

COVIDSafe Plan



Walhalla Getaways

Business name: Walhalla Getaways

Developed in conjunction with the Walhalla Board of Management to Manage Covid-19 Risk in Cottage Accommodation.

Site location: Walhalla, Victoria, 3825.

Contact person: Fiona Norris

Contact person phone: 0427 899 709

Alternate Contact: Jyoti Ghosh/WBoM

Contact person phone: 0419 766 988

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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>1.</p> <p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<ul style="list-style-type: none"> a) <i>Hand sanitiser is located in 2 cleaning baskets (one for Creek Cottage and for the Mill House). Hand sanitiser also kept in vehicle.</i> b) <i>Supplies of soap/handwash are kept in the cupboards in each Cottage, with additional supplies in the vehicle, and stored at the home office. Supplies of spare hand sanitiser are also stored at the home office. A weekly inventory is taken and additional supplies purchased as required.</i> c) <i>Clean towels are provided in each cleaning basket for drying hands. To be washed and dried after use. Paper towel also provided.</i> d) <i>Signs are located in the bathroom and kitchen of each Cottage on how to wash and sanitise hands correctly.</i> e) <i>Paper towels, used gloves, and used cleaning cloths are placed into the rubbish bag from the bins located inside each Cottage, and the bag sealed. Bins are located in various places around Walhalla and are used for the disposal of these rubbish bags before leaving.</i> f) <i>Handwash is provided in both Cottages for guests' use.</i>
<p>2.</p> <p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<ul style="list-style-type: none"> a) <i>Windows and doors are left open while cleaning where possible.</i>
<p>3.</p> <p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<ul style="list-style-type: none"> a) <i>Masks will be worn indoors and outdoors as per current directives.</i> b) <i>Masks and gloves will be worn while cleaning.</i> c) <i>Supplies of PPE are kept in the vehicle, and additional supplies at the home office.</i> d) <i>Inventory will be taken on weekly basis.</i> e) <i>Anyone attending the Cottages for cleaning purposes must wear the above PPE, and be trained in its correct use.</i> f) <i>Note: Walhalla Getaways is operated as a Sole Trader with no employees. In the event that Fiona Norris cannot perform these services, a subcontractor operating in the local accommodation industry, with their own Covidsafe Plan, will be temporarily engaged. The subcontractor will be checked in the correct use and disposal of PPE.</i> g) <i>Guests are advised to wear masks while outside.</i>
<p>4.</p> <p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<ul style="list-style-type: none"> a) <i>Educational materials on hand and cough hygiene, including how to wash and sanitise hands correctly, physical distancing, and correct use and disposal of PPE are available and have been read and understood.</i> b) <i>Signs are in both Cottages on hand and cough hygiene, and correct hand sanitising.</i> c) <i>Information on how to clean and disinfect has been downloaded from DHHS and Safe Work Australia, and a Cleaning Plan and Cleaning Schedule created.</i> d) <i>The Staff Coronavirus Health Questionnaire will be checked before each cleaning of the Cottages.</i> e) <i>If Fiona Norris cannot attend work, alternative arrangements will be made for a subcontractor to perform the work. The subcontractor will be an operator in the local accommodation industry who also has a Covidsafe Plan.</i>

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<p>5.</p> <p>Replace high-touch communal items with alternatives.</p>	<p>a) <i>Coffee and condiments are single serve sachets.</i></p> <p>b) <i>Minimal crockery and cutlery.</i></p> <p>c) <i>Decorative soft furnishings removed.</i></p> <p>d) <i>Toys removed.</i></p> <p>e) <i>Note: high-touch communal items which cannot be removed such as TV/Aircon remotes and room keys are thoroughly cleaned and disinfected between each guest.</i></p>

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Cleaning	
<p>6.</p> <p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>a) <i>Refer to Covid-19 Cleaning Plan and Cleaning Schedule.</i></p> <p>b) <i>High touch surfaces and objects identified in Cleaning Plan and Cleaning Schedule.</i></p> <p>c) <i>Cleaning products and use specified in Cleaning Plan.</i></p> <p>d) <i>The Cleaning Plan is conducted after each guests' departure and the Cleaning Schedule checked off.</i></p>
<p>7.</p> <p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>a) <i>Refer to Covid-19 Cleaning Plan.</i></p> <p>b) <i>Supplies of cleaning products checked weekly and resupplied.</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	

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<p>8.</p> <p>Ensure that all staff that can and/or must work from home, do work from home.</p>	<p>a) Not applicable.</p> <p>b) Cleaning/maintenance is conducted onsite.</p> <p>c) All other work is conducted from the home office.</p>
<p>9.</p> <p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p>a) There are two Cottages in one town (Walhalla) and one cleaner.</p> <p>b) If both Cottages are to be cleaned on the same day, hand sanitising and full PPE change will be done between sites.</p> <p>c) Boot soles will be disinfected.</p> <p>d) Two separate fully stocked cleaning baskets are provided, clearly labelled for use in one Cottage only.</p> <p>e) Laundry is kept in separate bags.</p>
<p>10.</p> <p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p>	<p>a) Guests are emailed a Coronavirus Health Questionnaire within the 24 hours prior to arrival and asked to complete the form before departure for their trip. Returned copies are kept on file.</p> <p>b) <i>If required by current regulations</i> guest postcodes are checked to see if from restricted areas. <i>If required photo Identification is requested as proof of residence.</i> The booking is not accepted if proof is not provided while restrictions are in force.</p> <p>c) <i>If required by current regulations</i> people who have been residing in regional Victoria, but whose address on their Drivers Licence is Metropolitan Melbourne, are required to complete and return the Declaration for Accessing Regional Businesses. Returned copies are kept on file.</p> <p>d) <i>If required by current regulations</i> guests are asked to confirm that all people booked are from one household only, or are part of a permitted social bubble.</p> <p>e) <i>The access keycode to the Cottages is provided only after all information has been provided.</i></p> <p>f) Prior to each clean the Staff Coronavirus Health Questionnaire will be checked off.</p> <p>g) If a worker has symptoms they will be tested and not attend the Cottages.</p> <p>h) <i>A printed QR Code is inside each cottage and guests must check in on arrival. Full names and contact details of each guest are also recorded prior to arrival in hard copy.</i></p>
<p>11.</p> <p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart 	<p>a) Each Cottage has an existing density limit in accordance with regulations, and is a fully self-contained private building.</p> <p>b) Guests are only booked for the existing number of beds.</p> <p>c) The Cottages are for the use of booked guests only.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<ul style="list-style-type: none"> • there is no more than one member of the public per four square meters of publicly available space. <p>Also consider installing screens or barriers.</p>	
<p>12.</p> <p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>a) <i>Not applicable. One person working only while Cottages are vacant.</i></p>
<p>13.</p> <p>Modify the alignment of workstations so that workers do not face one another.</p>	<p>a) <i>Not applicable.</i></p>
<p>14.</p> <p>Minimise the build up of workers waiting to enter and exit the workplace.</p>	<p>a) <i>Not applicable. One person only.</i></p>
<p>15.</p> <p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>a) <i>Cleaning work is conducted alone.</i> b) <i>If maintenance is required while guests are present physical distancing will be maintained between workers and guests.</i> c) <i>Contractors performing maintenance will be expected to be operating under a Covidsafe Plan.</i> d) <i>Signs are in Cottages to remind workers and guests to practice physical distancing.</i></p>
<p>16.</p> <p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>a) <i>Cottages are fully supplied prior to guests' arrival.</i> b) <i>If additional supplies are requested a contactless delivery will be made.</i> c) <i>Masks will be worn during deliveries according to current directives.</i> d) <i>Gloves will be worn.</i> e) <i>If entry to the Cottage is required to obtain supplies from storage physical distancing rules will be observed from guests.</i> f) <i>Hands will be sanitised after delivery.</i></p>
<p>17.</p> <p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>a) <i>Not applicable.</i></p>

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<p>18.</p> <p>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule.</p>	<p>a) <i>Not applicable. All areas are for the use of private guests only.</i></p> <p>b) <i>A sign has been placed outside on the deck areas to remind people that only booked guests are allowed in the area.</i></p>

Guidance	Action to ensure effective record keeping
Record keeping	
<p>19.</p> <p>Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</p>	<p>a) <i>WBoM and Allen Morton to advise if Cottages accessed by anyone other than myself.</i></p> <p>b) <i>Details of any visitors to the Cottages will be kept in the daily diary.</i></p> <p>c) <i>All guest names and contact phone numbers are kept on file in the Covid-19 Guest Contacts folder.</i></p> <p>d) <i>Contact details will be requested even for guests under 18.</i></p> <p>e) <i>Details are kept for 28 days and then destroyed.</i></p> <p>f) <i>Details are not to be used for any purpose other than Covid-19 contact tracing.</i></p> <p>g) <i>Details are kept confidential and stored in a secure area.</i></p> <p>h) <i>It will be clearly noted in the daily diary when work is conducted across multiple sites.</i></p> <p>i) <i>A printed QR Code is inside each cottage and guests must check in on arrival. Full names and contact details of each guest are also recorded prior to arrival in hard copy.</i></p>
<p>20.</p> <p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<p>a) <i>Not applicable.</i></p>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
<p>21.</p> <p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p>a) <i>I am the Agent for Creek Cottage on behalf of the Walhalla Board of Management, and for the Mill House on behalf of Allen Morton.</i></p> <p>b) <i>In the event of a suspected or confirmed Covid-19 case contact will be made immediately with the above stakeholders to advise them of the situation.</i></p> <p>c) <i>Both Cottages will be closed immediately.</i></p>

Guidance	Action to prepare for your response
<p>22.</p> <p>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</p>	<ul style="list-style-type: none"> a) <i>It is my responsibility to engage with DHHS.</i> b) <i>DHHS will be notified immediately and actions taken reported, such as closure of the Cottages. Email contact sheet in the event of a confirmed case to COVIDEmployerNotifications@dhhs.vic.gov.au. DHHS Hotline 1800 675 398</i> c) <i>All guest and visitor contact details are kept in a clearly labelled folder, and the Daily Diary, ready to provide records to DHHS at any time.</i> d) <i>Any directions from DHHS as to cleaning will be actioned.</i> e) <i>Records will be prepared from the period commencing 48 hours prior to the onset of symptoms in the suspected case that include all worker details, guest details, and visitor details. This will assist in contact tracing if a positive Covid-19 test is returned.</i> f) <i>For a positive case, records will be prepared from the period commencing 48 hours prior to the onset of symptoms, or 48 hours prior to the positive test if asymptomatic.</i> g) <i>All actions taken will be reported back to Walhalla Board of Management and Allen Morton.</i>
<p>23.</p> <p>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</p>	<ul style="list-style-type: none"> a) <i>The Cottages have been assessed as severe risk and will be closed immediately following a suspected or confirmed case.</i> b) <i>Any guests in residence will be advised and DHHS advice followed.</i> c) <i>An environmental cleaning company specialising in deep cleans for Covid-19 will be engaged.</i>
<p>24.</p> <p>Prepare for how you will manage a suspected or confirmed case in a worker during work hours.</p>	<ul style="list-style-type: none"> 1. WORKER <ul style="list-style-type: none"> a) <i>Go home immediately to self-isolate.</i> b) <i>Be tested as soon as practicable.</i> c) <i>If guests are due to arrive they will be advised the Cottages are closed and given contact details for alternative accommodation.</i> d) <i>Notify DHHS and WorkSafe Victoria.</i> e) <i>If guests are in residence they will be advised and DHHS advice followed.</i> 2. GUEST IN RESIDENCE <ul style="list-style-type: none"> a) <i>Guests with a suspected or confirmed case will be advised to return home to self-isolate.</i> b) <i>Suspected cases will be advised to be tested as soon as practicable.</i> c) <i>Guests will be advised to wear a mask and physically distance themselves from all other persons until they have departed.</i> d) <i>If guests are due to arrive they will be advised the Cottages are closed and given contact details for alternative accommodation.</i> e) <i>Notify DHHS and WorkSafe Victoria.</i>

Guidance	Action to prepare for your response
<p>25.</p> <p>Prepare to notify workers and site visitors (including close contacts)</p>	<ul style="list-style-type: none"> a) <i>All guest and visitor contact details are kept up to date in a clearly labelled folder and the Daily Diary and ready to provide records to DHHS at any time.</i> b) <i>Telephone and email will be used to communicate with guests, visitors and WBoM/Allen Morton.</i> c) <i>Telephone and email will be used to communicate with those who are close contacts and direct them to stay in self-isolation (ahead of the DHHS contact tracing process).</i> d) <i>For all suspected or confirmed cases all guests and visitors will be asked to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i> e) <i>All guests, visitors, WBoM/Allen Morton will be notified if there is a confirmed case.</i> f) <i>WBoM/Allen Morton to assist with calls to close contacts if required for speed of response.</i>
<p>26.</p> <p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<ul style="list-style-type: none"> a) <i>I will notify WorkSafe Victoria of a confirmed case by immediately calling the mandatory incident notification hotline 13 23 60, and providing formal written notification within 48 hours.</i> b) <i>Any directions from DHHS and WorkSafe as to closure or cleaning will be complied with.</i>
<p>27.</p> <p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<ul style="list-style-type: none"> a) <i>A negative test is required for confirming a suspected or confirmed case does not have COVID-19 before reopening the Cottages.</i> b) <i>The Cottages will reopen once it has been assessed that all required measures within the directions have been completed, and approval has been obtained from DHHS.</i> c) <i>WorkSafe will be notified that the workplace is reopening.</i> d) <i>A review of risk management procedures will be undertaken.</i>

Notes on Updates:

Section 3 – Updated 21.09.20. Guests advised to wear masks outside

Section 10 – Updated 21.09.20. Keycode provided after guests provide details

Section 10 – Updated 22.10.20. Photo Identification required as proof of residence in regional Victoria

Section 10 – Updated 22.10.20. Added procedure to booking requirements for guests residing in regional Victoria, whose photo ID has a Metro Melbourne address, to complete the Declaration for Accessing Regional Businesses (as per telephone discussion with Kailash from DHHS business support 9096 9000 on 19.10.20 at 2.29pm).

Section 22 – Updated 21.09.20. Added DHHS Hotline and email to report confirmed case

Section 24 – Updated 21.09.20. Notify DHHS & WorkSafe Victoria

Section 10 – Points b,c & d. Updated 13.11.20. If required by current regulations only.

Section 10 – Point h added. QR code in place.

Section 19 – Point i added. QR code in place.

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

Signed _____

Name Fiona Norris

Date 4 June 2021