



DEPARTMENT OF PREMIER AND CABINET

COVID-19 SAFETY PLAN

AGENCY WIDE

VERSION 8

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INTRODUCTION

PURPOSE

This DPAC COVID-19 Safety Plan provides guidelines and direction for DPAC employees, Ministerial and Parliamentary Support, visitors, consultants, contractors, clients and customers on the steps required to provide a safe and healthy environment in our workplaces as a result of the COVID-19 pandemic.

Some of the requirements in these rules are subject to taking action where it is reasonably practicable or necessary to do so. Deciding what is reasonably practicable to protect staff or other persons from harm requires taking into account and weighing up all relevant matters, including the degree of harm that is likely to occur if the risk of contracting COVID-19 eventuates. This does not mean a rule or guidance can be ignored but there is some latitude, after appropriate consideration and assessment of risk, to adopt the spirit rather than the specific terms of that guidance.

If a DPAC workplace is affected by COVID-19, the DPAC COVID-19 Case and Outbreak Management Plan guides decision-making about how DPAC will liaise with Public Health and other relevant government entities and implement control measures based on Public Health advice.

WELLBEING

DPAC provides a range of support mechanisms for staff to maintain health and wellbeing. Resources are available at the 'Support' section of the Coronavirus page on [ipac](#).

In particular, DPAC offers a comprehensive Employee Assistance Program (EAP) designed to assist you in meeting the challenges and demands of your work and personal life. Staff can access the Employee Assistance Program (EAP) [page on ipac](#).

Family and Domestic violence advice is available [here](#).

Additionally, the Human Resources team is available and accessible for support and guidance. Contact the HR team on HR@dpac.tas.gov.au.

BACKGROUND

Coronaviruses are a large family of viruses. Some coronaviruses cause illness in humans and others cause illness in animals, such as bats, camels, and civets. Human coronaviruses generally cause mild illness, such as the common cold.

Rarely, animal coronaviruses can evolve to infect and spread among humans, causing severe diseases such as Severe Acute Respiratory Syndrome (SARS) which emerged in 2002, and Middle East Respiratory Syndrome (MERS) which emerged in 2012.

Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is a new strain of coronavirus that is causing disease in humans and spreading from person-to-person. The name of the disease is COVID-19.

What do we know about COVID-19?

The current COVID-19 situation is changing rapidly. We are still learning about how this new virus spreads and its impacts. We know:





- the virus causes respiratory disease that can spread from person to person.
- Most people experience mild flu-like symptoms, including fever, cough, sore throat and shortness of breath.
- Some people experience severe illness and, sadly, a small proportion die.
- Older people and people with underlying medical conditions seem to be more at risk of severe illness.
- There is no treatment for COVID-19, but medical care can treat most of the symptoms – antibiotics do not work on viruses.
- COVID vaccine have been approved by Commonwealth TGA – they are safe, effective and free for every Tasmanian.
- A program of vaccinations commenced in Tasmanian on 23 February 2021. The rollout of vaccinations across the Tasmanian community will be undertaken in various phases based on those at greatest risk.

How does it spread?

The virus most likely spreads through:

- close contact with an infectious person
- contact with droplets from an infected person's uncovered cough or sneeze (where within 1.5 metres or two large steps of an infected person)
- touching objects or surfaces (like doorknobs, sink taps and tables) that have cough or sneeze droplets from an infected person, and then touching your mouth, nose or eyes.

What are the symptoms?

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience symptoms such as:

- fever (or signs of fever, including chills or night sweats)
- cough
- sore/itchy throat
- runny nose
- shortness of breath
- loss of taste or smell.

People with severe illness may have difficulty breathing, which is a sign of pneumonia and requires immediate medical attention.

It can take up to 14 days for symptoms to show after a person has been infected.

Who is most at risk?

The following people are at higher risk of serious illness:

- Aboriginal and Torres Strait Islander people 50 years and older, with one or more chronic medical conditions
- people with two or more chronic medical conditions
- people 70 years and older





- people with a weakened immune system.

Chronic medical conditions include diabetes, lung disease, heart disease, cancer and kidney failure.

To minimise risk, it is important to follow advice about preventing the spread, cleaning and physical distancing.

What is the treatment for COVID-19?

Around the world, no medication has been found to safely and effectively treat COVID-19. Antibiotics do not work on viruses. In Australia, no drugs have been approved for treating COVID-19.

There is a huge amount of global effort going into finding a safe treatment as quickly as possible.

Some medicines are being investigated through clinical trials, to see how well they work and if they are safe. There are 90 countries, including Australia, working together with the World Health Organization to find an effective treatment for COVID-19.

While there is no proven cure for COVID-19 a variety of vaccines are now available for COVID-19, and medical care can treat most of the symptoms.

Many people who get COVID-19 have relatively mild symptoms. Most recover over a week or two at home without treatment.

Impact of COVID-19?

COVID-19 was first reported in December 2019 in Wuhan City in China. Since then, it has spread rapidly to countries around the world and was declared a Public Health Emergency of International Concern by the World Health Organization (WHO) on 30 January 2020. On 11 March 2020, following alarming levels of spread and severity, the WHO made the assessment that COVID-19 could be characterised as a pandemic.

Tasmania's first case of COVID-19 was confirmed on 2 March 2020. On 19 March 2020, the Tasmanian Government declared a State of Emergency.

The health, safety and wellbeing of the Tasmanian Community, including our public service continues to be the Government's and our highest priority. The Government receives daily advice from health professionals in relation to COVID-19 and is acting on that advice. We will continue to manage the risk of the virus based on the best and latest evidence and medical advice available. Since the first cases of COVID-19 there have been many variants identified with differing transmissibility and infection traits.

In addition to the health impacts, COVID-19 is resulting in significant economic and social consequences across Tasmania, many of which are only just beginning to emerge. The Tasmanian Government is committed to supporting the community during this challenging time and has put in place a range of measures to assist individuals, families and businesses.

For further information visit the Coronavirus website [here](#).



MANAGING THE RISKS OF COVID-19

Minimum Standards for managing the risks of COVID-19 in all workplaces commenced on 15 June 2020. These standards have been developed in consultation with WorkSafe Tasmania and Public Health.

The Minimum Standards required for all workplaces are:

Standard No.	Minimum Standard
1	Manage the risks of a person contracting or spreading COVID-19 in the workplace
2	Implement and maintain a cleaning schedule across the workplace
3	Promote good hygiene procedures and practices (such as washing and/or sanitising of hands)
4	Ensure workers who have been instructed to quarantine or self-isolate don't come to the workplace
5	Ensure physical distancing requirements are met by workers, contractors and others entering, leaving or moving around the workplace
6	Provide information, training and supervision on how the risks of COVID-19 are to be managed and ensure all processes and procedures are applied by the workers
7	Provide information and instruction to other people who attend the workplace about how they are to comply with your processes and procedures, and make sure they apply them
8	Ensure all information, recommendations, directions and guidance materials relevant to the workplace (obtained from reputable sources) is reviewed regularly to ensure the control measures implemented are appropriate
9	Ensure entry into the workplace is managed and controlled in a reasonable manner if someone is suspected of showing symptoms of COVID-19, or of being exposed to COVID-19 within the preceding 14 days, or being diagnosed with COVID-19
10	Ensure any workplace records that would assist with notifying people who enter/leave the workplace of any potential exposure to COVID-19 must be kept for at least 28 days

Employers must ensure that the above measures remove or reduce the risk posed by COVID-19 as far as is reasonably practicable and those measures are recorded in writing.

In the event of a COVID-19 outbreak refer to Attachment 4 – Tasmania's Lockdown Plan.

AGENCY COVID-19 RISK ASSESSMENT

A COVID-19 Risk Assessment has been conducted with input from all Divisions within DPAC. The Risk Assessment has assisted in developing appropriate controls detailed in this plan and will be reviewed regularly to ensure appropriate risk levels given the current status of COVID-19 in Tasmania.





OVERVIEW OF THIS PLAN

DPAC has 57 workplaces across the state. This plan details control measures related to COVID-19 risks that apply across the entire agency.

CONSULTATION

DPAC has consulted with employees across all divisions using the following forums:

- Culture and Inclusion Consultation Group (CICG)
- WHS Representatives
- DPAC Leadership Group (DLG)
- Service Tasmania WHS Working Group.

The Plan is a living document and may be amended from time to time as circumstances change.

REVIEW

This plan will be regularly reviewed as circumstances change, including risk assessments or based on advice from the Director of Public Health.

CONTROL MEASURES – AGENCY WIDE

EMPLOYEE HEALTH

Minimum Standard 1 + 3 + 4 + 9

If you are unwell do not come to the workplace.

Employees who have any of the following symptoms (this applies whether you are in the workplace or working from home) should call their GP or the Public Health Hotline on **1800 671 738** to be tested for COVID-19:

- a fever
- runny nose
- cough
- sore/itchy throat, or
- shortness of breath.

Further, if an employee has been a close contact with someone who has COVID-19 they **must** inform the workplace of this immediately through normal channels. If an employee has been working in the workplace, the Manager must follow the procedures outlined in:

- the section of this Plan that deals with suspected cases of COVID-19 (see page 16);
- for a confirmed case in any DPAC workplace, [the DPAC COVID-19 Case and Outbreak Management Plan](#); and
- in the case of Service Tasmania service centres – the [DPAC COVID-19 Case and Outbreak Management Plan](#) and the COVID-19 in the Workplace ST Standard Operating Procedure (available on the Service Tasmania portal on iPAC).

Employees should be reminded to remain home if mildly unwell, even when they would normally (prior to COVID-19) have still attended work.



In these scenarios, they may be able to work from home, noting that they would not normally use personal leave and would be in the workplace.

An employee may utilise their personal leave entitlements in this scenario if they are unable to work from home.

Based on risk assessment, a DPAC workplace may institute COVID-19 Rapid Antigen Testing for employees entering the workplace. Employees returning a positive test will have to leave the workplace. Rapid Antigen Test kits may be acquired via the normal purchasing procedures. A decision to introduce a testing requirement will be made by the Executive, and staff advised accordingly.

Should an employee attend work and refuse requests to leave the workplace as they appear to have COVID-19 symptoms or return a positive Rapid Antigen Test, they may be directed to leave the workplace. This would be considered as a last resort, following attempts to have constructive discussions with the employee to find a mutually agreeable solution.

VACCINATION

Minimum Standard 1 + 4 + 9

DPAC staff are required to be 'up to date' with their COVID-19 vaccination, and to give evidence¹ of vaccination to their manager as required to maintain their vaccination status. Staff are also asked to record their vaccine status in the DPAC Employee Self Service System (ESS). An exemption to be vaccinated may be approved if the staff member:

- is unable to be vaccinated against the disease due to a medical contraindication, and holds a document, in a form approved by the Secretary DPAC, from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner [who can grant a medical exemption](#)) which certifies that the person has a medical contraindication that prevents the person from being vaccinated; or
- can demonstrate exceptional circumstances, to the satisfaction of the Secretary DPAC.

VULNERABLE WORKERS

Minimum Standard 1 + 4

Who is a 'vulnerable' employee?

Some people are at higher risk of serious illness if they contract COVID-19. People who fall into this category are:

- are 70 years of age or over
- have had an organ transplant and are on immune suppressive therapy
- have had a bone marrow transplant in the last 24 months
- are on immune suppressive therapy for graft versus host disease
- have blood cancer eg leukaemia, lymphoma or myelodysplastic syndrome (diagnosed within the last 5 years)
- are having chemotherapy or radiotherapy.

¹ A COVID-19 digital certificate (either from myGov or the Check in Tas App), Immunisation History Statement from the Australian Immunisation Register, or an equivalent document from another country is acceptable evidence of vaccination.



Chronic medical conditions include diabetes, lung disease, heart disease, cancer and kidney failure. Further information is available [here](#).

If you consider you are a vulnerable worker, you should discuss this with your Manager or Human Resources so DPAC can reasonably manage the risk to you of contracting COVID-19.

ACCESS TO OUR WORKPLACES

Minimum Standard 1 + 3 + 6 + 10

If visitors, contractors, consultants, clients and customers are unwell they are not to enter the workplace. This includes immediate family members and children.

Visitor access to all non-public facing DPAC workplaces should be kept to a minimum and only for essential reasons.

Visitors (i.e. those who are attending for business purposes) contractors, consultants, clients and customers to non-public facing DPAC sites **must** be informed of control measures in place in the workplace including:

- Provide a summary of the DPAC's controls within the COVID-19 Safety Plan.
- Before entry to the workplace visitors, **must** sign in as required by the relevant visitor procedure.
- Wear a mask unless they have an exemption

Deliveries to DPAC workplaces should be delivered to the front counter reception desks where they exist.

HYGIENE IN THE WORKPLACE

Minimum Standard 2 + 3

Hygiene Control Measures

Personal hygiene is an essential measure for stopping the spread of COVID-19 in the workplace. The following control measures should be followed by all people in the workplace:

- Washing hands with soap and water regularly including:
 - after going to the toilet
 - before eating
 - before touching your face, especially mouth, lips, nose, eyes and
 - after handling money, especially if when eating or handling food.
- An alcohol-based hand sanitiser **must** be used in circumstances where hand washing may not be possible (70% alcohol content is the ideal).
- Cover coughs and sneezes with a tissue. If a tissue is not accessible, use the inside of the elbow. Put used tissues in the rubbish straight away (don't keep germs in pockets!) and then wash hands or use hand sanitiser.
- Do not shake hands as a greeting and maintain 1.5 metre physical distancing where practicable.
- Ensure the highest levels of hygiene are maintained – including disposing of food scraps and general rubbish.
- Keep office and desk spaces clean and tidy to allow for better cleaning of surfaces.
- Ensure general personnel hygiene is of the highest possible standard.
- Provide hand sanitiser of clients and customers to apply as a condition of entry.
- Signage indicating DPAC's preference for contactless payment methods **must** be on display at each point of sale. Cash payments may still be accepted.

Other measures

- Food eating utensils in common areas **must** be kept in a closed drawer and not on benchtops.



- Where possible paper towel or a dishwasher are to be used in kitchen facilities rather than tea towels.
- Refer Agency Vehicle Use below for hygiene controls when travelling.

Hygiene Resources

Divisions are responsible for purchasing cleaning and hygiene products. For difficult-to-source items the Properties and Procurement Branch is able to assist in the procurement of these items. For assistance please email: order.request@dpac.tas.gov.au.

CLEANING PROTOCOLS

Minimum Standard 2

DPAC Workplaces

DPAC has increased its centrally managed cleaning regime in accordance with the [environmental cleaning and disinfection principles for COVID-19](#) to include additional cleans for all common and frequently touched areas, including communal spaces such as utility and meeting rooms, kitchens and bathrooms. This includes cleaning conducted by contractors at the following facilities:

- The Executive Building
- Salamanca Building
- 21 Kirksway Place
- 21 Franklin Square
- Level 6, Vodafone Building
- Technopark
- 53 St John Street
- Henty House
- 43 Best Street, Devonport

Service Tasmania Service Centres

Cleaning practices at the following sites have been increased to ensure daily cleaning and ensuring cleaning of common and frequently touched areas.



- The Lands Building (Government Contact Centre and Service Centre)
- CH Smith Building
- Rosny
- Glenorchy
- Kingston
- Bridgewater
- Huonville
- Sorell
- Triabunna
- Campbell Town
- Beaconsfield
- Georgetown
- Longford
- Devonport
- Oatlands
- New Norfolk
- St Helens
- Deloraine
- Ulverstone
- Burnie
- Scottsdale
- Queenstown
- Wynyard
- Smithton
- Sheffield
- Currie
- Whitemark

Electorate Offices

Cleaning practices at the following sites have been increased to ensure daily cleaning and ensuring cleaning of common and frequently touched areas.

- 62 Main Road Moonah
- 76 Emu Bay Road, Deloraine
- 2 Willis Street, Launceston
- 80B Wilson Street, Burnie
- 3/90 Clarence Street, Bellerive
- 65 Emmett Street, Smithton
- 4/21 Alexandra Road, Ulverstone
- 10A Marlborough Street, Longford
- 96 Channel Court, Kingston
- 9 Gordon Street, Sorell
- 331 Main Road, Glenorchy
- 33 Cole Street, Sorell
- 86 Channel Court, Kingston
- 184 Collins Street, Hobart
- 17 Bligh Street, Rosny
- Shop 9, Covehill Shopping Centre, Bridgewater
- 219 Invermay Road, Launceston
- 253 Wellington Street, Launceston
- 9 Oldaker Street, Devonport
- 15 Wilson Street, Burnie
- 353 Main Road, Glenorchy

Routine cleaning of frequently touched surfaces using appropriate detergent/disinfectant solutions or wipes is effective at minimising the risk of COVID-19 transmission. Service Tasmania staff offer customers alcohol wipes to use when referred to the public PCs and public phones within the service centre.

Particular attention should be paid to tables, benchtops, drawers, cupboard doors, equipment in common areas, all door handles, door buttons and lift panels, meeting room panels, bathroom surfaces, including toilets and taps, touchscreen devices scanners, EFTPOS facilities, surface hubs in meeting rooms, multi-function device panels, stationery room cupboards and benchtop, reception area benches, and stair handrails.

Cleaning contractors should be advised to wear gloves and eye protection when handling and preparing disinfectant/bleach solutions or when soap and water is not readily available.

Cleaning required to be undertaken by staff

Staff are responsible for cleaning of their individual workstation and equipment.

Employees should maintain a relatively clear desk absent of unnecessary paperwork or clutter.





A clear desk will enable employees to undertake more effective cleaning daily and if an employee becomes a suspected or confirmed case of COVID-19 will enable effective cleaning and disinfecting by professional cleaners.

When using resources in a shared space employees are required to use an alcohol wipe to:

- Clean desk and chair arms.
- Clean draw handles.
- Wipe desk raiser controls, mouse, keyboard and monitors.

PHYSICAL DISTANCING

Minimum Standard 5

All people should maintain 1.5 metres between themselves and others wherever possible, especially at desks (measure from nose to nose), and maintain a ratio of 1 person per 2 square metres whilst in the workplace wherever possible.

Signage and floor markings are also in place at Service Tasmania service centres marking the 1.5 metre distance requirement and indicating the maximum number of customers allowed in the service centre at any one time.

Meetings should be held via teleconference or videoconference where possible. Advice on technology solutions to support teleconferencing or videoconferencing is available from DPAC ITS.

When meeting in person, physical distancing should be maintained. If meetings for larger groups are required, consider breaking the group up into multiple meeting rooms and using teleconferencing facilities.

Please refer to DPAC's COVID-19 Safety Plan - Business Rules to provide additional guidance about the measures outlined in Attachment 1.

MASK WEARING

Minimum Standard 1

A face mask which fits over the mouth and nose must be worn in all indoor public spaces and large public events. DPAC staff are required to wear face masks when entering any indoor workplace, including vehicles and all enclosed car parking areas.

Face masks reduce the risk of transmission to others and reduce the risk of getting COVID-19 when in contact with an infected person. The effectiveness of any face mask depends on consistent and correct use, including covering the nose and mouth adequately.

Masks are not required in the following circumstances:

- When a person has a valid exemption from a medical practitioner
- When eating, drinking or taking medications
- Where visibility of the mouth is essential for communication
- When working by themselves in an enclosed indoor space provided no other person is in the space
- When wearing a mask would create a risk to health or safety or prevent adequate medical care being provided
- During intense exercise
- Any other circumstances specified in the Public Direction Statement.

Information on mask wearing and taking care of your mask is available on the [Coronavirus website](#).



WORKING FROM HOME

Minimum Standard 3

In accordance with DPAC's Flexible Work Arrangements Policy staff may be approved on an individual basis to work from home. Staff working from home **must** have completed a work from home application which is approved by the Manager and Director.

Resources to assist staff working from home are available on [ipac](#). The application form is available on the same page.

Approved application forms must be sent to HR via hr@dpac.tas.gov.au

AGENCY VEHICLE USE

Minimum Standard 2 + 3

Divisions **must** ensure all vehicles managed by their Division have the following:

- alcohol-based hand rub (70% alcohol content is the ideal)
- detergent, alcohol-based wipes or other suitable alternatives
- disposable gloves
- plastic rubbish bags
- a copy of the [Sharing Vehicles Safely During the COVID-19 Pandemic](#) fact sheet.

Should staff find that a vehicle is missing any of the above items they are to contact their Divisional Manager as soon as practicably possible.

More information including the fact sheet can be found [here](#).

Driving with passengers

You should consider whether the travel is necessary for meetings, or if alternate arrangements can be made, noting that videoconferencing facilities should be utilised where possible. Where work travel does need to occur, the number of people travelling in one vehicle should be kept to the minimum number of people requested to travel, where practical and safe to do so. If more than one person is in a vehicle, a face mask must be worn.

Regular cleaning of vehicles

To help reduce the spread of COVID-19, the interior and exterior 'touch points' and windows of pool vehicles must be cleaned before and after the vehicle is used, every time by the driver.

'Touch points' are the parts of a car routinely touched by a driver's hands (and passenger's hands) while using a car. Touch points include door handles, steering wheel, gear shift, handbrake, arm rests controls and switches (indicator, windscreen wiper, mirror, window, radio and heating/aircon), glove compartment handle and pens, logbook and fuel card.

Windows must also be cleaned because they may be contaminated with droplets from coughing, sneezing and talking.

What to do:

- plan ahead to allow enough time to clean the vehicle before and after each journey
- use disposable gloves for cleaning (do not reuse disposable gloves under any circumstances)
- clean all touch points in the vehicle with detergent or alcohol-based wipes before and after use; ensure the cleaning process is thorough and removes all visible dirt/organic matter
- dispose of used wipes (and disposable gloves if they are used) in a rubbish bag straight away; do not leave used wipes in the vehicle.





- allow surfaces to dry naturally (do not dry with paper towels or cloths).

If a vehicle is known to have been used by a person who has COVID-19 (a suspected or confirmed case), thorough cleaning and disinfection is required.

The vehicle **must not** be used until the vehicle has been disinfected. The protocol for this is detailed in this plan under suspected or confirmed cases in the workplace.

Ministerial Transport

The Ministerial Transport Service has undertaken a risk assessment, specific to the needs and circumstances of the Service. This assessment forms part of the DPAC COVID-19 Risk Register.

INTERSTATE TRAVEL

Minimum Standard I + 8

Interstate travel for DPAC staff can only be undertaken with approval via a travel warrant in accordance with DPAC's travel policy.

INTERNATIONAL TRAVEL

Minimum Standard I + 8

Australian citizens and permanent residents who have an up to date vaccination status can travel to and from Australia without needing to apply for a travel exemption.

In the event that DPAC staff intend to depart Australia for work related purposes it must occur in accordance with DPAC's travel policy, and Australian Government regulations.

Work-related international travel for DPAC staff can only be undertaken in accordance with DPAC's travel policy.

CONTRACTORS

Minimum Standard I + 7

All contractors undertaking work for DPAC must be familiar with this plan and any relevant site-specific plans.

Contract Managers should ensure any contractor undertaking work for DPAC has a COVID Safety Plan developed and implemented for their business.



COMMUNICATING CONTROLS

Minimum Standard 5 + 6

Details of COVID-19 control measures will be provided to staff via the following mechanisms:

- ipac
- Information provided to all staff as new controls are introduced.
- Standard Operating Procedures (SOPs) established for some functions.
- COVID-19 workplace signage
- Live streams by Head of Agency or other Executive members
- Regular discussion at team meetings
- Agency staff Induction.

Visitors, contractors, consultants, clients and customers to non-public facing DPAC workplaces **must** be informed of control measures.

COVID-19 posters for display in workplaces are available from the Properties and Procurement Branch.

TRAINING OF STAFF

Minimum Standard 6

Training material for this COVID-19 Safety Plan will be available on iLearn and is to be completed by all staff.

SUSPECTED (OR CONFIRMED) CASES IN THE WORKPLACE

Minimum Standard 9

Anyone including a visitor or customer who is unwell should not be at a workplace.

If anyone develops symptoms at work such as:

- fever (or signs of fever, including chills or night sweats)
- cough
- sore/itchy throat
- runny nose
- shortness of breath
- loss of taste or smell.

A Manager **must** ask them to leave the workplace and seek medical advice from their GP or the public Health Hotline on **1800 671 738**.

It is important to remember that if a person becomes sick with these symptoms in the workplace they may be suffering from a cold, the flu or other respiratory illness and not COVID-19.

If the person has any of the above symptoms and they have indicated, they have been a close contact with someone who has COVID-19 they are likely to be a suspected case (see below).

If, after seeking medical advice the person is confirmed as having COVID-19 the staff member will trace and contact the people with whom the infected worker was in close contact and provide them with instructions to quarantine.



A confirmed case of COVID-19 requires the DPAC COVID-19 Case and Outbreak Management Plan to be activated. The procedures for dealing with a confirmed case are described in that Plan. The default Outbreak Coordinator, the Director Corporate Services, is to be informed immediately or if they are unavailable the member of the DPAC Executive responsible for the relevant Business Unit.

Suspected Case

Follow the procedure below if there is a suspected case in the workplace:

1. Inform the Manager if this has not been done already.
2. If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by isolating them from others.
3. Provide appropriate personal protective equipment (PPE) to the affected person and to anyone assisting the person, such as disposable surgical mask, and hand sanitiser, if available.
4. Ensure that you have current contact details for the person and make a note about the areas they have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist Public Health if they need to follow up with the workplace at a later time.
5. Ensure the person has transport home, to a location they can isolate, or to a medical facility if necessary.
6. Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option.
7. If the person needs to use a taxi, ride share service or other forms of public transport then the person should avoid contact with others including the driver to the extent possible. This includes:
 - a. wearing a surgical mask, if available
 - b. avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
 - c. practising good hand hygiene and cough/sneeze hygiene, and
 - d. paying by card.

For Service Tasmania service centre staff please refer to COVID-19 in the Workplace Standard Operating Procedure which is available on the Service Tasmania portal on iPAC.

Verification Checklist

Actions to be taken depending on how notification is made of a suspected/confirmed case.

Public Health Notification

- Refer to and follow directions under the DPAC COVID-19 Case and Outbreak Management Plan

Staff phone call/notification

- Ask if the person in question has been tested. If they have, ask where they were tested, when they received the results and from whom they received the results.
- Also ask staff member for evidence of the test result from Public Health.
- If confirmed, refer to and follow directions under the DPAC COVID-19 Case and Outbreak Management Plan

Rumour/hearsay

- Only the staff member will know what their medical status is.
- Reports from any other staff member should be acknowledged and investigated discretely.



- The reporting staff member should be encouraged to ask the person in question to verify the report directly with their manager.
- If you are still unsure, contact the Public Health Hotline for further information on 1800 671 738
- No further action is required.

Please note:

- Someone “being tested” is NOT a confirmed case – continue with usual personal hygiene and physical distancing measures.
- If a staff member has been tested and is awaiting results, they should be at home in isolation. Public Health would have directed this and provided the staff member with a letter stating isolation dates. A temporary workplace closure is not required unless the staff member has been in a workplace and returns a positive test result.
- Remember you cannot share the personal details of the suspected or confirmed case.

Notifying WorkSafe

WorkSafe Tasmania **must** be notified when it is confirmed that a person has contracted COVID-19 through carrying out work and:

- the person dies; or
- the person is required to have treatment as an in-patient in a hospital; or
- the reason the person contracted COVID-19 is reliably attributable to carrying out work that involves providing treatment or care to a person; or involves contact with human blood or body substances. In this case, the carrying out of work must be a significant contributing factor to the infection being contracted.

Contact Human Resources who will organise the notification to Worksafe.

Cleaning Required for a Suspected or Confirmed Case

Whether operations are suspended in the workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in the workplace. This decision is made in consultation with Public Health.

Based on Public Health advice, if special cleaning or decontamination of a workplace is required because of a confirmed case, the procedure in Appendix H of the DPAC COVID-19 case and Outbreak Management Plan is to be followed.



ATTACHMENT 1: COVID-19 SAFETY PLAN - BUSINESS RULES

Purpose

The purpose of these business rules is to provide additional guidance about the measures outlined in the COVID-19 Safety Plan that DPAC has put in place to ensure it can satisfactorily meet the physical distancing requirements placed on us under the [COVID-19 Safe Workplace Guidelines – Public Administration](#).

I General DPAC workplaces

I.1 Common areas controlled by DPAC

I.1.1 Photocopier/utility rooms

- Use of Photocopier/utility rooms is to be consistent with the approved capacity for each room
- Enhanced device cleaning regime (to be specified by People, Performance and Governance) – carried out by cleaning contractor
- Sanitiser/wipes to be available
- Sanitiser/wipes to be procured by relevant Business Unit/Division
- Staff encouraged to clean device prior to use (supported by signage)

I.1.2 Photocopier/printer in open spaces

- Use of Photocopier limited to one person at a time
- Staff waiting to use photocopier/printer to wait 1.5m away from device
- No general signage necessary
- Enhanced device cleaning regime (to be specified by People, Performance and Governance) – carried out by cleaning contractor
- Sanitiser/wipes to be available
- Sanitiser/wipes to be procured by relevant Business Unit/Division
- Staff encouraged to clean device prior to use (supported by signage)

I.1.3 Lunch rooms/Kitchens

- Lunch Rooms/Kitchens will be limited to a capacity based on what is reasonably practicable given the 1.5m/2m² guide
- Signage to be placed at room entrance indicating suggested capacity
- Staff to comply with capacity limits and 1.5m distancing requirements while in room where reasonably practicable
- Departmental supplied sanitiser or soap dispenser /wipes/ paper towels to be in place
- Staff encouraged to use soap and water for hygiene, supported by signage
- Staff encouraged to stagger use of lunch room/kitchen (see Employment Practices section)
- Enhanced cleaning regime (to be specified by People, Performance and Governance) – carried out by cleaning contractor
- Signage, supplies and cleaning regime to be arranged by People, Performance and Governance

I.1.4 Meeting rooms

- Meeting Rooms will be limited to a capacity based on what is reasonably practicable given the 1.5m/2m² guide
- Signage to be placed at room entrance indicating suggested capacity
- Seating numbers and configuration to correspond to capacity limit



- Staff to comply with capacity limits and 1.5m distancing requirements while in room where reasonably practicable
- Responsibility of meeting host/organiser to monitor attendee compliance
- Departmental supplied sanitiser /wipes to be in place
- Enhanced cleaning regime (to be specified by People, Performance and Governance) – carried out by cleaning contractor
- Signage, supplies and cleaning regime to be arranged by People, Performance and Governance

1.1.5 Open areas (ie walkways around workstations, corridors etc)

- Staff interactions in open areas to be limited:
 - Not to be used for congregating
 - Not to be used to hold informal meetings or gatherings
- Optional – arrows on floor to show preferred circulation pathway
- Floor signage requirement approved by Business Unit/Divisional Manager
- Floor signage, if required, to be arranged by People, Performance and Governance

1.1.6 Reception areas/ Service counters/other social interaction points (eg waiting areas)

- Signage to direct visitors, contractors, deliverers to wait at designated place and observe 1.5m rule if more than one
- Floor marking 1.5 m from counter - No other floor marking necessary
- Departmental supplied Sanitiser/wipes to be in place
- Supplies to be procured by relevant Business Unit/Division
- Health status screening questions, script available for staffed Reception areas
- Script approved by Director People, Performance and Governance

1.1.7 Toilets and bathrooms

- Enhanced cleaning regime (to be specified by People, Performance and Governance) – carried out by cleaning contractor

1.2 Office/Workstation - location/configuration

1.2.1 Multi-person Workstation

- Workstation design to ensure physical separation of individual staff to take account of what is reasonably practicable given the 1.5m/2m² guide
- Other physical barriers (eg Perspex screens) between work station users not necessary unless physical separation supported by Public Health Authority guidance

1.2.2 Individual workstations

- Workstation separation to ensure physical separation of individual staff to take account of what is reasonably practicable given the 1.5m/2m² guide

1.2.3 Changing configuration

- Business Unit/Division Manager may approve and arrange for change in workstation configuration that involves no infrastructure (eg cabling, wall relocation etc) costs and required to meet 1.5m/2m² formula.
- Approval of Director People, Performance and Governance required for change in workstation configuration that involves infrastructure costs. Cost to be borne by relevant Business Unit/Division



1.2.4 Cleaning

(Note: for general cleaning by Contractors see Cleaning Protocol in the COVID-19 Safe Plan)

- Employees encouraged to clean own workstations or office desks using supplied cleaning wipes or similar
- Cleaning supplies to be procured by relevant Business Unit/Division

2 Customer service areas (Service Tasmania Service Centres)

2.1 Payments

- Customers are encouraged to pay by card/touchless payment rather than cash
- Signage in place to support this
- Director Service Tasmania to arrange signage

2.2 Cleaning

- Director Service Tasmania to define and monitor the enhanced requirements for cleaning contractors, including at least daily cleaning for all centres, and more frequently for the larger sites of Hobart, Launceston, and Glenorchy.
- Cleaning contractors to be provided with checklist of cleaning protocols/requirements
- Employees encouraged to clean their own counters/devices using supplied cleaning wipes or similar
- Cleaning supplies for staff to be arranged by Service Tasmania

2.3 Physical Distancing

- Floor markings to indicate 1.5m distance for queuing customers
- Floor marking in front of counter to indicate 1.5m from counter
- Driver testing consoles, public phones and PCs - limited number available to comply with 1.5m formula
- Signage to indicate unavailable consoles
- Waiting area seating limited in number available to comply with 1.5m formula (not required seating removed from area)
- Signage at entrance to indicate maximum number of customers allowed in centre calculated using 2m² formula
- Personnel (maybe staff member, security contractor etc) designated to monitor capacity limits
- Director Service Tasmania to arrange signage

2.4 Restrictions on entry/face-to-face service provision

- Signage to indicate that customers with relevant symptoms not to enter centre
- Scripted questions about health status to be used by personnel
- Director Service Tasmania to arrange signage
- Director Service Tasmania to approve scripts

2.5 Hygiene

- Hand sanitiser/wipes to be provided at counter and other locations throughout centre for use by staff and customers
- Free-standing hand sanitiser dispenser to be located at entrance of centres
- Disposable/one-use pens available for customer use
- Supplies to be arranged by Service Tasmania



2.6 Physical barriers

- Perspex screens or other physical barriers at counters between staff and customers to be installed with approval of the Secretary (DPAC) and removed in line with the DPAC Pandemic Plan and on advice from public health
- Installation of physical barriers to be arranged by Service Tasmania

3 **Work Practices**

3.1 **Meetings protocol**

3.1.1 General Guidance

- Face-to-face meetings should be by arrangement of participants
- Staff encouraged to use non face-to-face options to conduct meetings where possible– e.g. electronic communication such as tele and video conferencing (subject to network capacity), using technology such as Microsoft Teams etc
- Guidance supported by staff training (see Training section)

3.1.2 Meeting rooms

- Preference for staff to use meeting rooms if meetings have to be face-to-face, supported by staff training (see Training section)

3.1.3 Offices

- Meetings in offices are acceptable subject to the 1.5m/2m² guide
- Office resident responsible to monitor attendee compliance

3.1.4 At Workstations (informal meetings)

- Limited numbers taking into account physical distancing being cognisant of people at other workstations as well
- Larger congregations discouraged
- Participants are to maintain 1.5m distance guide

3.2 **Service requests/staff queries (eg to IT, HR etc)**

3.2.1 General

- Unless not reasonably practicable requests should not be made in person; staff to use online forms, email or phone
- Unannounced/unplanned visits by staff to relevant areas discouraged, unless not reasonably practicable
- Visits to discuss issues with service staff should be by appointment only

3.2.2 IT helpdesk support

- Preferred approach is to resolve any issues by phone assistance, and/or remote login
- Physical support at workstations/offices limited to when that service is essential to resolve problems
- IT support officers may be provided with gloves to undertake physical support if necessary
- Supplies, if required, to be arranged by People, Performance and Governance

3.2.3 Couriers

- Couriers may be provided with gloves to undertake document handling



- Supplies, if required, to be arranged by People, Performance and Governance

3.3 Transmission and receipt of paper/hard copy documents

- Business Unit/Division Managers are responsible to consider and where reasonably practicable implement work practices that minimise or eliminate the transmission and receipt of paper/hard copy documents