TAMWORTH REGIONAL COUNCIL (TRC) – Australian Country Music Hall of Fame COVIDSafe PLAN

Why is it important for TRC to have a COVIDSafe Plan?

The health and safety of our staff is Council's number one priority. As such, this plan is designed as a guide to ensure that the TRC workplace remains healthy and safe for all staff during the COVID-19 Pandemic. This plan will be revised as restrictions and conditions change during the pandemic.

TRC's COVIDSafe Plan will assist Council in ensuring that WHS obligations are met as the Person Conducting a Business or Undertaking (the PCBU) and that Council is complying with WHS regulations and legislation.

The Plan is broken down into three sections with sub-sections for completion as follows:

1. Keeping People Safe (you, staff, customers and the public):
   a. Maintain good hygiene and cleaning
   b. Stay physically distant
   c. Follow advice: additional changes or information specific to each division of TRC
   d. Responding to a COVID-19 infection
2. Adapting our organisation now and in the future:
   a. Operational tasks required to return staff to the workplace
   b. Adapting our organisation
3. Accessing support and assistance including a Plan for Re-opening

Managers/Supervisors – Safe Work Australia's online hub (https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit) has a range of information available to minimise the risk of COVID-19 exposure in TRC's workplaces and to assist you in completing COVIDSafe Plans for your divisions including information on:

- What are my duties under WHS law?
- What can I do to keep workers safe?
- Working from home
- What are my workers' rights?
- Cleaning and protection
- Mental Health

Review this online hub regularly for updated information and if at any time you have queries please contact the Risk & Safety team.

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PART 1 – KEEPING PEOPLE SAFE (YOU, STAFF CUSTOMERS AND THE PUBLIC)

Complete a risk assessment to understand how your divisional risks have changed due to COVID-19 including a plan to manage these risks (a risk assessment template for each manager is provided with this plan). Ensure that you consult with your workers as part of developing the risk assessment as they can assist in identifying potential risks for your work areas and consultation is important WHS requirement.

Maintain Good Hygiene and Cleaning

In the table below, you will find information about the tasks that apply to all areas of Council. In preparing your divisional plan, please ensure you add any tasks that relate to specifically to your work area.

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Complete risk assessment your division.	Divisional manager	By 1 September 2020	Risk assessment template	Yes
Hand sanitiser at entry and exit points and around the Museum.	Divisional managers to contact advise Manager – People, Culture & Safety of requirements in order to allow Stores to place a bulk order. Facilities team to identify common area requirements (i.e. hallways, bathrooms, meeting rooms etc.)	By 1 September 2020	Hand sanitiser and hand sanitiser units.	Yes
Ensure bathrooms are well stocked with hand wash and paper towel.	Facilities team	By 1 September 2020	Soap and paper towel.	Yes
Put up posters with instructions on how to hand wash/hand rub.	Risk & Safety to complete.	By 1 September 2020	Posters from TRC Marketing and Communications Team	Yes
Instruct Volunteers on other ways to limit the spread of germs, including by not touching their face, sneezing into their	Risk & Safety to develop appropriate toolbox talk. Manager/ Supervisor to	Toolbox talk to be developed and sent to relevant manager or supervisor by 1 September 2020 Manager or	Toolbox talk.	Yes

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elbow, and staying home if feeling sick.	deliver toolbox talk.	supervisor to deliver toolbox talk to staff by 1 September 2020.		
Instruct your workers/Volunteers to limit contact with others – no shaking hands or touching objects unless necessary.	As above.	As above.	Toolbox talk.	Yes
If workers/Volunteers need to wear gloves when cleaning they should wash their hands thoroughly with soap or use an alcohol‑based hand sanitiser before and after wearing gloves.	As above.	As above.	Toolbox talk.	Yes
Instruct workers/Volunteers to clean personal property that comes to the Museum such as mobile phones with disinfectant, such as disinfectant wipes.	As above.	As above.	Toolbox talk.	Yes
Temporarily accept cashless transactions where possible.	Divisional manager to determine if this is appropriate for their work areas.	By 1 September 2020	Facilities to receive cashless payments. Channels for informing customers of temporary change if this is determined to be the case.	Yes
Increase access to closed bins in common areas such as kitchens and toilets (bins that have a lid and foot pedal operation) in your workplace.	Facilities team.	By 1 September 2020	Closed bins with foot pedal operation.	Yes
Put up signs to request customers do not enter Council premises if unwell.	Relevant divisional managers	By first day of external visitors entering Council premises.	Signage/posters – available at Safe Work Australia website and through the TRC Marketing and Communications team.	Yes

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Ensure any areas frequented by workers/Volunteers or others (e.g. visitors to your premises) are cleaned at least daily with detergent or disinfectant.	Facilities team to arrange for common areas such as foyers, hallways, staff rooms, elevators, etc. to be cleaned on a regular basis.	Cleaning regime to be determined.	Detergent, either as a solution that can be mixed with water, or as wipes, or A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning	Yes
Clean frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes EFTPOS equipment, elevator buttons, handrails, tables, counter tops, door knobs, sinks and keyboards.	Facilities team and individual work areas.	Increased cleaning regime has already been established by the Facilities team and staff should be made aware of this regime.	Detergent, either as a solution that can be mixed with water, or as wipes, or A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.	Yes
Updating website and social media outlets of the conditions of entry of visitors.	Naomi to work with Miranda H to update the website and generate a social media post.	By 1 September	N/A	Yes

Stay Physically Distant

In the table below, you will find information about the tasks that apply to all areas of Council. In preparing your divisional plan, please ensure you add any tasks that relate specifically to your work area.

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Calculate the number of people you can have in an enclosed space at any one time.	Naomi Blakey	By 1 August 2020	Tape measure and calculation for 2 square metres per person.	Yes
Move work stations, desks and tables in staff rooms further apart to comply with physical distancing of 1.5m (if required).	Divisional manager to work with the facilities team.	By 1 September 2020	As above.	Yes

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Put up posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.	Risk & Safety to complete.	By 1 September 2020	Posters printed from Safe Work Australia website and from the TRC Marketing and Communications Team.	Yes
Erect signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded. One person per 2 square metres.	Relevant divisional managers responsible for particular facilities/buildings along with the facilities team.	By 1 September 2020 Facilities/buildings – to be set-up before facility re-opens and subject to change as per Government direction.	Signage.	Yes
If possible, bring in shift arrangements so less staff are in the workplace at once.	Divisional manager to determine where appropriate.	Before time staff are to resume working in your workplace.	Implemented	N/A
Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short.	Risk & Safety to develop toolbox talk for delivery by managers and/or supervisors.	Developed by 1 July 2020. Delivered to staff upon return to the workplace.	Toolbox talk.	Yes
Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place.	Divisional manager	As per regular delivery schedule.	Delivery schedule and knowledge of e-invoicing.	N/A
Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.	Divisional manager in each area to determine what is required (i.e. customer service, libraries etc.)	By 1 September 2020	Distance markers and tape measure.	Yes

Responding to a COVID-19 infection in a TRC Workplace

TRC will manage any suspected or confirmed case of COVID-19 as per the established Risk Management Categories identified at the start of the COVID-19 pandemic. The Risk Management Categories are as follows:

- **Category 1** – Confirmed COVID (tested positive)
- **Category 2** – Suspected COVID (required to self-isolate for 14 days):

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- o Either returned from overseas travel; or
- o Close contact of a person who has been confirmed to have COVID-19, or
- o Anyone that is in self-isolation awaiting COVID-19 testing by NSW Health, or in self-isolation under suspicion of having COVID-19

A Close Contact is considered to be anyone that has spent:

- o 15 minutes in direct contact with a person who is confirmed to have COVID-19; or
- o Two (2) hours in the same closed space as person who is confirmed to have COVID- 19.

- **Category 3 – Contact of a Close Contact**
  - o Someone that has had contact with a person who falls within Category 2, but has not had close contact with someone who falls within Category 1.

- **Category 4 –** Employee has a significant health issue or is living with a family member who has a health issue that may place them at a higher risk; e.g. family member with immune deficiency diseases, cancer, leukaemia, or other health category advised by the medical practitioner.

Supervisors/managers – if you are unsure if you, or one of your team members falls into one of the above categories, please do not hesitate to call Mags Noonan – 6767 5472 or Tara Donaldson on 6767 5254 for assistance.

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Update the COVID-19 staff tracking spreadsheet for your division.	Nominated person for each division to complete.	Immediately on becoming aware of the possible or confirmed COVID-19 infection.	N/A	
If required, staff/Volunteer member is to be isolated.	First Aid Room on Ground Floor of RWH. Move person to this room and block access by other staff. (Suitable location at other work sites – **Australian Country Music Hall of Fame Kitchenette**).	Immediately.	Detergent, either as a solution that can be mixed with water, or as wipes, or A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.	Yes
Identify close contacts of staff/Volunteer member in isolation. Update staff tracking spreadsheet.	Divisional manager	Immediately upon notification of a staff member having to self-isolation.	N/A	Yes
Notify relevant	• Risk & Safety –	Immediately.	N/A	Yes

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authorities	contact SafeWork NSW if infection is considered work related • Injury Management – contact StateCover if infection is related to the workplace.			
Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.	Divisional manager to place signage on the door/work areas and organise appropriate disinfecting of work areas.	Immediately upon becoming aware of the staff/Volunteer member being suspected or confirmed with COVID-19.	Signage and appropriate cleaning supplies.	Yes
Where possible, open outside doors and windows to increase air circulation.	Divisional manager or supervisor as available.	As above.	N/A	N/A
Clean and disinfect all areas of suspected or confirmed COVID-19 contamination,	Divisional manager to organise.	As above.	Appropriate cleaning supplies.	Yes
Protocol for reopening work area after an outbreak or quarantine period.	All relevant work areas to be thoroughly disinfected before staff return to the workplace.	As above.	As above.	Yes
Leave provisions – contact People & Culture to identify relevant leave provisions for staff/Volunteer in isolation and close contacts.	Manager/supervisor and People & Culture	As requested.	Internal leave policies related to COVID-19, LG Award (State) Award 2017 and the LG Splinter Award 2020.	Yes

PART 2 – ADAPTING TRC NOW AND IN THE FUTURE

Getting Things Up and Running

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In this section, managers need to consider the range of tasks that need to be completed to get their division up and running in line with current restrictions.

Examples include updating Council's website with relevant information, talking to your staff about the re-opening/return to the workplace process, contacting suppliers, assessing opening hours etc.

Please complete the table below with the tasks required for your division:

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Ensure sufficient hand sanitizer available for staff, Volunteers and public	Naomi Blakey to order from stores	By 1st September 2020	Hand sanitizer	Yes
Update Australian Country Music Hall of Fame website to inform the public that we will be opening via appointment only	To be completed by staff	By 1st September 2020	Double checked by other staff before publishing	Yes
Post to social media to inform followers of re-opening	To be created by Naomi and checked by Bridget	By 1 September 2020	N/A	Yes
Thorough clean of Museum exhibition spaces, office, bathrooms	Requested by Greg Tapper to cleaners	By 1 September 2020	Cleaners to provide own equipment and products	Yes
Markers on floor around entrance to reinforce social distancing	Naomi to action	By 1 September 2020	May need to purchase tape or stickers	Yes
Volunteers to monitor visitor numbers to ensure 114 max. capacity is not exceeded.	Staff/Volunteer members Museum Office	Whilst open to the public	Visitation sheet	Yes
Signage explaining social distancing rules	Staff to print and put up in Museum	By 1 September 2020	Printer/ Supplied	Yes
Signage explaining correct handwashing procedures	Staff to print and place on walls in bathrooms and in Museum	By 1 September 2020	Printer/ Supplied	Yes
Organisation or regular cleaning by cleaners in the Museum space	Naomi to request through Greg Tapper	By 1 September 2020	Cleaners to provide own equipment and products	Yes
Order and supply closed bins	Naomi to order through stores	By 1 September 2020	Supplied	Yes

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Completion of Toolbox Talk with the Volunteer team prior to re-opening.	Naomi to meet with Volunteers and go through the Toolbox Talk – where applicable this may be done over several talks to cover all Volunteers.	By 1 September 2020	Printed Toolbox Talk	Yes

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Adapting the Operations of your Division

If the way your division operates needs to change in relation to interaction with customers, you will need to adapt your approach and identify any tasks associated with these changes in the table below.

In order to complete this section, consider the following:

- Do physical/social distancing requirements change the way areas of my division engage with customers? How do I best address these changes to ensure the safety of staff and customers alike?

- What elements of my division's operations will be difficult to maintain/re-open in the current environment – how can I minimise these impacts?

- What services can I temporarily change or expand for my division?

- Are there opportunities I can identify and implement to ensure my division operates effectively in the current environment?

This section should be updated as COVID-19 restrictions change.

Please complete the table below with the tasks required for your division:

Task	How will it be completed?	When will it happen?	What supplies do you need?	Completed (Yes/No)
Remove visitor books	Gallery staff to remove from Museum space	By 1 September	Opportunity for visitors to communicate feedback verbally to staff or use phone/email/online reviews	Yes
All transactions to be conducted cashless with eftpos preferred.	Payments available via eftpos.	Throughout Covid-19	Eftpos machine	Yes
Volunteers/Staff to monitor visitor numbers to ensure 114 max. capacity is not exceeded	Volunteers/Staff located at the front desk will meet and greet guests. Or via appointment with an agreed number of patrons in any one visit.	Whilst open to the public	N/A	Yes
Signage explaining social distancing rules	Staff to print and put up in Museum	By 1 September 2020	Printer/supplied	Yes
Signage explaining correct handwashing procedures	Staff to print and place on walls in bathrooms.	By 1 September 2020	Printer/supplied	Yes
Markers on floor	Naomi to action	By 1 September	May need to	Yes

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around entrance and throughout Museum in smaller areas to reinforce social distancing		2020	purchase tape or stickers	
Hand sanitizer for public use available at entrance in and out of the Museum	Naomi to action	By 1 September 2020	Hand sanitizer to be ordered from stores	Yes
Contractor Declaration forms provided to and signed by all contractors	Volunteers and staff to provide to all contractors on arrival unless the contractor has completed the online version.	By 1 September 2020	Printouts of the forms available on site	Yes

In developing the above tasks for your division, it may be helpful to consider key stakeholders who can assist me such as relevant industry associations (LGNSW, LG Professionals, Office of Local Government etc.) and other areas of the organisation (i.e. Finance, IT, People & Culture etc.)

Name or Organisation	Number/Email	When will I contact them?	Completed (Yes/No)
TRC Greg Tapper/ Don Grant	d.grant@tamworth.nsw.gov.au	By 20/08/2020	Yes
TRC RISK	Lisa Finlay 6767 5458	By 20/08/2020	No
TRC Communications	Eleanor Pengilley 6767 5232	Throughout	Yes
Museums & Galleries NSW	Reopening Planning resource attached	By 20/08/2020	No
Australian Country Music Foundation Volunteer Group	Contact Download attached	By 20/08/2020	Yes

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PART 3 – ACCESSING SUPPORT AND ASSISTANCE

Managers can access assistance in completing their plans and completing their tasks associated with their plans by:

- Contacting Risk & Safety for advice.

- Downloading the COVID-19 Resource Kit from the Safe Work Australia online portal (https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit

- Downloading a range of checklists from the Safe Work Australia website via link above to assist you in developing the tasks for your divisions including checklists on keeping the workplace safe and limiting the spread of COVID-19, physical distancing, cleaning and disinfecting workspaces and health & hygiene.

- Accessing industry specific information from the Safe Work Australia website (https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information-covid-19).

- Contacting Council's Stores team to obtain cleaning and hygiene products including disinfectant and hand sanitiser.

- Refer to information on Council's COVID-19 MILO Page to access information relating to mental health and wellbeing during times of crisis.

- Keep up-to-date with changes via the NSW Government website related to COVID-19 (https://www.nsw.gov.au/covid-19) as well as the Office of Local Government website (https://www.olg.nsw.gov.au/programs-and-initiatives/olg-assists-councils-to-manage-covid-19/).

- Keep up-to-date with relevant information on the NSW Health website (https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx)

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Plan for Re-opening

Consider what needs to be completed for your division over the coming months, weeks and days as you to start to phase the re-opening/return to the workplace. Some tasks need to be completed immediately and others can be done close to the time and you can utilise the table below to map out the details of major decisions.

Days to Re-opening or return to the workplace: **Commencement on 1 July 2020 2020**

Task	Who will do it?	Complete (Yes/No)
Create signage explaining COVID-19 Safe Plan and social distancing rules. Laminate and place on entry to the Museum, the Office Desk and around the Museum space.	**Naomi Blakey** **Supplied by Art Gallery of NSW /Create NSW/ Council/Tamworth Regional Council**	**Yes**
Purchase extra hand sanitizer and cleaning products	**Di Cole and Naomi Blakey**	**Yes**
Marker on floor at desks and entry ways indicating social distancing	**Naomi Blakey**	**Yes**
Print and display handwashing procedures for Male, Female and Accessibility bathrooms and kitchen.	**Naomi Blakey**	**Yes**
Additional cleaning of surfaces implemented at the Australian Country Music Hall of Fame Museum building during opening times. Includes hand-rails, desk surfaces, door handles, interactive displays and switches.	**Cleaning Contractors, staff and Volunteers**	**Yes**
Monitor visitation to Museum to ensure maximum numbers (57 people at any one time) not exceeded	**Volunteers and Staff working on site during opening hours and whilst conducting privately booked**	**Yes**

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	tours.	
Record names, phone numbers and postcodes of all visitors – and comply with State guidelines for disposal of information	**Volunteers/staff working on site during opening hours. Disposal of information by Gallery staff post the 28 day period.**	**Yes**
Contractor Declaration forms to be provided to and signed by all contractors	**Volunteers/staff working on site during opening hours**	**Yes**
Volunteers rostered to work in pairs at a minimum on site.	**Foundation Volunteers with Naomi Blakey. Not to be completed until Volunteer opening commences TBA.**	**Yes**

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