

COVID-19 Management Plan



1. Risk Assessment
2. Monitoring
3. Staff Travel
4. Communications and Messaging
5. Hygiene, Cleaning and Other Controls
6. Emergency Declaration

Updated: 30 November 2020

As the crisis has evolved, we have been working very closely with our staff and partner organisations as well as Government and subject matter experts to monitor the spread of the virus daily and take appropriate, responsible action to ensure our staff, visitors, contractors and clients are safe.

Our first commitment is to our people, working to protect their health and safety while minimising the impact to business and operations. In this document is the CDRC risk assessment and management plan, which includes :

- Measures we have taken to reduce exposure while minimizing business impact, and planning for business continuity.
- Procedures we have taken to protect our staff and ensure that visitors, contractors and clients are safe.
- Controls in place to reduce the possibility of COVID-19 spreading to our communities.

This plan covers all Central Desert Regional Council facilities and communities. Details of communities and contacts are available at www.centraldesert.nt.gov.au.

This plan will be regularly reviewed as the pandemic unfolds. The CDRC COVID-19 plan will be reviewed six monthly or adjusted as needed with guidance from plans and procedures from Safe Work Australia, public health authority and emergency controllers.

1. RISK ASSESMENT

The current status for the N.T. is that border controls are in place to prevent travel from hotspots. Below is the risk assessment across the Central Desert Regional Council as at start of August. This risk assessment will be reviewed on a minimum of a weekly basis or when and if government advice changes as to the status of our region, or N.T. Government declares change in controls or pandemic outbreaks such as community transmission.

Risk Model:

| | | Consequences | | | | |
|-----------------|------------------|---------------|--------|----------|---------|--------------|
| | | Insignificant | Minor | Moderate | Major | Catastrophic |
| Likelihood | Certain | Medium | High | Extreme | Extreme | Extreme |
| | >90% chance | | | | | |
| | Likely | Medium | Medium | High | Extreme | Extreme |
| | 50% - 90% chance | | | | | |
| | Possible | Low | Medium | Medium | High | Extreme |
| | 10% - 50% chance | | | | | |
| Unlikely | Low | Low | Medium | High | High | |
| 3% - 10% chance | | | | | | |
| Rare | Low | Low | Low | Medium | High | |
| <3% chance | | | | | | |

RISK ASSESSMENT:

| Risks | Risk Assessment | | RATING | CONTROLS | Residual Risk | |
|--|-----------------|--|---------|---|-------------------|--------|
| | L | C | | | | |
| Infection or transmission of COVID-19 virus by contaminated surfaces | Possible | Major | HIGH | <ul style="list-style-type: none"> Cleaning procedure documented and distributed to all offices In accordance with Safe Work Australia and public health authority Staff to use own cutlery and lunch containers Posters on hand washing are prominent in store and hand washing facilities are available in the bathrooms. Alcohol based hand sanitiser is provided at all work areas and on entry to the facility (out of reach of children). Pool cars, shared desks and shared vehicles are wiped down after use | Rare Major | MEDIUM |
| Other staff, clients or customers catching COVID-19 (could result in serious illness or death). | Possible | Major | HIGH | <ul style="list-style-type: none"> If customer or client presents with illness, not to be allowed into facilities. Advise to go home and follow NTG guidelines and COVID plan. Plexi glass screen is installed at head office counter. Floor has markings to keep workers and customers at least 1.5m apart from each other. Distancing and signs placed around the offices advising of these rules. Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and NT and commonwealth health authorities. Regular updates sent to staff via email Staff have been briefed on symptoms of COVID-19 and have been told to stay home if not feeling well. If a staff member becomes unwell at work, or displays symptoms at work they are directed to go home and see medical advice. Alcohol based hand sanitiser is also available in all staff areas including bathrooms. Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, lunch areas, behind the front counter and at back of office with instructional signs on hand washing. Processes are in place to ban abusive and violent customers from the office or call police Staff have access to psychological support through an EASA. Designated staff have completed Government COVID-19 Course | Rare Major | MEDIUM |
| Workforce numbers significantly affected by COVID, reducing ability to perform essential services. | Unlikely | Moderate | MEDIUM | <ul style="list-style-type: none"> Staff can be replaced by non-essential workers. Communications completed, plans in place | Rare Moderate | LOW |
| Limited access to safety/PPE supplies | Possible | Major | HIGH | <ul style="list-style-type: none"> Surgical masks on community in Aged Care Centres. Purchase of additional 5000 disposable masks, small amounts kept in each community, more to be sent as needed. Multiple suppliers available to source equipment. Cloth masks being purchased for HQ staff, CSCs and Counsellors. Limit number of essential workers, which will assist PPE level of stock. | Unlikely Major | HIGH |
| Community Transmission of COVID-19 in remote community | Likely | Major (staff) May be Catastrophic for broader community members | EXTREME | <ul style="list-style-type: none"> CDRC COVID-19 plan in place across all facilities and communities. Staff advised to wear face masks, face masks provided for all staff. Staff to be informed daily by Executive / Management on current status of outbreak. Non-essential services shut down, staff to isolate in homes Essential services to be continued, limited use of facilities, procedures in place Essential worker travel exemptions in place. | Possible Major | HIGH |

2. MONITORING

Any staff displaying any symptoms of illness are to stay at home, if they attend work they will be sent home. Central Desert Regional Council has three weeks sick leave annually available to staff.

Aged Care facilities, in addition, have thermometers which are used to check the temperature before entry of our vulnerable clients.

Any clients attending any office who have any symptoms will be asked to leave immediately.

Any staff or clients displaying symptoms of COVID-19 will, from their home, follow the N.T. Government Health procedures and call their doctor, clinic or the hospital for instructions.

The following questions are contained in the self-health check for staff:

- Am I showing any signs or symptoms of COVID-19?
- Have I been in contact with anyone who has COVID-19?
- Am I feeling well enough to travel?
- Is my travel essential?

COVID – 19 SAFETY SUPERVISOR

The WHS Coordinator is the CDRC COVID – 19 Safety Supervisor for all CDRC locations. The COVID – 19 Safety Supervisor will be responsible for the enforcement of the CDRC COVID – 19 Plan with direction and oversight given by the executive management team.

CONTACT TRACING

CDRC maintains a log of visitor contact details. The name and telephone number of each visitor to our offices is collected for the purpose of contact tracing in the event of a suspected COVID-19 case. All details will be recorded and kept for a minimum of 28 days.

Contact details/information will not be released to the public or shared with any third party except the NT Department of Health, who will use it to contact people who may have been exposed to COVID-19.

3. STAFF TRAVEL

All travel across Council will be in line with the relevant State and Federal Government travel advice, restrictions and any border controls or identified restricted bio-security zones.

Central Desert Regional Council will follow the N.T. Government procedure for any travel exemptions.

In addition, when and where bio-security zones exist, Central Desert staff must also have permission from their Director to affirm the travel is essential and Central Desert travel procedures must be followed, and all travel is managed to minimise any cross-border interactions.

4. COMMUNICATIONS and MESSAGING

Regular information reinforcing social distancing and hygiene is communicated to staff, through email, team meetings (toolbox), all staff meetings and the staff newsletter.

Staff in public facing roles also pass on key messages from the N.T. Government and Health to clients to assist with reinforcing these communications through their work.

Central Desert Regional Council services comply with Government guidelines as to safe services and where advised has eliminated face to face and group activities until advised these can be recommenced.

Core local government services are deemed essential and these have continued with the additional social distancing and hygiene measures under this plan.

All relevant government information is sent out to staff via email with supervisors able to deliver information to staff without email access. COVID-19 information posters are on display in all council facilities. COVID-19 is regular brought up at staff safety and health and safety committee meetings and staff can raise concerns or suggestions.

5. HYGIENE, CLEANING and OTHER CONTROLS

TRAINING

All designated staff have completed the Federal Government's online COVID – 19 infection control training. Aged care staff have completed the other specific modules. Reception staff have been taught to recognise symptoms and if any are observed will ask the visitor to leave the facility.

PPE

Currently vulnerable areas such as Aged Care have access to any PPE required for them to continue their work despite COVID-19 this includes surgical masks and disposable gloves.

Surgical masks have been delivered to communities, however more have been ordered and will be distributed (expected within two weeks).

Cloth masks have also been ordered and three each will be distributed to headquarters office staff, Councillors and Executive. Cloth masks will also be distributed to critical roles on community.

IN THE OFFICE

Council has provided hand sanitiser, soap and other personal hygiene items to each office and continues to mandate their use. Hand wash is available for all staff and visitors at main reception desk and in all washrooms. Certramide wipes are available to all staff to wipe down their desks, computers and computer mouses at the end of each day.

Council has marked out the reception in each of our offices area to ensure that visitors maintain the minimum 1.5M distancing mandated by the Government. In addition to this

we have put procedures in place to limit meeting attendance and shared workstations use. Staff also can work from home where work is agreed with their manager.

Where staff work is impacted due to Government restrictions on work activities, all staff have been given the option of being re-deployed, taking annual leave or, as a last resort, having leave without pay.

CLEANING

All Council offices have an active COVID 19 cleaning procedure which is completed, signed off and forwarded to the safety department weekly.

The tables below outline the cleaning methods and frequencies required for the main areas within a Council facility that require to be cleaned. In addition, a sample cleaning schedule is provided that is to be completed daily and sent to Coordinators / Managers.

Managers / Coordinators then forward these to the People and Culture team weekly.

The following areas within a facility require routine cleaning:

Walls, handrails, floors, windows, window-sills, ceilings, light switches, fittings and covers, doors, including handles, toilets, wash hand basins, cupboards, shelving, air con remotes , air con units, computers, phones, keyboards, refrigerators, food storage facilities, sinks, tables, including underside and legs, and work surfaces.

| General Environment Cleaning Program | | |
|--|--|---|
| Area/Item | Method | Frequency/Comments |
| Tables/ window sills / doors, handrails and cabinet handles. | Clean with neutral detergent, warm water and clean cloth. | Daily and immediately if soiled i.e. if soiled with blood or body fluids, following cleaning, disinfect, rinse and dry. |
| Dining tables. | Clean with neutral detergent, warm water and clean cloth and dry with disposable paper towels. | Before and after use; if soiled with blood or body fluids, following cleaning, disinfect, rinse and dry. |
| Washable floor covering. | Wash with detergent, warm water and clean utensils. Vacuum clean to remove dirt when staff are not present. | Daily and immediately if soiled e.g. spillage. Vacuum daily. |

| | | |
|-------------------------------------|---|--|
| Carpets. | Clean with an approved carpet cleaning method. Vacuum. | Clean carpets only when staff will not be present to ensure the carpet is dry before next use. Clean carpets at least monthly in infant areas, at least every 3 months in other areas or immediately when soiled. Daily. |
| Small rugs. | Laundry. | Weekly. |
| Walls/ Ceilings. | Clean with warm water and general purpose detergent. If soiled with blood or body fluids, following cleaning, disinfect. | Routine cleaning not required except in areas of frequent hand contact, such as lower wall/door frames in common areas. |
| Waste bins. | Empty Clean with neutral detergent and warm water. | Daily. Weekly and immediately if soiled. |
| Computers, phone and IT equipment. | Clean with neutral detergent. | Daily. |
| Air-conditioning units and remotes. | Clean with neutral detergent. | Daily. |
| Light switches. | Clean with neutral detergent. | Daily. |

| | | |
|---------------------------|--|--|
| Mops and cleaning cloths. | Mop heads should be washed in warm water and detergent, rinsed and air dried. Reusable cloths must be laundered daily on a hot wash cycle (at least 60°C) in a washing machine and then tumble dried. | After daily use. After daily use. |
| Sport and Rec | Exercise and play equipment & transport vehicle. | After daily use. |
| Aged care | All surfaces, chairs, remote controls & board games & transport vehicle. | After each use. |
| Childcare | All surfaces play equipment & games. | After daily use. |
| CDP | All surfaces, Tools & equipment. | After daily use. |
| CSP | Vehicles, torches and radios. | After daily use. |

Toilet Area Cleaning Program

| Area/Item | Method | Frequency / Comments |
|---|--|---|
| Wash hand basins, taps, surrounding counters, soap dispensers. | Clean with detergent and warm water. | At least daily and immediately if soiled. If soiled with blood or body fluids, following cleaning, disinfect, rinse and dry. |
| Both sides of toilet seat, toilet handles, door knobs or cubicle handles. | Clean with detergent and warm water. | At least daily and immediately if soiled. If soiled with blood or body fluids, following cleaning, disinfect, rinse and dry. |
| Toilet bowls. | Use toilet cleaner as per manufacturer's instructions. | At least daily and immediately if soiled. |

VEHICLE CLEANING

All pool vehicles must be signed out and then wiped down after use. The following must be disinfected as soon as the vehicle is returned so that it is ready for the next person to use.

- Steering wheels
- Gear stick
- Surfaces
- Indicator levers
- Hand brake
- Door handles
- Seatbelt holders
- Radio dials

6. EMERGENCY DECLARATIONS

This is subject to change depending on government advice and containment strategies. Residents of any community or town where an emergency is declared will follow the N.T. Government Health plan.

If there is a declared pandemic outbreak on a community:

- (a) All Council facilities will be shut to the public.
- (b) Council facilities will immediately be cleaned thoroughly (deep clean).
- (c) Council services during a pandemic event will cover:
 - i. Waste and litter management (works crew)
 - ii. Aged Care meal and essential care home delivery (Aged Care)
 - iii. Services required for the safe operation of community such as airstrip maintenance, power and water checks, firebreaks
 - iv. Headquarter roles required for ongoing staff care, management and logistics.
- (d) No more than two staff at any one time will be permitted into a Council facility, work assignments and briefings will be conducted outdoors where possible.
- (e) Other Council staff will follow Health directions, go home and be in lock down as per the emergency declaration.

Staff will have the option of

- i. Doing agreed with management, work from home projects;
 - ii. Utilising 10 days of accrued personal leave;
 - iii. Taking any accrued annual leave; or
 - iv. As a last resort, taking leave without pay.
- (f) Headquarters Executive and Management will conduct daily checks on staff.