, in relation to COVID-19 the nature of the work being performed the nature of the industry in which the work is being performed the environmental conditions of the workplace, such as design, layout or systems of work, which may increase a person's exposure to COVID-19. <p>The above information needs to be considered when:</p> <ol style="list-style-type: none"> implementing the controls, and reviewing and adjusting the controls: 	<p>In managing risks, you must seek to eliminate the risk first, as far as is reasonably practicable. If you can't eliminate it, you must minimise the risk as far as is reasonably practicable.</p> <p>Apply the hierarchy of controls using the highest level of control that is reasonably practicable. You may need a combination of controls.</p> <p>Eliminating the risk is the best option, followed by substitution, then isolation and engineering controls. If the above can't be achieved, then reduce the risk through administrative controls. Reducing the risk by using personal protective equipment (PPE) is the lowest level of control.</p> <p>Maintain your control measures and review them regularly to ensure the highest level of effective control is being used.</p> <p>Consult with workers and/or their health and safety representatives (HSRs) throughout this process</p> <p>The first step is to undertake a risk assessment. This can help you:</p> <ul style="list-style-type: none"> ▶ identify which workers are at risk of exposure ▶ determine what sources and processes are causing the risk ▶ identify what kind of control measures should be put in place, and ▶ check the effectiveness of existing control measures. <p>Complete and review your risk assessment regularly to ensure your control measures are still working; or if risk levels change.</p> <p>Key things to consider:</p> <ul style="list-style-type: none"> ▶ What are the current legal requirements (e.g. public health orders, health directions) for my area and how do they apply to my business? ▶ Does the nature of the work undertaken by my business increase the risk of my workers being exposed to COVID-19? ▶ What effect could the COVID-19 controls I implement have on other hazard management controls already in place? ▶ Does my workplace have facilities for hand washing and/or hand sanitising? ▶ Does my workplace environment/layout increase the risk of my workers and/or clients being exposed to COVID-19 and can this be changed? ▶ Do I have workers that fall within a vulnerable worker category? ▶ What are my current cleaning and disinfecting arrangements? ▶ How prepared is my business if there is a case of COVID-19 in the workplace? ▶ Is there an increased risk of violence in my workplace? ▶ What worker communication and support mechanisms are in place? ▶ Do the changes I plan to make to my business or changes arising from COVID-19 change the risk? ▶ Do I have a plan to review my control measures to ensure they are effective? <p>All organisations must regularly review systems and risk assessments to ensure consistency and compliance with current directions and advice provided by health authorities.</p>

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<p>2. Cleaning and hygiene</p>	<p>Cleaning</p> <p>The employer must prepare, implement and maintain a schedule for cleaning, and where appropriate disinfecting, that ensures the workplace is routinely cleaned. This must include furniture, equipment and other items</p> <p>The cleaning schedule should be in writing so that all workers are aware of the requirements. The schedule should take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace.</p> <p>This schedule is to set out both the frequency and manner in which cleaning and disinfecting is to be done.</p> <p>Hygiene</p> <p>The employer is to put a hygiene procedure in place to ensure all persons at the workplace are observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace.</p> <p>This procedure is to address the cleaning of hands by workers and other persons in the workplace using soap and water or the use of hand sanitiser, as appropriate for the circumstances.</p> <p>Supplies and Equipment</p> <p>The employer must provide all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace is able to be complied with.</p>	<p>Cleaning</p> <ul style="list-style-type: none"> ▶ You should arrange for extra cleaning of frequently used surfaces. Document this in your cleaning schedule. <p>Frequently used or touched surfaces or items, include:</p> <ul style="list-style-type: none"> - table tops, counters, handrails, doors, door handles, cupboards, cupboard handles and light switches - tills, phones, keyboards and EFTPOS machines - amenities, including toilets, taps, sinks and showers <ul style="list-style-type: none"> ▶ Ensure the cleaning of less frequently used surfaces at least daily ▶ Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as this is noticed, regardless of when they were last cleaned ▶ Using detergent and water is appropriate for cleaning. ▶ Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface ▶ When surfaces are clean they should be as dry as possible, to prevent slips/falls and the spread of viruses and bacteria through droplets ▶ Disinfecting means using chemicals to kill germs on surfaces. These can be in the form of liquids/sprays or wipes, and are labelled as "disinfectant" on their packaging ▶ Disinfectants are usually only necessary if a surface is contaminated with potentially infectious material, or if your workplace has many customers or others entering each day ▶ It is important to clean before disinfecting ▶ Consult with staff responsible for cleaning, or your cleaning contractor. Ensure they can maintain the increased cleaning schedule. Discuss any supplies or equipment needed ▶ Display your cleaning schedule in the workplace. Ensure staff sign them off each time they clean the area/items. <p>Hygiene</p> <ul style="list-style-type: none"> ▶ You should direct your workers and customers/visitors to practice good hygiene at your workplace, including avoiding touching their face, eyes, nose or mouth ▶ Everyone should wash their hands with soap and water for at least 20 seconds and dry them with clean paper towel. Use alcohol-based hand sanitiser if unable to wash hands. This should occur: <ul style="list-style-type: none"> - before and after eating - after coughing or sneezing (into elbow/tissue) - after going to the toilet - before and after smoking cigarettes - when changing tasks - after touching potentially contaminated surfaces ▶ Ensure signs on correct hand washing are available in toilets and staff break rooms. <p>Interactive displays</p> <ul style="list-style-type: none"> ▶ Consider closing or limiting access to any interactive exhibits, such as those where visitors touch any part of the exhibit as part of their experience. <p>Supplies and Equipment</p> <ul style="list-style-type: none"> ▶ Ensure cleaning products are available. Instruct workers in their safe use and make sure Safety Data Sheets are available ▶ Establish/document procedures for the safe disposal of contaminated waste ▶ Select and use appropriate cleaning and disinfecting products. Refer to the guidance from Safe Work Australia and Public Health ▶ Wear gloves and eye protection when handling and preparing disinfecting solutions.

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<p>3. Restrictions on entry to the workplace</p>	<p>The employer must take all reasonable steps to ensure that a worker does not enter or attend the workplace if the worker is required to isolate, or quarantine, under a direction by:</p> <ul style="list-style-type: none"> • the Director of Public health, under the <i>Public Health Act 1997</i>, or • the State Controller under the <i>Emergency Management Act 2006</i> <p>A worker must not enter a workplace if the worker is required to isolate, or quarantine, under a direction made by:</p> <ul style="list-style-type: none"> • the Director of Public Health, under the <i>Public Health Act 1997</i>, or • the State Controller under the <i>Emergency Management Act 2006</i> <p>However, a worker is able to be at a workplace for the following reasons:</p> <ol style="list-style-type: none"> 1. to obtain medical treatment or testing in relation to COVID-19, and the workplace is the appropriate place to receive such treatment or testing, or 2. the worker is required or permitted, under a direction made in relation to COVID-19, to enter or be at the workplace, and does so in accordance with that direction, or 3. there is an emergency and the worker is entering or at the workplace to protect: <ul style="list-style-type: none"> - the safety of the worker, or - the safety of another person, or - the worker's property or the property of another person. 	<p>Place prominent signage for patrons that outlines:</p> <ul style="list-style-type: none"> ▶ The restrictions in place and information on cleaning, hygiene and physical distancing measures being implemented ▶ Encourage patrons to maintain 1.5 metres from others when entering and exiting the venue, including when queueing prior, if necessary ▶ The symptoms of coronavirus (COVID-19) and the importance of staying home when unwell ▶ Ask people to leave if they display symptoms associated with COVID-19 ▶ That patrons who ignore rules and instructions may be contravening public health emergency directions for which penalties may apply ▶ Patrons can also be encouraged to download the COVIDSafe app ▶ Ensure contractors/supplier/visitors confirm they are well when recording their contact details or when they are required to 'sign in' ▶ Update your induction procedures to ensure all contractors are aware of your COVID-19 controls. <p>Contact tracing of patrons is a demonstrated strategy to ensure the safety of all including staff, volunteers, contractors and creative practitioners. To facilitate contact tracing:</p> <ul style="list-style-type: none"> ▶ The employer must implement a method to enable staff, contractors and volunteers to sign in and out for each shift they attend at the venue/workplace/premises ▶ Implement a process to request, record and securely store contact details of all visitors (staff, patrons, maintenance and delivery workers) by: <ul style="list-style-type: none"> - recording first name, a contact phone number and/or email address, date and time of attendance of each visitor. Where possible also record the space (i.e. the room or theatre) where the patron was seated, if a seated venue - informing staff and patrons of requirements before collecting data that the information is being requested for contact tracing purposes - ensuring transparency in collection, use and storage of personal data, including privacy obligations - not using these records for any other purpose than contact tracing e.g. for marketing. ▶ These records must be kept for at least 21 days ▶ Identifying exceptions to information collection such as visits for short periods (less than 15 minutes) and associated processes e.g. someone dropping off a book, or ordering take away food or beverages.

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<p>4. Physical distancing at the workplace</p>	<p>An employer must take all reasonable steps to ensure that as far as is reasonably practicable that the current physical distancing requirements are complied with. The current requirements are detailed on the WorkSafe Tasmania website.</p> <p>If it is not reasonably practicable to comply with the physical distancing requirements described above, then the employer should ensure that control measures are implemented in keeping with the requirements to manage the risks to health and safety relevant to COVID-19 as described in the "Managing Risks to Health and Safety" section of this document.</p> <p>A person at, entering or leaving a workplace must ensure that s/he complies with physical distancing requirements of that workplace, if it is reasonable to do so.</p> <p><i>Note: some premises may be exempt from the maximum density limits under the current Public Health Directions. Please refer to coronavirus.tas.gov.au for the latest advice and Directions.</i></p>	<p>Physical distancing is vital to slowing the spread of coronavirus (COVID-19) and creating a safe environment.</p> <p>Maintaining physical distancing and contact tracing of patrons are demonstrated strategies to ensure the safety of all including staff, volunteers, contractors and creative practitioners.</p> <p>Careful consideration should be given to ensure workers and patrons of all abilities can access venues and events safely and that physical distancing measures recognise the needs of people of all abilities.</p> <ul style="list-style-type: none"> ▶ Undertake a risk assessment of their spaces to understand the flow of patrons and staff and potential areas where physical distancing might be compromised ▶ Calculate the limit of people you can have in your space(s), using the appropriate density and physical distancing requirements and noting the Government's restrictions on the total number of people. <p>Implement procedures to optimise physical distancing in a space and minimise direct contact between patrons by:</p> <ul style="list-style-type: none"> ▶ Marking standing areas in queues to encourage patrons to remain 1.5 metres apart ▶ Taking measures or modifying venues to ensure staff and patrons can enter, exit, and move around the venue safely, e.g. through one-way flow, separate entry and exit points ▶ Developing procedures to manage dwell times, access to equipment and area capacities, such as timed tickets ▶ Placing signage to demonstrate physical distancing on the floor and physical barriers, such as roping, to manage high traffic areas e.g. queuing areas ▶ Ensuring that accessibility requirements are accounted for when reconfiguring spaces and patron flow ▶ Managing access to and from amenities, such as toilets, food and beverage areas and giftshops ▶ Use booking systems or timed tickets to limit number of people in the workplace/premises ▶ Removing, or preventing access to, any unnecessary communal touch points and facilities, or making hand sanitiser available nearby ▶ Consider strategies to provide separation between activities, patrons and staff by: <ul style="list-style-type: none"> - taking measures to manage group visits including limiting group size and dwell time - considering opportunities to facilitate access by vulnerable visitors e.g. special opening times or access to exclusive areas - placing tables, computers and/or seating in a way that ensures patrons are at least 1.5 metres - staggering entry times, if possible, and managing dwell times to control the flow of patrons - use booking systems or timed tickets to limit number of people in the workplace/premises - where situations arise that require staff to be within 1.5 metres of patrons, avoiding direct contact, minimise face to face time and implement hygiene practices. ▶ Implement a process to request, record and securely store contact details of all visitors to the venue (staff, patrons, maintenance and delivery workers) ▶ Practice physical distancing at all meetings ▶ Stagger break times to reduce the number of staff/volunteers using break rooms at one time.

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<p>5. Providing instruction, training and supervision in respect to COVID-19</p>	<p>The employer must provide each worker at the workplace (including contractors and volunteers) with information, training and instruction on:</p> <ul style="list-style-type: none"> • the risks in relation to COVID-19, and • the control measures implemented in the workplace to mitigate those risks, in relation to COVID-19. <p>The employer must provide adequate supervision to ensure that the control measures are implemented in the workplace in relation to COVID-19.</p> <p>The employer must also ensure that information and instruction is provided to other persons entering the workplace about the control measures in place to mitigate the risks of COVID-19 and the requirements of those persons to apply the control measures.</p> <p>The information and instructions are to be in a format that is reasonable to the circumstances.</p> <p>A worker or other person, at the workplace or entering or leaving the workplace, must comply, so far as the person is reasonably able, with any reasonable instruction that is given by the employer to allow the employer to manage the risks to health and safety within the workplace.</p>	<ul style="list-style-type: none"> ▶ Ensure everyone is aware of their responsibility to protect themselves, other workers, and the public ▶ Provide workers with written advice on how to manage COVID-19 risks ▶ Display signs around the workplace advising of risk control requirements. For example, covering coughs, maximum number of people in a room, not to enter workplace if unwell ▶ Provide workers with training in COVID-19 controls (conduct training using physical distancing) ▶ Brief workers on the symptoms of COVID-19. Tell workers to stay home if they aren't feeling well; even if they consider their symptoms minor ▶ If workers need personal protective equipment (PPE), train workers to use it correctly ▶ Ensure workers know what to do if someone at the workplace becomes infected with COVID-19 ▶ Give supervisors guidelines for ensuring COVID-19 controls are applied/enforced at all times ▶ Document/record COVID-19 procedures; provide training to workers in these ▶ Keep notes of issues raised and discuss at staff meetings or toolbox talks ▶ Visitors to the workplace/premises must comply with any reasonable direction given to them about COVID-19 controls ▶ Employers must advise visitors of these requirements using signs at the entrances of their premises, and if available, through regular voice-over messages in the premises.

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<p>6. Responding to an incident of COVID-19 in the workplace</p>	<p>The employer at a workplace must ensure that an emergency plan is prepared for the workplace that provides for emergency procedures, testing of the procedures and the provision of information, training and instruction to relevant workers in implementing the emergency procedures.</p>	<p>An emergency plan is a document that sets out instructions for workers and others in the case of an emergency.</p> <p>A COVID-19 emergency response plan should detail:</p> <ul style="list-style-type: none"> ▶ How the business will respond in the event of contamination by a worker or customer ▶ Who has responsibilities in this event. <p>Immediately notify Public Health by phoning 1800 671 738 and follow their advice to:</p> <ul style="list-style-type: none"> ▶ Help the affected person receive medical treatment ▶ Identify who has been in close contact with the ill person ▶ Isolate the affected areas: keep staff and customers away. You may need to close the business until advised it is safe to reopen. <p>Organise cleaning of the area as directed by Public Health.</p> <p>For cleaning:</p> <ul style="list-style-type: none"> ▶ Review the Safe Work Australia guidance on cleaning and disinfecting workplaces ▶ Wear PPE: face mask, protective eyewear and gloves ▶ Remove soiled or contaminated items and dispose of them in a safe way ▶ Clean and disinfect all surfaces or items that may have been in contact with the ill person. <p>In some cases, you must notify WorkSafe Tasmania. Check the WorkSafe Tasmania website for requirements.</p> <p>You may need to include in your plan:</p> <ul style="list-style-type: none"> ▶ Contact details for people who have specific roles or responsibilities under the emergency plan. For example, managers, security, cleaners, or first aid officers ▶ Contact details for COVID-19 notification to Public Health ▶ A description of the method to alert people to an emergency or possible emergency – this may be affected by remote working ▶ Any changes to evacuation procedures or assembly points ▶ The post-incident follow-up process, including who must be notified. (This may include the process for notifying the business if a worker experiences an emergency while working from home.) ▶ If you share facilities, include a process for advising other businesses about a diagnosis of COVID-19 ▶ Procedures for testing the emergency plan, including the frequency of testing must be included ▶ Arrange training to ensure all staff are aware of, and understand the plan.

Acknowledgement

Information based on material from Safe Work Australia and WorkSafe New Zealand

Disclaimer

To ensure this information is easy to understand, we refer to 'employers' and their responsibilities. However, under the work health and safety laws, duties apply to a 'person conducting a business or undertaking' (PCBU) which includes employers and also others who engage workers. See [information about PCBUs](#) for more detail.