

Prepared for:
Peninsula Leisure Pty Ltd

Date: 8 December 2020
(Previous version of this COVID-Safe Plan dated 24 November 2020 is redundant).

Reviewed by:



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PURPOSE OF COVID-SAFE PLAN

The following plan provides information regarding the operation and service delivery model for Peninsula Leisure, specifically at Peninsula Aquatic Recreation Centre (PARC) and Pines Forest Aquatic Centre (PFAC), for the COVID-19 pandemic.

The plan aims to provide specialists, managers, leaders and employees with practical advice, processes and steps to ensure a safe reopening of the centres and adherence to all relevant government recommendations, directions and restrictions outlined.

SCOPE AND OVERVIEW

Peninsula Leisure values safe workplaces and safe work practices, and recognises its legal, moral and ethical responsibilities to provide a safe and healthy work environment for all employees, contractors, members, guests and volunteers of facilities that are owned or operated by Peninsula Leisure.

The information in this plan covers the operation and delivery of products and services to patrons at PARC and PFAC during the reopening phases for the COVID-19 pandemic. This plan has been developed in consultation with key stakeholders within the business and references information from government departments, regulatory authorities and industry peak bodies in both aquatic and health and fitness.

BACKGROUND

COVID-19 is a respiratory illness caused by a new virus. Symptoms include fever, coughing, a sore throat and shortness of breath. The virus can spread from person to person through close contact (see definitions) via airborne contaminated droplets, contact with contaminated hands, surfaces or objects¹. All persons that visit the centres are at risk of exposure to COVID-19. Currently there is no treatment for infection.

¹ <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19>, 26 May 2020.

MANAGING THE RISK

Pandemic (infectious disease) risk assessment and control plan

The following formal risk assessment and control plan has been developed in response to the COVID-19 pandemic in consultation with the Crisis Management Team (CMT). The control measures outlined in the risk assessment are aimed at eliminating (where possible and practical) or reducing the likelihood of exposure to the specific risk identified. The overall pandemic risk has been identified as ‘*significant*’ (inherent risk rating of extreme or residual risk rating of extreme or high), and therefore under the Peninsula Leisure Risk Management Policy, Board notifiable.

Task / item / program:	Pandemic (infectious disease)	Person conducting assessment:	Stuart West
Business Unit:	General Business	In consultation with:	Tim Gledhill, Ian Kerwin, Jess De Araugo, Julia Wood and Shannon Mounsey.
Date of assessment:	08/12/2020	Review date:	01/03/2021

Context:	<p>A pandemic is an outbreak or unusually high occurrence of a disease or illness on a global scale. The risk assessment and control plan has been developed in response to the COVID-19 (Novel Coronavirus) pandemic and assess the risks to Peninsula Leisure associated with an infectious disease pandemic. The risk assessment covers all businesses owned or operated by Peninsula Leisure.</p> <p>The risk ratings outlined in the risk assessment assumes that a Pandemic has been declared by government or regulatory authorities. The risk assessment is not intended to provide public health information, neither is it intended to cover all risks or all possible control measures that might be applicable.</p>
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DESCRIPTION OF RISK	POTENTIAL HAZARDS, ISSUES & CONSEQUENCES (What could happen?)	INHERENT RISK RATING (No controls implemented) (use PL risk matrix)	CONTROL MEASURES (PL = Peninsula Leisure, PPE = Personal Protective Equipment, FCC = Frankston City Council, MSA = Managed Service Agreement, DM = Duty Manager)	CONTROL OWNER (CEO = Chief Executive Officer, CMT = Crisis Management Team, Specs = Specialists, T&C Manager, RHS = Risk, Health & Safety, Ops = Operations, FM = Finance Manager and MCD = Marketing, Communication and Digital, AFC = Asset & Facility Coordinator and CRM = Customer Relations Manager).	DUE DATE (Only if control is not yet implemented)	CONTROL LEVEL (Highest available)	RESIDUAL RISK RATING (after controls implemented) (use PL risk matrix))
<p>Inadequate human resources.</p> <p><i>(lack of casual, permanent and contract employees available due to illness, fear of infection or loss of talent)</i></p>	<p>Partial disruption of services for greater than one week. Full disruption to services greater than one day because of a lack of employee resources.</p> <p><i>(Business Continuity consequence category)</i></p>	C5 High Risk	<ul style="list-style-type: none"> • Clear, concise, open and transparent communication from PL that includes up to date information about the pandemic. • Service provision based on information from expert medical advice through government (federal and state) departments and agencies. • Appropriate social distancing measures implemented (e.g. maintaining a distance of 1.5 metres between people). • Good hygiene practices implemented and supported within centres including additional hand sanitising stations available, more frequent wipe down of equipment, increased cleaning of high contact 	<p>CEO & MCD Specialist</p> <p>CEO & CMT</p> <p>Specs</p> <p>Specs</p>		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input checked="" type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D5 Medium Risk

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			<p>surfaces and enforcement of centre hygiene rules.</p> <ul style="list-style-type: none"> PL workforce makeup includes a significant percentage of casual employees that provide flexibility for the provision of services. Clear and updated SOP's documented and in place to assist employees that might be required to work in different roles. 	<p>T&C Manager</p> <p>Specs</p>			
<p>Spread of virus</p> <p><i>(Contracted by employees and/or patrons through delivery of services).</i></p>	<p>Death or multiple life-threatening injuries or permanent disability because of a local outbreak of the disease.</p> <p><i>(Public safety/OHS consequence category)</i></p>	B5 Extreme Risk	<ul style="list-style-type: none"> Appropriate social distancing measures implemented (e.g. maintaining a distance of 1.5 metres between people). Good hygiene practices implemented and supported within centres including additional hand sanitising stations available, more frequent wipe down of equipment, increased cleaning of high contact 	<p>Specs</p> <p>Specs</p>		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input checked="" type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input checked="" type="checkbox"/> PPE	D5 Medium Risk

COVID-Safe Plan

DESCRIPTION OF RISK	POTENTIAL HAZARDS, ISSUES & CONSEQUENCES (What could happen?)	INHERENT RISK RATING (No controls implemented) (use PL risk matrix)	CONTROL MEASURES (PL = Peninsula Leisure, PPE = Personal Protective Equipment, FCC = Frankston City Council, MSA = Managed Service Agreement, DM = Duty Manager)	CONTROL OWNER (CEO = Chief Executive Officer, CMT = Crisis Management Team, Specs = Specialists, T&C Manager, RHS = Risk, Health & Safety, Ops = Operations, FM = Finance Manager and MCD = Marketing, Communication and Digital, AFC = Asset & Facility Coordinator and CRM = Customer Relations Manager).	DUE DATE (Only if control is not yet implemented)	CONTROL LEVEL (Highest available)	RESIDUAL RISK RATING (after controls implemented) (use PL risk matrix))
			<ul style="list-style-type: none"> Provision of appropriate Personal Protective Equipment (PPE) for employees (e.g. sneeze guards, masks, gloves etc.). 	Ops Manager			
Reduced visitation and membership	Financial loss greater than \$250,000 because of significantly reduced visitation and active memberships <i>(financial consequence category)</i>	B5 Extreme Risk	<ul style="list-style-type: none"> Investment and Risk Management policies in place to govern cash management position (minimum cash on call as per risk appetite statement). Letter of support from Frankston City Council (FCC) in relation to financial support for Peninsula Leisure. Managed Service Agreement (MSA) in place between PL and FCC. PL can (in times of crisis and emergency) request a financial 	FM & RHS Manager CEO CEO CEO & FM		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D5 Medium Risk

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			Department of Health, WorkSafe etc.).				
Negative public relations image or reputation. <i>(Connection of PL and the source of a local breakout and/or spread of virus).</i>	Public inquiry or sustained adverse medical coverage; loss of community participation and confidence. <i>(Reputation and image consequence category)</i>	C5 High Risk	<ul style="list-style-type: none"> Crisis Management Plan in place to manage negative public relations crisis. PL engagement of a PR agency to assist with managing media. Employees briefed and trained on ensuring all media enquiries are managed by Crisis Management Team (CMT). 	RHS Manager MCD Spec CMT		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D5 Medium Risk
Workforce management <i>(Financial, physical and mental well-being of employees).</i>	Life threatening or multiple serious injuries causing hospitalisation; significant impairment; long-term rehabilitation because of standing down of	D4 Medium Risk	<ul style="list-style-type: none"> Clear, concise, open and transparent communication from PL that includes up to date information about the pandemic. PL (with Board approval) can establish a Staff Support Fund (SSF) to assist employees 	CEO T&C Manager		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D4 Medium Risk

DESCRIPTION OF RISK	POTENTIAL HAZARDS, ISSUES & CONSEQUENCES (What could happen?)	INHERENT RISK RATING (No controls implemented) (use PL risk matrix)	CONTROL MEASURES (PL = Peninsula Leisure, PPE = Personal Protective Equipment, FCC = Frankston City Council, MSA = Managed Service Agreement, DM = Duty Manager)	CONTROL OWNER (CEO = Chief Executive Officer, CMT = Crisis Management Team, Specs = Specialists, T&C Manager, RHS = Risk, Health & Safety, Ops = Operations, FM = Finance Manager and MCD = Marketing, Communication and Digital, AFC = Asset & Facility Coordinator and CRM = Customer Relations Manager).	DUE DATE (Only if control is not yet implemented)	CONTROL LEVEL (Highest available)	RESIDUAL RISK RATING (after controls implemented) (use PL risk matrix)
	employees due to centre closures. <i>(Public safety/OHS consequence category)</i>		<p>experiencing significant financial hardship.</p> <ul style="list-style-type: none"> Employee Assistance Program (EAP) in place and available to employees of PL. EAP provides free and confidential counselling services. Department engagement strategies/plans in place to manage and maintain employee connection and monitor physical and mental health well-being and minimize the loss of talent to other jobs. Continued provision (where practicable) of essential well-being programs (e.g. flu vaccination) during a pandemic. Mental Health First Aid Officers (MHFAOs) qualified and readily available for employee support. 	<p>T&C Manager</p> <p>Specs</p> <p>T&C and RHS Managers</p> <p>T&C and RHS Managers</p>			

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			<ul style="list-style-type: none"> Employee Well-Being website developed and established providing a free and accessible source of well-being information for employees. 	RHS Manager			
Maintenance of critical systems and equipment. <i>(Impact of centre closure on critical systems & equipment maintenance).</i>	Partial disruption of services up to one week. Full disruption of services up to a day because of inability to maintain critical systems and equipment. <i>(Business Continuity consequence category)</i>	D4 Medium Risk	<ul style="list-style-type: none"> Critical preventative maintenance contracts (e.g. pool plant, mechanical and electrical) maintained during closures or disruptions because of a pandemic. Operation rosters adjusted to ensure employees are available in centre to maintain critical systems. Review of preventative maintenance schedules in My Maintenance to understand critical maintenance needs. 	AFC Ops Manager AFC		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D4 Medium Risk

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			<ul style="list-style-type: none"> PL's value-based culture (<i>We Think People</i>) and flexible working arrangements provide a supportive workplace environment for all employees. 	CEO and T&C Manager			
<p>Employees unaware of current work arrangements.</p> <p><i>(Indirect risks arising from changes to usual work arrangements)</i></p>	<p>Ongoing local or social media coverage, with Senior Management required to resolve because of employees not been aware of current work arrangements.</p> <p><i>(Reputation and image consequence category)</i></p>	C3 Medium Risk	<ul style="list-style-type: none"> Clear, concise, open and transparent communication from PL that includes up to date information about the pandemic. Department engagement strategies/plans in place to manage and maintain employee connection and awareness of work arrangements. Phone and e-mail contacts (if different from usual) of managers, leaders and specialists provided to all employees. Establish an information centre (real or virtual) where relevant 	<p>CEO</p> <p>Specs</p> <p>T&C Manager</p> <p>MCD Spec</p>		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D3 Low Risk

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			information related to the pandemic can be found for all employees.				
Unfamiliar work, increased workloads or changed working environments. <i>(Indirect risks arising from changes to usual work arrangements)</i>	Serious injury causing hospitalisation or multiple medical treatment cases; short-term rehabilitation required because of changes in working arrangements, such as psychological injury or body stressing injury (e.g. manual handling or overuse injuries). <i>(Public safety/OHS consequence category)</i>	C3 Medium Risk	<ul style="list-style-type: none"> • Consultation with affected employees about the proposed or implemented changed working conditions. • Training for employees that have been reassigned tasks or work duties that are unfamiliar to employees. • Performance expectations are clearly communicated to employees. • Department engagement strategies/plans in place to manage and maintain employee connection and awareness of work arrangements. • Mental Health First Aid (MHFA) employees available to support, 	RHS Manager & Specs Spec & Managers Spec & Managers Specs T&C Manager		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input type="checkbox"/> Admin <input type="checkbox"/> PPE	C3 Medium Risk

COVID-Safe Plan

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			<p>assist and listen to an employee that might be struggling with their mental health.</p> <ul style="list-style-type: none"> Employee Assistance Program (EAP) in place and available to employees of PL. EAP provides free and confidential counselling services. Guideline and self-assessment documents provided to employees that experience a change in their work location (e.g. working from home). Closer supervision of employees that are completing unfamiliar tasks or work duties, includes buddy system with experienced employee. 	<p>T&C Manager</p> <p>RHS Manager</p> <p>Specs & Managers</p>			

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Impact on the local community due to centre closure because of the pandemic	Financial loss of greater than \$250,000 because of significantly reduced community support	D5 Medium Risk	<ul style="list-style-type: none"> Pandemic response management aimed at keeping centres open as long as possible (within stipulated regulations) to provide access for the community and work for employees. Department engagement strategies/plans in place to manage and maintain member engagement, connection and access to services (where possible). Clear, concise, open and transparent communication from PL that includes up to date information about the pandemic. Increased resources and supervision of the membership suspension and cancellation processes. 	<p>CEO & CMT</p> <p>Specs</p> <p>CEO</p> <p>MCD Spec & CRM</p>		<input type="checkbox"/> Elim <input type="checkbox"/> Sub <input type="checkbox"/> Isol <input type="checkbox"/> Eng <input checked="" type="checkbox"/> Admin <input type="checkbox"/> PPE	D5 Medium Risk

Peninsula Leisure will ensure implementation of the six (6) COVID-Safe principles as outlined by the Chief Medical Officer and Victorian State Government to help prevent the introduction of COVID-19 in the workplace.

Creating a COVID-Safe Workplace: Indoor Physical Recreation

The Victorian State Government outlined a move to a COVID-Safe summer restrictions that came into effect at 11:59pm on Sunday 6 December 2020 noting regular review to ensure they reflect the current public health advice. Specific Industry Restart Guidelines have been prepared by the Department of Health and Human Services to assist workplaces to operate safely in accordance with the easing of restrictions. The Industry Restart Guidelines have been used as a primary source of information in the development and revision of the PL COVID-Safe Plan.

The below extracts from the Industry Restart Guidelines provides an overview of the current restriction level and applicable capacity²:

Current restrictions	
Open with COVIDSafe requirements	
COVIDSafe Plan	<ul style="list-style-type: none"> All workplaces with onsite operations must have a COVIDSafe Plan. Home-based businesses must also have a COVIDSafe Plan.
Capacity	<p>Indoor physical recreation and community sport (all venues):</p> <ul style="list-style-type: none"> Open, subject to density quotient of one person per four square metres when staffed and density quotient of one person per eight square metres when unstaffed. Group/class limit maximum of 50 people (excluding anyone necessary to run the class) <p>Outdoor physical recreation and community sport (all venues, non-seated space):</p> <ul style="list-style-type: none"> Open, subject to a limit of 1000 people and subject to density quotient of one person per two square metres, if the venue is using electronic records (e.g. QR code system), or one person per four square metres if using manual records. Group/class limit maximum of 100 people (excluding anyone necessary to run the class) <p>Fixed seated spaces in sporting facilities (all venues):</p> <ul style="list-style-type: none"> Maximum of the lesser of 1000 patrons and 75% fixed seated capacity per space (i.e. a spectator area.) All fixed seated spaces in sporting facilities (in all circumstances e.g. professional sport, community sport, physical recreation etc) must apply the restrictions developed for entertainment venues when used as a spectator venue (e.g. when the bleachers are used for the spectators of a basketball game or a swimming meet). The density quotient does not apply to seated areas. Workers (e.g. professional sports players and those associated with the sport including coaches, trainers and umpires) are not included in the capacity limit. <p>General</p> <ul style="list-style-type: none"> Staggered class times are recommended, with a time gap of 15 minutes between sessions to avoid congregation or exceeding group limits. Ensure that the entry and exit or foyer areas do not become congested, people can maintain physical distancing and mixing of separate groups is minimised as much as possible Developing a COVIDSafe Plan will assist venue operators manage event-related risks. Venues hosting events for greater than 1000 people or above 75% capacity can apply under the Public Events Framework.

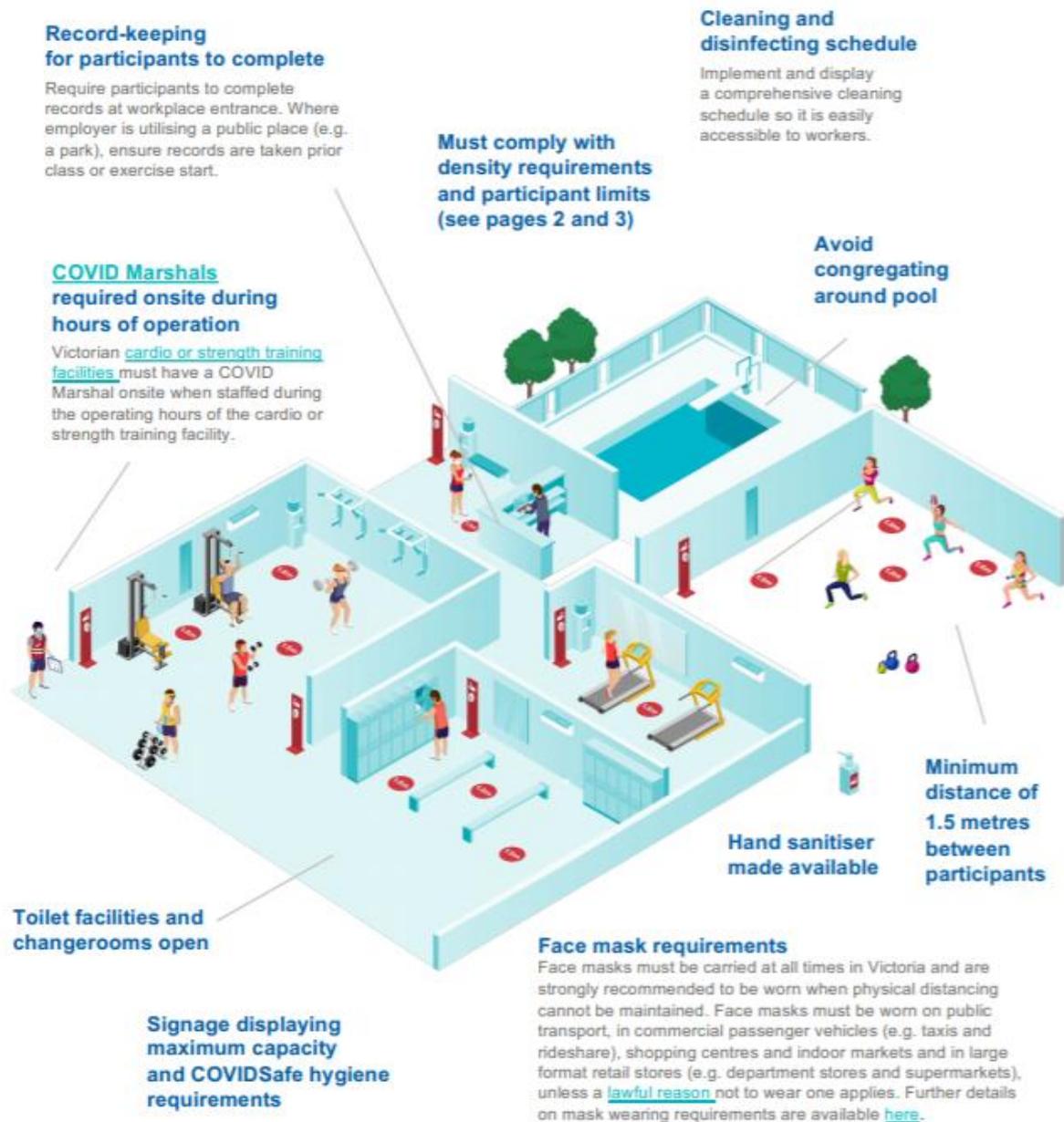
² Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 6 December 2020.

Current restrictions	
Open with COVIDSafe requirements	
Other	<ul style="list-style-type: none"> • Play centres, indoor skateparks and indoor trampolining centres: Limited to the number permitted by the density quotient of one person per four square metres. Spectators, parents, carers are permitted subject to the density quotient. • Indoor swimming pools; saunas; steam rooms; chlorinated and non-chlorinated spas: Open subject to density quotient of one person per four square metres. Refer to the Restricted Activity Directions for more information. • Outdoor pools; spas; saunas; steam rooms and springs: <ul style="list-style-type: none"> • Open and permitted to use a density quotient of one person per two square metres when using electronic records (e.g. QR code system), otherwise a density quotient of one person per four square metres must be used. • Exceptions to the swimming pool limit include for exclusive use: <ul style="list-style-type: none"> • By a single school at any one time for education purposes; or • For community sport in accordance with relevant provisions in the Restricted Activities Directions. • Professional sport: training and competition for professional sport can operate. Refer to the Outdoor Entertainment Guidelines, Indoor Entertainment Guidelines, and the Public Events Framework. <p>Facilities use and access A large multi-purpose sport and recreation facility which includes more than one separated venue/facility like a swimming pool, fitness gymnasium, basketball courts can operate all of the separated facilities in accordance to the health directions and density requirements for that particular activity. It is critical to ensure that the entry and exit or foyer areas do not become congested, people can maintain social distancing and mixing of separate groups is minimised as much as possible at these large venues.</p>

Peninsula Leisure is aware that restrictions in the future may change (either ease further or become stricter) and is prepared to adjust to ensure operation of PARC aligns with these restrictions.

An example of applying the six (6) COVID-Safe Principles under the current restrictions outlined by the Victorian State Government and summarised above is shown below³.

³ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 6 December 2020.



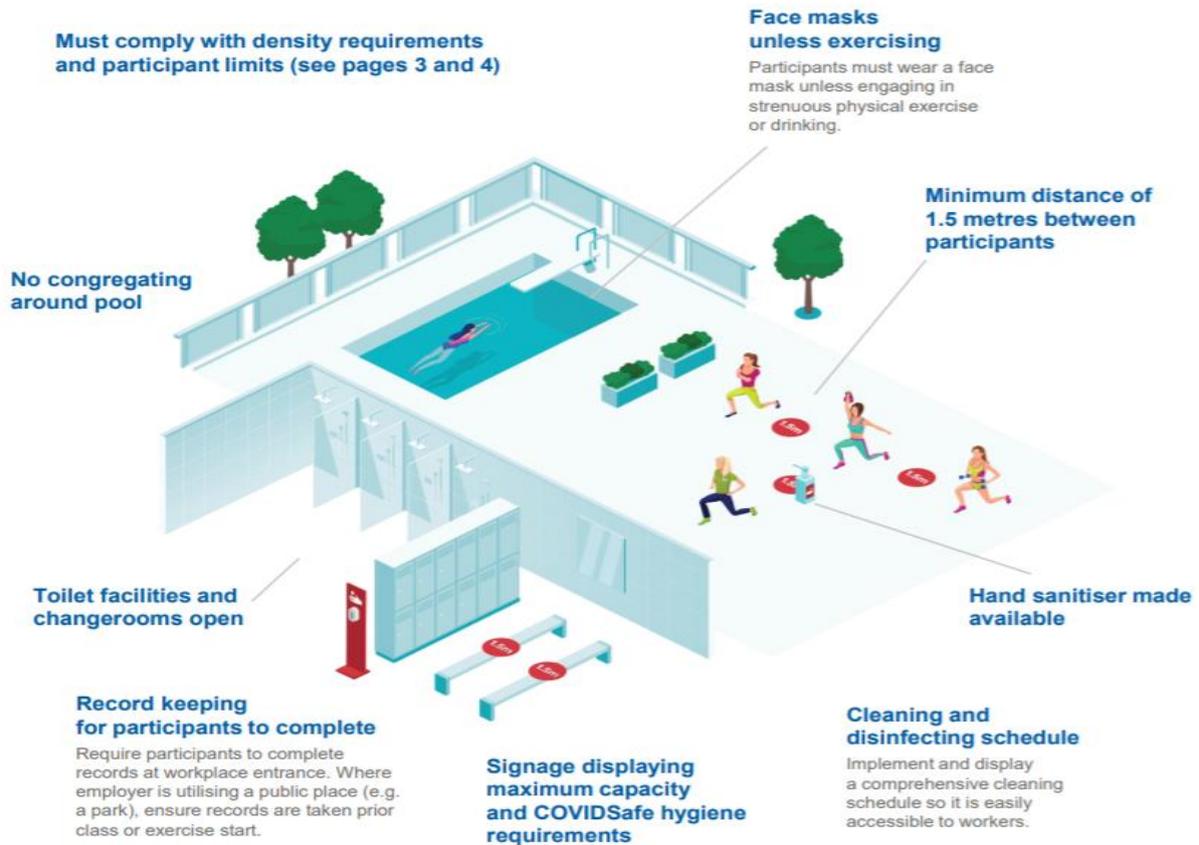
Creating a COVID-Safe Workplace: Outdoor Physical Recreation

Outdoor physical recreational workplaces include outdoor swimming pools, courts, ovals, parks or other sporting facilities that are outside. The easing of restrictions outlined above for indoor physical recreation facilities also included a further easing of restrictions for outdoor pools, which can now operate under the following restrictions:

- A density quotient of one person per two square metres when using electronic records (e.g. QR code system), otherwise a density quotient of one person per four square metres must be used.
- Exceptions to the swimming pool limit include for the exclusive use:
 - By a single school at any one time for education purposes.

- For community sport in accordance with the relevant provisions in the Restricted Activities Directions.
- Saunas, steam rooms and spas (chlorinated or non-chlorinated) can open.

Employees are not included in the capacity limit, only the number of patrons accessing the centre. An example of applying the six COVID-Safe principles is shown below⁴:



Cleaning and Hygiene (COVID-Safe Principle 3 – Practice good hygiene)



Peninsula Leisure undertakes regularly cleaning of high touch surfaces and encourages good hygiene practices by all employees, patrons and contractors, which includes but is not limited to:

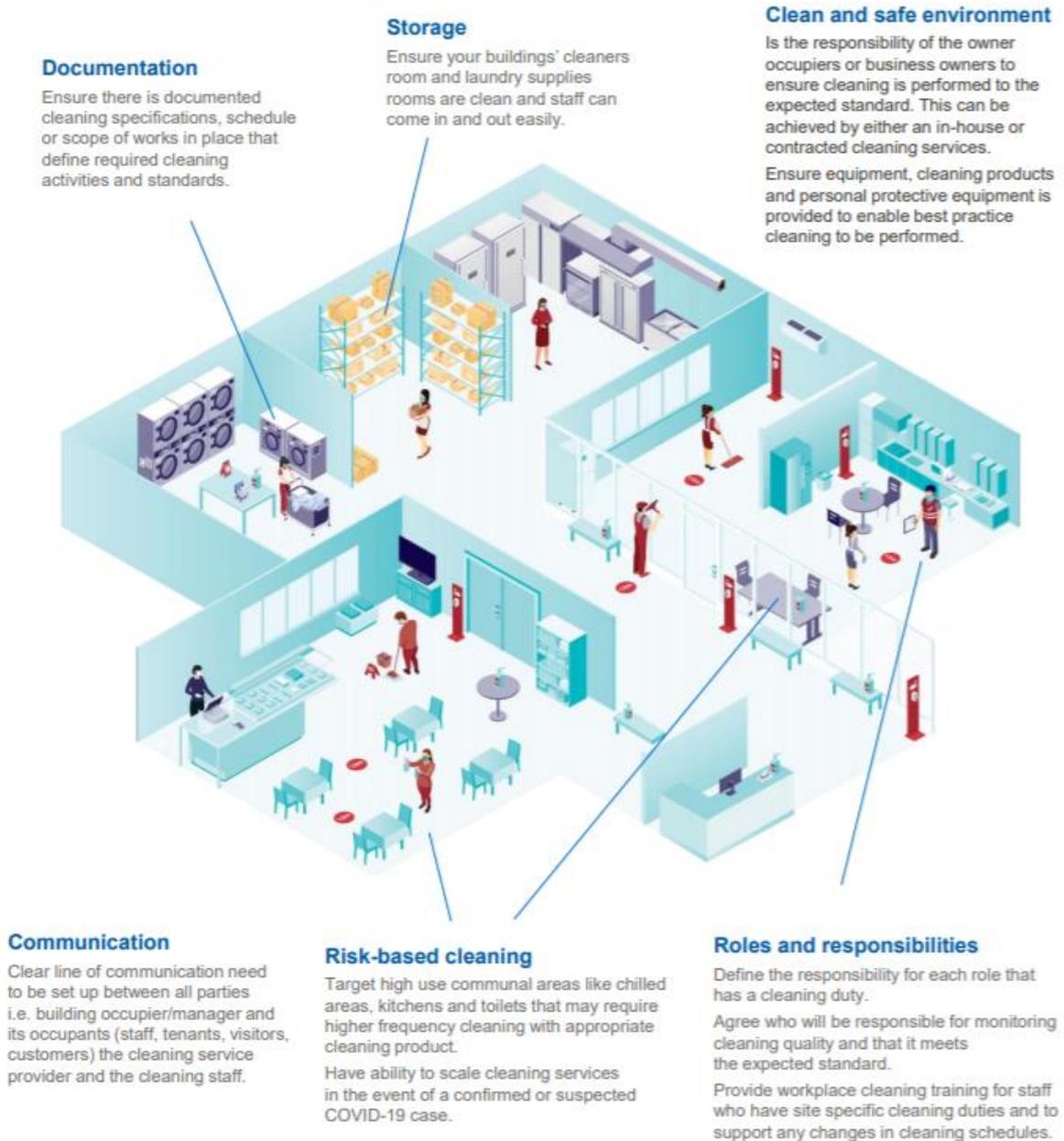
- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and equipment), see how to clean and disinfect below.
- Encourage regular handwashing and make hand sanitiser available throughout the centre by all employees, patrons and contractors.

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⁴ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 29 October 2020.

⁵ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 22 November 2020.

Peninsula Leisure as managers of PARC and PFAC will ensure employees follow COVID-Safe cleaning guidance to help prevent the introduction of COVID-19 in the workplace. An overview of the guidance is shown below⁶:



Transmission or spread of coronavirus occurs much more commonly through direct contact with respiratory droplets than through contaminated objects and surfaces. The risk of catching coronavirus when cleaning is substantially lower than any risk from being face-to-face without

⁶ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 29 October 2020.

appropriate personal protective equipment with a confirmed case of COVID-19 who may be coughing or sneezing⁷.

Promotion of Hygiene Tips for Workers⁸

- Wash your hands often with soap and water or alcohol-based sanitiser.
- Wash or sanitise hands after making or receiving deliveries.
- Sneeze and cough into your sleeve.
- If you use a tissue discard immediately and wash your hands afterwards.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas where possible, or ensure you wash or sanitise your hands after.
- If you are required to wear gloves, do not touch your face with gloved hands. Take care when removing gloves, ensure you wash or sanitise your hands after removing them.
- Wash work clothes as soon as you get home.

Cleaning versus Disinfection

It is important to note that there is a difference between cleaning and disinfection. **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection⁹. **Disinfection** means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection¹⁰.

Workplaces should be routinely be cleaned (at least daily) and must include frequently touched surfaces (e.g. door handles, light switches, toilets, taps and hard surfaces). It is also important to clean surfaces and fittings when visibly soiled and immediately after any spillage.

How to Clean and Disinfect

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and disinfection and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.

⁷ Cleaning and disinfecting to reduce COVID-19 transmission, Tips for non-healthcare settings, Department of Health and Human Services, State Government of Victoria, 20 March 2020.

⁸ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 22 November 2020.

⁹ Cleaning and disinfecting to reduce COVID-19 transmission, Tips for non-healthcare settings, Department of Health and Human Services, State Government of Victoria, 20 March 2020.

¹⁰ Cleaning and disinfecting to reduce COVID-19 transmission, Tips for non-healthcare settings, Department of Health and Human Services, State Government of Victoria, 20 March 2020.

4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

A one-step detergent/disinfectant product may be used as long as the manufacturer’s instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place)¹¹.

Cleaning and disinfection after a suspected or confirmed case of COVID-19 will require contract cleaners to be engaged to perform a deep clean of all common areas of the centre. This will require closure of the affected area and increasing air circulation where possible prior to cleaning and disinfecting.

Choice of Disinfectants

Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).

It is important to follow the manufacturer’s instructions for appropriate dilution and use, a table for dilution instruction when using bleach solutions is available through the cleaning and disinfectant guide outlined in the supporting document table of this plan.

It is important to note that a claim by a cleaning and disinfectant product suppliers or manufacturers to be effective against COVID-19 must be registered and approved by the Therapeutic Goods Administration (TGA).

Appropriate Use of Personal Protective Equipment (PPE) (COVID-Safe Principle 2 – Wear a face mask)



Face masks must be carried at all times in Victoria and are **strongly recommended** to be worn when physical distancing cannot be maintained. Face masks **must** be worn:

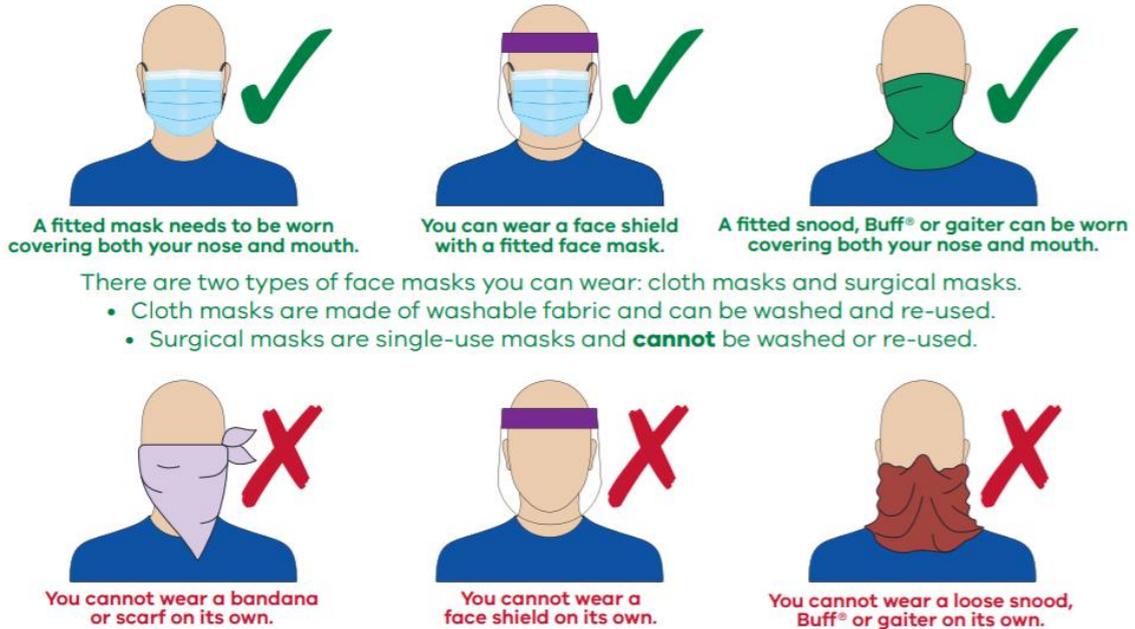
- On public transport.
- In commercial vehicles (e.g. taxis and rideshares).
- In shopping centres and indoor markets and in large format retail stores (e.g. department stores and supermarkets).
- Face masks do not need to be worn if a **lawful reason** not wear one applies.
- Responsibility for wearing a face mask rest with the individual.

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¹¹ Cleaning and disinfecting to reduce COVID-19 transmission, Tips for non-healthcare settings, Department of Health and Human Services, State Government of Victoria, 20 March 2020.

¹² Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 6 December 2020.

Face Masks – What you can and cannot wear?¹³



PPE is a protection of last resort and is identified as the lowest effective control in the hierarchy of controls when mitigating or controlling identified risks. PPE in the context of COVID-19 may include, but is not limited to, gloves, face masks (medical), face shields, eye protection, gowns and pocket masks (used when completing CPR).

PPE should be used with other effective prevention measures against COVID-19 including:

- Washing your hands frequently with soap and water for at least 20 seconds.
- If you cannot access hand washing facilities, using an alcohol-based hand sanitiser with at least 60 per cent alcohol.
- Avoiding touching your eyes, nose and mouth.
- Practicing respiratory hygiene by coughing or sneezing into your elbow or upper sleeve, or a tissue and then immediately disposing of the tissue.
- Maintaining physical distance of at least 1.5 metres between yourself and other people¹⁴.

Personal Protective Equipment (PPE) when Cleaning and Disinfecting

Further detailed information regarding the use of Personal Protective Equipment (PPE) is outlined below, however, for the purpose of cleaning and disinfection, gloves are **required**. The use of eye protection and gowns is not required when undertaking routine cleaning, unless specified in the Safety Data Sheet (SDS) of the cleaning chemical being used.

¹³ Face masks what you and cannot wear poster, Department of Health and Human Services, State Government of Victoria, 9 October 2020.

¹⁴ Appropriate use of PPE for COVID-19 in the work environment FAQ, Department of Health and Human Services, State Government of Victoria, April 2020.

When is PPE Required?

PPE is required to be worn by employees and contractors in the following workplace situations:

- **Face masks are strongly recommended to be worn when physical distancing cannot be maintained when in the workplace, exceptions may include group exercise instructors delivering high intensity group exercise classes, lifeguards in the Warm Water Pool (WWP) area and those employees that have medical exemption (proof may be requested). Please see below video link on how to safely wear a face mask:**
 - <https://www.youtube.com/watch?v=1j4Ru6ltJgo>
 - The responsibility for wearing a face mask rests with the individual. PL will take reasonable steps to ensure employees, patrons and contractors adhere to face mask restrictions at all times while in the centre.
 - Employees, patrons and contractors can wear two types of face masks, cloth masks or single use surgical mask.
- Disposable gloves are to be worn when performing routine cleaning and disinfection tasks. Removal and disposal of gloves should be into a lined waste bin and hands should be washed or disinfected (using hand sanitiser) after removing gloves.
- Appropriate PPE is worn when providing first aid to another person, this may include gloves and eye protection. The use of a face mask might be considered depending on the first aid required and duration (first aider is in close contact (within 1.5 metres) of the patient).
 - If there is a circumstance where an employee is required to provide emergency medical first aid to another person that requires Cardio Pulmonary Resuscitation (CPR), the following must be completed in conjunction with the steps outlined in the Medical Emergency (Code Blue) SOP:
 - Assessing unconscious patients, continue to assess using talk and touch, however, **do not open the airway or place your face next to the casualty's mouth/nose.**
 - CPR compression may have the potential to generate aerosols according to the Australian Resuscitation Council (ARC). A pocket mask must be used to deliver rescue breathes. Employees must be qualified to use a pocket mask, if not qualified, compressions only to be completed.
 - ARC recommends that Personal Protective Equipment (gloves, pocket mask) be used when providing CPR compressions and rescue breathes.
 - There is no evidence that defibrillation either does or does not generate aerosols. As defibrillation uses adhesive pads which means that defibrillation can be delivered without contact¹⁵.
- Appropriate PPE is worn as per Standard Operating Procedure (SOP) when handling and storing chemicals.
- Appropriate PPE is worn as per SOP's when preparing and handling food.

As stated above and directed by the Victorian Chief Medical Officer, masks must be carried at all times when leaving your home, this includes when attending a workplace.

¹⁵ Frequently Asked Questions about Resuscitation during COVID-19 Pandemic, Australian Resuscitation Council, 19 May 2020.

Social Distancing (COVID-Safe Principle 1 – Ensure physical distancing)

All people in the workplace must be 1.5 metres apart and there should be no overcrowded areas. This means:

- Employees should work from home if possible.
- Ensure all persons are always 1.5 metres apart. Where this is not possible, the duration of the close contact should be minimised.
- PL will implement and abide by the relevant density quotient.
- PL will limit the total number of people in an enclosed area.
- No carpooling between employees unless there is no alternative mode of transport.

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Keep Your Distance (Social Distancing)

There are some simple actions to remember to assist with social distancing these include:

- Do not shake hands, hug or kiss as a greeting.
- Respect the 1.5 metre distancing rule.
- When waiting in lines or walking through busy areas, be patient, give others space so that they can give you space.
- The easiest way to maintain social distancing is to stay home whenever possible and limit the number of trips you make from home.

The Risk, Health and Safety (RHS) Manager, Specialists, Managers and Duty Managers have been nominated to ensure social distancing measures are reviewed, implemented and adhered to in the workplace by all persons. Responsibilities and actions include:

- Staying up to date with social distancing requirements by regularly checking the relevant Victorian Government website at www.dhhs.vic.gov.au/coronavirus
- Maintain the minimum 1.5 metre distance from others.
- Scheduling and planning of programs and services should be done in a manner that keeps people segregated from each other as much as possible.
- Spread out employees break times to reduce the number of people in communal areas and encourage employees to take breaks outside.
- Review and reconfigure office spaces or workstations so that workers do not face each other where possible or barriers are implemented.
- Discourage carpooling by employees and assist with alternate transport options.
- Meetings carried at by video conference wherever possible. If not practical, the meetings should be staggered and conducted in an open and well-ventilated area adhering to social distancing.
- Consideration given to when contractor works are completed, the nature of the works and the practicality of completing works to avoid other people.
- Understand the size of each space, determine the number of people that can be safely accommodated (4 square metre (sqm) rule) and signage indicating room or area capacities.
- Minimise the amount of people in a small space (e.g., lifts, plant rooms, meeting rooms).

¹⁶ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 22 November 2020.

- Display of appropriate signage and communication of messages regarding social distancing.
- Maximise ventilation and minimize recirculated air wherever possible.
- Reservation only arrangements should be considered where possible with staggered intervals to minimise opportunities for patrons to mix.
- Review the number of people in programs based on the area where the program is conducted, the nature of the program, participants likely to attend and the ability to maintain social distancing.
- Physical barriers and screens (sneeze guards) have been implemented where there is the potential for close contacts, such as customer service, concierge and café.

As a guide it is recommended that a physical distancing checklist be completed to assist with implementation of physical distancing measures within the workplace. There are several checklists available that can be used, the following is provided by Safe Work Australia:

- <https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Physical-Distancing-Checklist.pdf>

A copy of the completed checklist should be scanned, saved and communicated as completed to the RHS Manager.

Important to note: The Industry Restart Guidelines Physical Recreation Indoor and Outdoor, October 2020 references COVID-Safe Marshals under the ensuring physical distancing COVID-Safe principle for indoor physical recreation facilities such as gyms, health clubs and indoor sport facilities¹⁷. In addition to the above actions taken regarding social distancing, Peninsula Leisure has implemented a COVID-Safe Marshal for the Health & Fitness area of PARC, further detailed information is included in the section marked COVID-Safe Marshal.

Record Keeping (COVID-Safe Principle 4 – Keep records and act quickly if workers become unwell)



PL has implemented a COVID Response Standard Operating Procedure (SOP) that outlines any employee who feels unwell must stay at home. This means:

- PL will support any employee to stay at home and get tested even if they only have mild symptoms.
- Have a plan in place to immediately close down for cleaning and contact tracing if there is a confirmed case of COVID-19.
- Maintain records of all employees, patrons and contractors' details for contact tracing.

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Workplace Attendance Registers

Peninsula Leisure will develop, implement and maintain records and registers to ensure every person who attends the workplace for a period of 15 minutes or longer. Persons included are

¹⁷ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 29 October 2020.

¹⁸ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 6 December 2020.

employees, patrons, contractors and visitors. If an employee, patron, contractor or visitor test positive for COVID-19, records will allow PL to immediately identify anyone who has been in close contact (see definitions) with that person within 48 hours prior to the onset of symptoms.

Please note that information related COVID incident response is outlined incident response procedures section of this document.

Privacy

PL respects the privacy of any person with a suspected or confirmed case of COVID-19 and treat their condition with understanding, compassion and in line with all Company policy and relevant legislation.

Additional Resources

Employees who have been required to self-quarantine after a COVID-19 test or who are COVID-19 positive may be eligible to receive a one-off payment from the Victorian Government (self-quarantine after a test) and/or Federal Government (positive test), see self-isolation and quarantine section below for further details.

Avoid Interactions in Enclosed Spaces (COVID-Safe Principle 5)



All activities must be in outside areas, which don't have a roof or ceiling where practical, this includes:

- Employee meetings.
- Lunch breaks.
- Patron registration.

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Actions PL will take

- Where patrons are required to be indoors (e.g., in the bathroom), open windows and outside doors wherever possible to maximize ventilation. If possible, use air conditioning to improve air flow (ensure recirculate mode is not used).
- Prior to commencing cleaning, open windows and doors to increase air circulation; keep open after cleaning to allow cleaning agents to disperse in the air flow.
- Limit interactions between employees and patrons such as using contactless payment methods and physical barriers (e.g., sneeze guards).

¹⁹ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 22 November 2020.

Create Workforce Bubbles (COVID-Safe Principle 6)



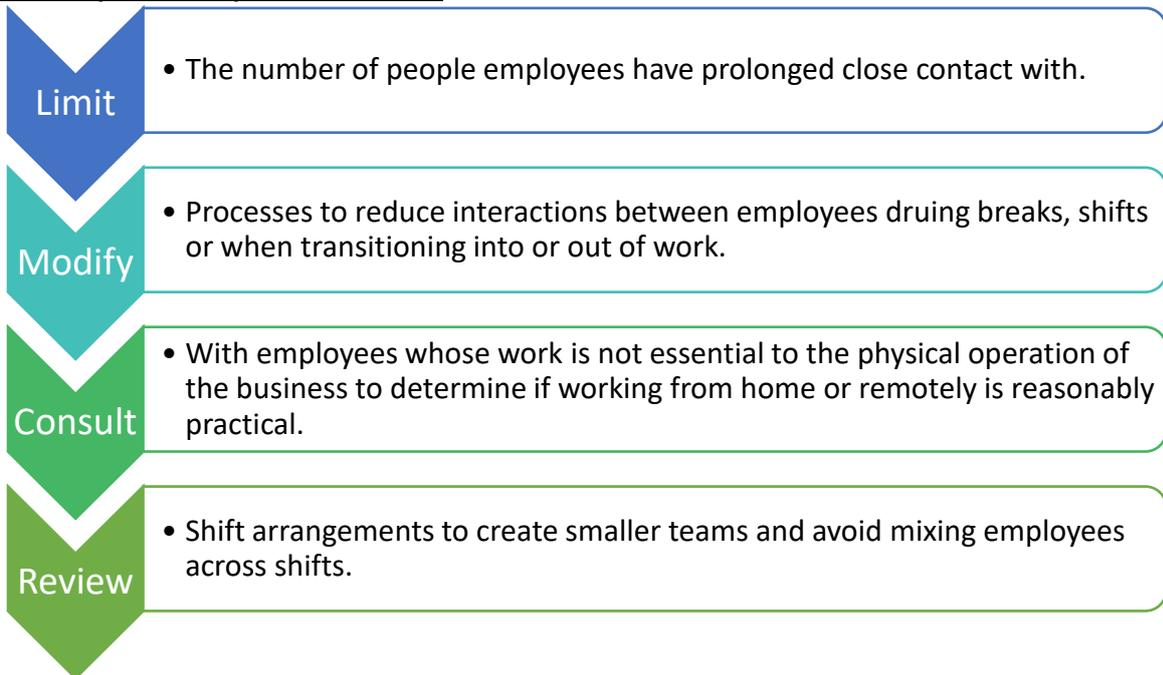
Limit the number of people employees have close contact (see definitions) with this means:

- Keep pools of employees rostered on the same shift whenever possible.
- Avoid overlap in shift changes (excludes handovers for employees where safety is critical, e.g., lifeguard rotations).
- Reduce employees working across multiple worksites wherever possible.

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A ‘workforce bubble’ is a group of employees who limit their in-person interactions to other members of the employee group. The strategy focuses on reducing the number of individuals in close contact, rather than the number of interactions. Therefore, should an employee test positive for COVID-19 or have symptoms it will contain the spread to a minimum number of people within the bubble, rather than requiring the whole business to undergo quarantine.

Reduce possible exposure & contact



COVID-Safe Marshals

COVID-Safe Marshals (CSM) are a new and important role aimed at ensuring workplaces are always COVID-Safe. The CSM is responsible for monitoring PL’s compliance with this COVID-Safe Plan along with an additional industry obligations. CSM’s provide support to employees to follow the COVID-Safe Plan and look for continuous improvement in the plan’s execution.

²⁰ Industry Restart Guidelines: Physical Recreation Indoor and Outdoor, Victorian State Government, 22 November 2020.

Peninsula Leisure requirements

Peninsula Leisure have appointed the following employees as COVID-Safe Marshals:

- Risk, Health & Safety Manager.
- Delivery Activation Leader (currently the Health and Fitness Manager).
- Pines Forest Aquatic Centre (PFAC) Leader.
- Gym Floor Employees.
- Fitness Experience Leader.
- Assistant Health & Fitness Manager.
- Asset & Facility Coordinator.

PL have provided access to and require all CSMs to complete relevant training in accordance with DHHS. PL have ensured that a CSM is always at the work premises when employees are on site, as well as maintain records of CSM rosters.

CSM Training

All nominated CSMs have undergone basic infection control awareness training, which can be accessed using the following link to the Department of Health:

- <https://covid-19training.gov.au/login>

A copy of the certificate of acknowledgement must be received by the Talent & Culture team so that personnel records can be updated.

In addition to the above infection control training, all CSMs have a current level 2 first aid qualification or higher as recommended by DHHS.

Functions of CSMs

CSMs are role models for the workforce, they can be any employee including supervisors and support employees.

CSMs must monitor that there is effective implementation of the COVID-Safe plan, including that physical distancing is maintained and that infection control practices are observed. Monitoring must occur while employees are working, during breaks and entering or exiting the workplace.

CSMs are **expected to** exercise the following functions in accordance with the requirements specified in a workplace's COVID-Safe Plan²¹:

- ✓ Promote a positive culture and encourage COVID-Safe practices across the workforce.
- ✓ Monitor that employees are adhering to physical distancing measures, that congestion is minimised and that shared areas are used safely (in line with density quotients).
- ✓ Monitor that workers are applying hygiene measures (as per Infection Control Awareness Training).
- ✓ Monitor that employees are wearing PPE (related to the COVID- Safe Plan) and understand how to fit it.
- ✓ Monitor whether workforce bubbles are being observed in practice, including that shifts and work teams remain separate and that bubble separation is maintained during breaks.
- ✓ Monitor that regular cleaning is occurring and being recorded.
- ✓ Monitor that ventilation and airflow is maximised.

²¹ Fact Sheet – COVID Marshals – Roles and Responsibilities, Victorian State Government, 2 November 2020.

- ✓ Monitor that accurate record keeping is occurring in accordance with the COVID-Safe Plan.
- ✓ Consult with Employee Representatives (ERs) and the OHS Committee about COVID related issues and measures.
- ✓ Notify management and, where appropriate, ERs as soon as practicable about systemic behaviours or workplace practices that are not compliant with the COVID-Safe Plan and Additional Industry Obligations.

Other tasks or actions of the CSM include, but are not limited to²²:

- Wear identifying clothing/vest or badge that makes their role clear to colleagues.
- Verbally address meetings and training sessions.
- Inform updates to COVID-Safe Plans and actively encouraging ERs and employees to be part of the continual improvement process.
- Encourage management to put COVID-Safe practices at the forefront of work practices and systems and link these to OHS procedures and plans.
- Coordinate activities with other CSMs and engage in learning to improve understanding of COVID Safe risk mitigation measures.

Screening

Consideration has been given to the need to screen people before or at entry to the workplace with the aim to increase the layers of protection against COVID-19 for all people. Screening may involve:

- Temperature checks, a SOP has been prepared that provides employees with guidance in relation to the process and control measures for the checking of people's temperature and general well-being as they enter the centre. *Please note, that there is no expectation, and should not try, to diagnose people. At this time the implementation of temperature checks has **not been implemented.***
- There are revised, additional and strict terms of entry for both facilities which include advice to patrons that if they are feeling unwell do not come into the centre. Patrons and employees must stay home, seek medical advice and get tested. The terms are clearly outlined outside the main entry to PARC and PFAC, as well as outlined on the respective websites.

Consultation

Peninsula Leisure has a duty under the Victorian Occupational Health and Safety Act 2004 to consult with employees about issues or changes within the workplace that may affect their health and safety. Peninsula Leisure is implementing and undertaking several strategies and actions to manage and mitigate the risks of COVID-19 and meet this obligation not only for employees of Peninsula Leisure but to all persons that visit the centre, these include:

- Working groups meet regularly to discuss operation and issues related to the new working environment. Members of the working group have an opportunity to raise issues or provide feedback that may have been communicated by their teams.
- Monthly Health and Safety Committee (HSC) meetings, the agenda has provisions for members to raise and discuss concerns related to health and safety that might be specific to their area of work and operation (e.g. PARC Swim).
- Regular business updates provided to both employees and members, these might include e-mail communications, Facebook live video messages, Facebook posts and SMS alerts for more urgent

²² Fact Sheet – COVID Marshals – Roles and Responsibilities, Victorian State Government, 2 November 2020.

communications. All business updates contain information on how employees and members can contact the business to ask questions, raise concerns or provide feedback.

- The PARC website has a landing page that contains all relevant information related to COVID-19, with links to other resources. The website page is available for employees and customers of each facility.
- The Marketing, Communication & Digital Specialist, Customer Relations Manager and Customer Service Manager have been nominated to monitor, manage and respond to feedback and concerns raised by employees, patrons, contractors and visitors.
- Existing communication channels (for example, info and membership e-mail accounts) will be used to allow customers to provide feedback and raise concerns.
- Support services will and have remained accessible for all employees, this includes access to the Employee Assistance Program (EAP) and Staff Support Fund (SSF).

Self-Isolation and Quarantine

The Victorian Government has implemented mandatory quarantine for all overseas arrivals into Victoria, which means persons arriving from overseas will be required to quarantine at a state designated facility in Melbourne²³.

Other persons required to be quarantined are those that have come into close contact (within 1.5 metres for 15 minutes or longer) with a person who is confirmed to have COVID-19. If required to self-quarantine (e.g. at home) you cannot:

- Leave (except in an emergency).
- Allow other people into the home if they do not live there.
- Be closer than 1.5 metres to others in the home.

The information above regarding self-isolation and quarantine applies to all PL employees with no exceptions. Further detailed information regarding quarantine and isolation is available through the following link:

- <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

Financial support might be available through the State Government if an employee is required to isolate following a test for COVID-19 while waiting for test results or quarantine following a positive COVID-19 test.

- Employees can apply for a \$450.00 COVID-19 test isolation payment that provides financial support while they self-isolate to wait for the results of a COVID test. Please see below link for further information and how to apply.
 - <https://www.dhhs.vic.gov.au/employee-isolation-payment-covid-19>
- Employees can apply for \$1500.00 COVID-19 Support Payment through the Commonwealth Government under the Pandemic Leave Disaster Payment if required to quarantine following a positive COVID test result. Please see below link for further information and how to apply:
 - <https://www.servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment-victoria>

²³ <https://www.dhhs.vic.gov.au/information-overseas-travellers-coronavirus-disease-covid-19>, Department of Health and Human Services, 28 May 2020.

INCIDENT RESPONSE PROCEDURES

Peninsula Leisure has developed a Standard Operating Procedure (SOP) that provides specific guidance to employees on what to do if a confirmed case of COVID-19 is reported that has had direct contact with the centres owned or operated by Peninsula Leisure.

It is important to note that there is no expectation and should not try to diagnose people. However, there is a health and safety duty to minimise the risk of employees and others in the workplace to the exposure of COVID-19.

The Person of Concern is at the Workplace²⁴

The following steps must be followed **(in conjunction with those outlined in the SOP)** if there is a person at the workplace that you reasonably suspect could have the virus, or has been exposed, and therefore creates a health risk at the workplace.



1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

The Person of Concern was Recently at the Workplace²⁵

The following steps must be followed **(in conjunction with those outlined in the SOP)** if there is a person that you reasonably suspect could have the virus, or has been exposed, and has recently been at the workplace, and therefore creates a health risk.



1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

An Employee Reports Symptoms to their Manager

The direction and advice from the Department of Health and Human Services is that if a person has any of the symptoms of COVID-19, however mild they should seek medical advice and get tested. **Do**

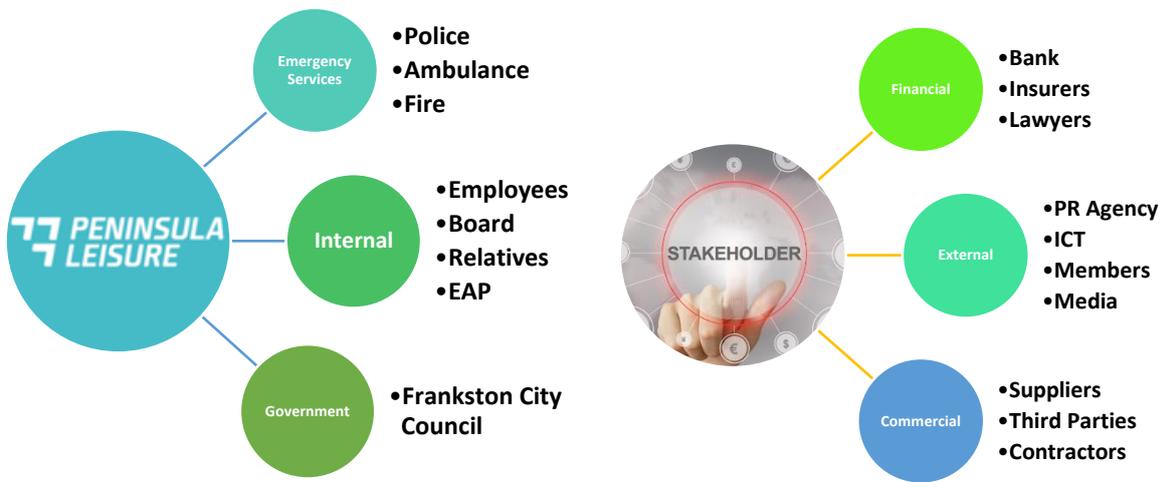
²⁴ <https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf>, Safe Work Australia, April 2020.

²⁵ <https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf>, Safe Work Australia, April 2020.

not come into work. Symptoms of COVID-19 include fever, chills or sweats, cough, sore throat, shortness of breath, running nose or lose of smell.

Communication

Communication in relation to any incident response will be coordinated by the Crisis Management Team which will take into consideration the Crisis Communication Structure (shown below):



The who and how of incident response communication will be dependent on the circumstances and direction for DHHS.

Further detailed information regarding testing for COVID-19 is available through the following link:

- <https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19>

Regulatory Notification

In Victoria, notification of COVID-19 in the workplace to the health and safety regulator (WorkSafe Victoria) is required. However, notification to the relevant health authorities (Department of Health and Human Services) is usually required by the relevant health practitioner (where the person was tested), rather than the employer.

Notification allows the regulator to investigate serious work health and safety incidents and potential contraventions of the Regulations or Act. The notification also supports regulators to provide targeted advice and information to business on how best to manage risks and prevent COVID-19 infections in the workplace.

In Victoria, employers must notify WorkSafe Victoria immediately in the event that an employee or contractor receives a confirmed diagnosis of COVID-19 and has attended the workplace in the past 14-day period immediately preceding the diagnosis. Incident notification must only be completed by **a manager or specialist (ideally by the Risk, Health and Safety Manager).**

Notification must be made regardless of whether the Victorian Department of Health and Human Services is already aware of the case²⁶.

WORKFORCE MANAGEMENT

It is important to note that the information in the below sections is an overview of workforce management, further detailed information such as area reopen plans are documented and managed by the specialists, managers and leaders for that area.

Employee Restart Process

A staged approach will be used to reopen PARC and PFAC that aligns with the direction and outlined restrictions provided by the Victorian State Government.

A COVID-Safe induction has been developed and will be delivered through facilitated training sessions to all employees. The induction has been developed for Peninsula Leisure employees and provides information and guidance about the changed workplace conditions to ensure that PARC and PFAC are COVID-Safe workplaces. The induction covers:

- Occupational Health and Safety policy.
- COVID-Safe Plan including an overview of the six principles of a COVID-Safe workplace.
- Access to the centre.
- Working in the centre.
- Cleaning.
- Monitoring symptoms.

In addition to the COVID-Safe induction a reopening checklist for managers when reengaging employees has also been developed by the Talent and Culture (T&C) team. The checklist covers six key considerations for reengaging employees:

1. Change communication, covering changes in the physical workplace and working conditions of employees.
2. Vulnerable employees, further details below.
3. Employee restart process, covering employee qualifications, shifts published, communication with T&C about employee returning, site access, job training & instruction, consultation and hygiene.
4. General hygiene measures.
5. Psychological support, covering Employee Assistance Program reminders, minimising stress, encouraging employees to talk to their managers about anxiety/stress/concerns and appropriate sources of information about COVID-19.
6. Ongoing change management.

The checklist has been distributed to all managers and is available through SharePoint for future reference.

Vulnerable Employees

A vulnerable employee might be someone who is over 65 years of age, diagnosed with medical conditions and/or existing weakened immune systems. Managers and leaders have been requested

²⁶ Work Health and Safety Incident Notification COVID-19, Safe Work Australia, 26 May 2020.

to ask their employees if they might be vulnerable and to manage the information confidentially. If vulnerable employees have been identified, managers/leaders should:

- Discuss appropriate measures to protect the employee with the Risk, Health and Safety Manager and employee and implement measures if reasonable to do so.
- Managers/leaders ensure that vulnerable employees working in their area are adhering to the measures implemented to protect their health.

Employee Assistance Program (EAP) and Support

Peninsula Leisure’s EAP is delivered and supported by Relationship Matters (formally known as LifeWorks). The program provides free (three sessions) and confidential counselling services for all employees and their immediate families. Information about services offered by Relationship Matters can be accessed through their website www.relationshipmatters.com.au

Mental Health First Aid Officers (MHFAO)

In addition, Peninsula Leisure’s qualified Mental Health First Aid Officers (MHFAO) can listen and confidentially talk to you about issues impacting employee’s mental health. MHFAO can be a good first point of contact, however, it is always best to seek professional guidance from a GP, Relationship Matters, Beyond Blue, Lifeline or similar mental health service.

Mental Health First Aid Officers (MHFAO)		
Name	Contact	Email
Stuart West	0407 100 853	stuart.west@peninsulaleisure.com.au
Kara Edwards	0412 499 275	kara.edwards@peninsulaleisure.com.au
Carolyn Munro	0425 776 830	carolyn.munro@peninsulaleisure.com.au
Jarrah Wynne	0466 253 805	jarrah.wynne@peninsulaleisure.com.au
Melanie Hartskeel	0408 808 322	melanie.hartskeel@peninsulaleisure.com.au
Stacey Pringle	0421 979 181	stacey.pringle@peninsulaleisure.com.au
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Staff Support Fund (SSF)

One of the most significant challenges of the COVID-19 pandemic for Peninsula Leisure employees has been the ineligibility for the ‘JobKeeper’ wage subsidy program provided by the Federal Government.

However, even prior to the announcement of the ‘JobKeeper’ program and Peninsula Leisure employees not being eligible, a Staff Support Fund (SSF) had been established as a means to assist our most vulnerable employees facing critical hardship as result of the closure of PARC and PFAC due to COVID-19.

The nature of the Fund is not to alleviate general financial stress, but to step-in to assist employees who have extreme critical need (e.g. no food for family, urgent medical care). The SSF has now been operational for in excess of 30 weeks (15 releases) and provided financial support to more than 80 employees totaling in excess of \$40,000.00.

Government Stimulus packages that include access to programs such as ‘JobSeeker’ benefits, Youth Allowances and personal superannuation entitlements are acknowledged as the first step for employees to seek financial support. These benefits and allowances will provide a consistent level of

help, the Peninsula Leisure Support Fund is not available as a replacement for government assistance or relief provided by financial institutions, real estate/rental agencies, utility companies and local councils.

All requests for support will remain confidential and will be coordinated respectfully. Payments will be made to the employee’s bank account and will be subject to taxation. Funds received must be declared if receiving/applying for government benefits.

Fund payments will be available in the following amounts: \$300 and \$600. An alternative amount may be requested by an employee if circumstances are presented within the application.

WORKING FROM HOME

Peninsula Leisure encourages flexible working arrangements for employees wherever practical, however, the option to work from home will depend on the role of the employee, facilities available for employees to work remotely and the ability for employees to complete their work safely from home. When making decisions about whether employees should or can work from home Peninsula Leisure will:

- Consult with the employee about whether working from home is an appropriate arrangement.
- Seek advice specific to the employee circumstance including the employee’s manager, employer organisations, legal providers, Risk, Health and Safety (RHS) Manager and regulatory authority as required.

A risk assessment and control plan has been undertaken to identify risks and outline control measures to mitigate the risks. The risk assessment references Peninsula Leisure’s Flexible Working Arrangements policy, WorkSafe Victoria Guide – Officewise and ergonomic self-assessments for workstation set-up. Risks identified include:

- Risks associated with the home office environment, for example, excessive noise, poor lighting, electrical hazards and slip/trip/fall hazards.
- Risks associated with workstation setup, for example poor ergonomics.
- Risks associated with not keeping in touch or feeling isolated.
- Risks associated with mental and emotional wellbeing.
- Risks associated with cyber security.

RESOURCES AND CONTACTS

Supporting Documents	
Name	Summary & Location
Cleaning and Disinfecting to Reduce COVID-19 Transmission	Victorian Department of Health and Human Services. Available through operations>risk, health and safety.
Industry Restart Guidelines: Physical Recreation Indoor and Outdoor	State Government of Victoria guidance for the physical recreation industry to open safely in line with the gradual easing of restrictions. Available through operations>risk, health and safety.

Supporting Documents	
Name	Summary & Location
Appropriate Use of PPE Frequently Asked Questions	Victorian Department of Health and Human Services. Available through operations>risk, health and safety.
Medical Emergency (Code Blue) Standard Operating Procedure (SOP)	Procedure on how to respond to a medical emergency (life-threatening). Available through the common drive on SharePoint.
Frequently Asked Questions about Resuscitation during COVID-19 Pandemic	Australian Resuscitation Council (ARC). Available through operations>risk, health and safety.
COVID-19 Response SOP	Procedure that outlines required response to a positive COVID-19 contact. Available through the common drive on SharePoint.
Checklist for Managers when Reengaging Employees	Checklist to assist managers with reengagement of employees. Available through SharePoint.
COVID-Safe Induction Signoff	Information for employees in relation to the new COVID-Safe. Available through ELMO (PL learning platform).
COVID-Safe Marshal (CSM) training record	Training document to record delivery of information to nominated CSM's. Available through operations>risk, health and safety.
PL Flexible Working Arrangements	Peninsula Leisure policy on flexible working arrangements. Available through the common drive on SharePoint.
WorkSafe Victoria Officewise Guide	Guideline published by WorkSafe Victoria related to safe office workplaces. Available through the common drive on SharePoint.
Working from Home Risk Assessment and Control Plan	Document that outlines the risks and control measures of working from home. Available through the common drive on SharePoint.
Ergonomic Self-Assessments for WorkStation Setup	Assessment tool for employees to assist with workstation setup at home. Available through the common drive on SharePoint.
Industry Restart Guidelines: Physical Recreation Indoor and Outdoor	Victoria's roadmap for the physical recreation industry and COVID Safe Plans.

Contact Links	
Name	Contact
National Coronavirus Health Information Hotline	1800 020 080
State Coronavirus Hotline	1800 675 398
Department of Health & Human Services	www.dhhs.vic.gov.au/coronavirus
Department of Health	www.health.gov.au
Employee Assistance Program (EAP)	8650 6262
Business Victoria Hotline	13 22 15
Safe Work Australia COVID-19 Resource Kit	www.safeworkaustralia.gov.au/collection/covid-19-resource-kit
WorkSafe Victoria Advisory Line	1800 136 089

DEFINITIONS

Close Contact	<ul style="list-style-type: none"> Someone who has been face to face for at least 15 minutes with someone who has tested positive for COVID-19, or been in the same closed space for at least 2 hours, when that person was potentially infectious. Being a close contact means there is a significant risk of becoming infected with COVID-19.
Confirmed Case	<ul style="list-style-type: none"> Someone who has been tested for COVID-19 and the result was positive for the virus. This means that you have been infected with COVID-19 and there is a risk that you could spread the virus to other people.
Cleaning	<ul style="list-style-type: none"> Physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
Disinfection	<ul style="list-style-type: none"> Means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection.
Social Distancing	<p>Simple actions to minimize the spread of the virus:</p> <ul style="list-style-type: none"> Do not shake hands, hug or kiss as a greeting. Maintain 1.5 metres apart from other people. When waiting in lines or walking through busy areas, be patient, give others space so that they can give you space. The easiest way to maintain social distancing is to stay home whenever possible and limit the number of trips you make from home.
Vulnerable Employees	<ul style="list-style-type: none"> An employee who is over 65 years old, diagnosed with medical conditions and/or existing weakened immune systems.
Regulator	<ul style="list-style-type: none"> An agency, department or government body that regulates and enforces legislation and regulations. The regulators referenced in this plan are WorkSafe Victoria, regulator for health and safety and Department of Health and Human Services (DHHS) regulator for health services in Victoria.
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> Equipment worn or applied to a person to protect them against a hazard.

- PPE is a protection of last resort and is identified as the lowest effective control in the hierarchy of controls when mitigating or controlling identified risks.
- PPE in the context of COVID-19 may include, but is not limited to, gloves, face masks (medical), face shields, eye protection, gowns and pocket masks (used when completing CPR).

REVISION HISTORY

Revision	Date	Author	Summary of changes
1.0	03/06/2020	Stuart West	Establishment of COVID-Safe Plan
1.1	24/06/2020	Stuart West	Changes based on consultation and feedback.
1.2	06/08/2020	Stuart West	Changes to regulatory notification requirements.
1.3	27/08/2020	Stuart West	Changes (minor) based on consultation and feedback from Health and Safety Committee (HSC).
1.4	21/09/2020	Stuart West	Changes to include Pines Forest Aquatic Centre (PFAC) and update content to align with latest health and government advice.
1.5	05/11/2020	Stuart West	Changes to include updated restrictions, additional information re COVID-Safe Marshals, checks of all references and links. Consultation with relevant employees.
1.6	24/11/2020	Stuart West	Changes include updated restrictions and review of content for continued relevance.
1.7	08/12/2020	Stuart West	Changes include updated restrictions and review of content for continued relevance.