

Edendale - COVIDSafe Plan

10th November 2021



Business name: Edendale Community Environment Farm

Address: 30 Gastons Road

Plan completed by: Richard Rowe and Jo Skuse

Job title: Edendale Coordinator and Edendale Visitor, Safety & Volunteer Officer

Date reviewed: 21/10/2021

Next review: 5/11/2021 or sooner dependent on new directives



1. Physical distancing



RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?</p> <ul style="list-style-type: none"> • Density quotients can change. One person per four square metre or one person per two square metres may apply to your workplaces or venue. • You must display signage showing the maximum number of people allowed in the space. • Shared work areas are only accessible to workers and should only include workers in the density limit. • Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis. <p>For more information about restrictions for your workplace, density quotients and signage visit: coronavirus.vic.gov.au/business</p>	<ul style="list-style-type: none"> • Density Quotients signage on all buildings, rooms, outdoor shelters and public congestion points are regularly updated with current requirements in relation to staff, volunteers and members of the public • Main reception office space has screens and desks located to meet distancing and separation requirements; • Edendale's reception and Shop are part of a staff work zone and will remain closed to the public until it is safe to have public in work zones • Managing the build-up of people waiting to enter and exit the premises. All congregating spaces will be controlled in accordance to physical distancing rules. • Signage and distance markers will be erected at identified congestion points 	<p>Coordinator Team Leaders Other Edendale Staff</p>
<p>You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?</p>	<ul style="list-style-type: none"> • Density Caps for Community Facility to apply to Edendale as per DHHS guidance Signage will be erected at entry point to indicate this density cap. • Non-essential staff to work from home if reasonably practicable to reduce demand on office capacity; • Reduce the hours Edendale is open to the public to 11am - 3pm to reduce exposure time, and to allow staff / volunteers to complete essential chores before the public enter and give them more time to manage unexpected events • When current directions indicate a reduction in workers outdoor, nursery staff and volunteers will be rostered in a manner to minimise overlap of shifts 	<p>Coordinator Team Leaders</p>

RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>Where possible aim for workers and visitors to maintain physical distancing of 1.5 metres in the workplace. How will you do this?</p>	<ul style="list-style-type: none"> • Keeping distance signage displayed at all strategic locations around the farm, on buildings and inside buildings • Queue markers and flow arrows are installed at public congestion points such as nursery entrance and toilets. • Horticulture work zone has floor markings and capacity to meet 1 worker per four square metres; • Only one staff to be in animal feed rooms and animal sheds at one time, unless it is for an animal welfare emergency • Edendale's COVIDSafe protocols accessible to the public on the Edendale Website 	
<p>You should give training to workers on physical distancing while working and socialising. How will you do this?</p>	<ul style="list-style-type: none"> • Posters are around the site to alert and remind staff of current guidelines and how to be safe • Emails are sent to staff and volunteers updating any procedures • Induction for new staff and volunteers to include COVIDSafe work practices including distancing requirements 	<p>Team leaders; Volunteer officer</p>



2. Face masks



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must ensure all workers adhere to current face mask requirements. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/face-masks</p>	<ul style="list-style-type: none"> Wearing of masks is inline with DHHS requirements Edendale staff, volunteers and visitors must carry a face mask at all times and to wear it correctly where health directives mandate their use. When a mask is worn, it must be worn in a manner to cover both the nose and mouth. All Edendale on-site staff and volunteers must wear a council supplied reusable or disposable face mask and other personal protective equipment (PPE) as required. Signage is erected around the site alerting staff, volunteers and visitors of the current guidelines regarding mask wearing. Edendale's COVIDSafe protocols accessible to the public on the Edendale Website Edendale's COVIDSafe protocols sent to visiting schools 	<p>Team leader</p>
<p>You should give training and information on how to correctly fit, use and dispose of PPE. How will you do this?</p>	<ul style="list-style-type: none"> Staff and volunteers have received training in how to properly fit, wear and dispose of face masks and Mask posters are in key areas to serve as reminders. Induction for new staff and volunteers to include COVIDSafe work practices including correct mask wearing 	<p>Team leader</p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> adhere to extra face mask requirements appoint Covid Marshals conduct surveillance testing for COVID-19. <p>How will you do this?</p> <p>For more information visit coronavirus.vic.gov.au/additional-industry-obligations</p>	<ul style="list-style-type: none"> N/A 	<p>NA</p>



3. Hygiene



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g. doorknobs, telephones, toilets and handrails. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/cleaning</p>	<ul style="list-style-type: none"> • Cleaning products and information on how to use the supplies has been provided; • Desks and office equipment touch points are wiped down after each use; • Communal or shared equipment must be disinfected between sessions and not shared within a group during a session; • Frequently touched surfaces, including toilets and handrails, are cleaned at least twice on any given day; and surfaces are cleaned when visibly soiled; • Visitors who book any facilities should perform a clean of their area before and after use. Cleaning equipment is available on request if it is not already situated within the hired space. • A reasonable period of time between bookings allows for cleaning in-between groups • Increase environmental cleaning (including between changes of staff), must ensure high touch surfaces are cleaned and disinfected regularly (twice daily or as required to meet current regulatory requirements). • When schools are on site as part of the school education program, the following applies <ul style="list-style-type: none"> ○ Education activities will be limited to those that minimise the sharing of equipment and props. ○ Depending on site booking limitations, a single school or preschool per session may be enforced, in line with current government guidelines. ○ Education resources and equipment touched by students is cleaned after each school visit Edendale's 	<p>Admin Officer, Team leaders</p>

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
	<p>COVIDSafe protocols accessible to the public on the Edendale Website</p> <ul style="list-style-type: none"> ○ Edendale’s Education program COVIDSafe protocols sent to visiting schools - Refer section 8 	
<p>You should display a cleaning log in shared spaces. How will you do this?</p>	<ul style="list-style-type: none"> • A cleaning log is completed by contractors – Cleaning Melbourne each day and kept in reception 	<p>Admin officer</p>
<p>You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?</p>	<ul style="list-style-type: none"> • Automatic dispensing hand sanitiser stations are located at 20 locations throughout the farm including - <ul style="list-style-type: none"> ○ All Entrance points to site ○ Entrances to buildings ○ Main work zones ○ Café area ○ Toilets ○ Homestead entrances • Waste bins are available in each toilet facility, kitchen area and main work zones for disposal of paper towels; • Adequate supplies of soap has been provided in each toilet facility, kitchen and main work zones at the site; • Information is in each toilet facility and kitchen to display and promote how to wash and sanitise hands correctly, and observance of good hygiene practices; • A supply of hand sanitiser, alcohol wipes and tissues have been supplied to staff so they have individual, unshared items. 	<p>Admin officers, Outdoor staff</p>



4. Record keeping and Vaccination Status



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers and visitors. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/about-victorian-government-qr-code-service</p>	<ul style="list-style-type: none"> • Vic Government QR Check-in codes and prominent display signage is erected at entry points, sign in points and other strategic locations around the site • The QR code check-in will be used to verify visitors vaccination status • Signage will be erected and social media / website messaging will occur to alert visitors of this requirement • A Kiosk mode iPad is available for people without the capacity to use their own device • In this instance the person will be required to show alternative proof of vaccination status or official exemption • In addition, separate records are kept of staff, volunteers and contractors who attend site each day, including time and attendance records, and payroll data • In the event of a 4G outage an alternative paper-based record keeping method will be used and stored on-site in a secure location for 28 days and provided to Service Victoria if requested to do so 	<p>Coordinator, Team leaders. Admin officer</p>
<p>Community premises – (Clause Exception for contactless collection or delivery</p> <p>(1) The obligations in Part 2 do not apply in relation to a community premises if the premises is operated only for the purposes of contactless collection or delivery of pre-ordered goods.</p> <p>Example: a library is permitted to operate for the purpose of a 'click and collect' service to facilitate the loaning of and/or returning of books, toys and other similar goods without complying with the requirements in Part 2.</p>	<ul style="list-style-type: none"> • Contactless collection of pre-ordered plants and other products will be located at an external perimeter gate • According to Open Premise Directions there is no requirement to check vaccination status 	
<p>The operator of an open premises must maintain a system that requires a patron (except a patron under 16 years or age) that attends the premises, on each occasion they attend:</p>	<ul style="list-style-type: none"> • (Note – The following section is not applicable at this phase – NOT OPEN TO PUBLIC). We will become an open premise the Monday week after Metro Melbourne transitions to Phase C 	

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>(a) to show a person working at the premises acceptable evidence that records that they are either:</p> <p>(i) fully vaccinated; or</p> <p>(ii) an excepted person.</p> <p>Note: an operator must require patrons to check-in to their premises under the Workplace Directions</p>	<ul style="list-style-type: none"> • When we become and OPEN PREMISE - Edendale will have ONE entrance open to visitors only – the main South pedestrian entrance • The north entrance will be padlocked shut with signs directing visitors to the South entrance • The carpark entrance gates will be closed but not padlocked in the event of an emergency requiring an ambulance on-site. This gate will be monitored by Edendale staff and the COVID-19 check-in Marshall • A COVID-19 Check-In Marshal may either an external security provider or Council Officer situated at the front pedestrian who will check visitors vaccination status (refer section 7.1 below for more detail) • The COVID- 19 Check in Marshall shall take all reasonable steps to ensure that visitors who are not fully vaccinated or excepted does not enter Edendale • The COVID-19 Check-in Marshall can call on the help of other Edendale staff or telephone the Police Assistance Line or the Eltham police if help is required to deal with a non-compliant visitor • The COVID-19 Check-In Marshall will call 000 if they feel threatened in any way • Relevant Edendale staff will be provided with “Customer First and Managing Difficult Situations” training – Refer section 7.2 	
<p>The operator of an open premises must not permit any person to work at the premises unless the person is:</p> <p>(a) fully vaccinated; or</p> <p>(b) an excepted person</p>	<ul style="list-style-type: none"> • The operator must collect, record and hold vaccination information about each fully vaccinated person and each excepted person who works at the premises • Contractors and Delivery people are required to go straight to the reception upon entering the site for QR code registering and vaccination status checks • Contractor and Delivery persons vaccination status will be recorded on the “Contractor/delivery person Sign In and COVID-19 Vaccination Status Register” – • Edendale staff vaccination records are stored in a secure folder in Content Manager accessed by HR staff only 	<p>COVID Check-In Marshal</p> <p>Admin Officer</p> <p>Volunteer Officer</p>

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
	<ul style="list-style-type: none"> • Copies of Volunteer certificates will not be kept but Edendale Volunteers vaccination status will be recorded on the Volunteer Vaccination Status Register” – • The Volunteer Vaccination Status Register will be stored in a secure folder in Content Manager accessed by Edendale Visitor, Safety and Volunteer Officer, Edendale Coordinator and Nillumbik Volunteer Development Officer • Fully vaccinated Edendale staff and volunteers are to scan the QR code check in every time they are on-site at the office when signing in 	
<p>Some venues must have a COVID-19 Check-in Marshal at all public entrances whenever the facility operates. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/covid-check-in-marshals</p>	<ul style="list-style-type: none"> • Edendale will have ONE entrance open to visitors only – the main South pedestrian entrance • The north entrance will be padlocked shut with signs directing visitors to the South entrance • The carpark entrance gates will be closed but not padlocked in the event of an emergency requiring an ambulance on-site. This gate will be monitored by Edendale staff and the COVID-19 check-in Marshal • COVID-19 Check-In Marshal will be either an external security provider or a Council Officer situated at the front pedestrian gate to ensure people check-in. • It is envisaged that staff will take over the COVID-19 Check-in Marshal role when the risk of escalation is understood 	Coordinator
<p>You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/vaccine</p>	<ul style="list-style-type: none"> • Workplace procedure has been developed if workers have symptoms • 	Coordinator

<p>It's strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?</p> <p>This includes having a plan:</p> <ul style="list-style-type: none"> • to respond to a worker being notified they are a positive case or a close contact while at work • to clean the worksite (or part) in the event of a positive case • to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts • to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace • if you have been instructed to close by the Department of Health • to re-open your workplace when cleared by the Department of Health and notify workers to return to work. <p>For additional resources: business.vic.gov.au/emergency-planning</p>	<ul style="list-style-type: none"> • If any Edendale staff, volunteers, contractors, or visitors are tested and receive a positive test result for SARS-CoV-2 must, as soon as practicable, <ul style="list-style-type: none"> - Inform the your supervisor and the Edendale Coordinator as soon as possible - The Coordinator (or other delegated representative) will inform the Risk and Safety Team, who will notify the Department and Worksafe Victoria. The Risk and Safety team, in conjunction with Edendale Coordinator and Team Leaders, will assess the situation and determine who, if any, amongst other staff are deemed as close contacts according to the government definition of close contact, OR government representatives will make this decision and inform staff - Risk and Safety will also determine which parts of Edendale, if any, require closing down and require a comprehensive clean. • ensure appropriate records are maintained in order to support contact tracing if the suspected case becomes a confirmed case, particularly from the period commencing 48 hours prior to the onset of symptoms in the suspected case; • Inform all other staff/ volunteers to be vigilant about the onset of symptoms of SARS-CoV-2 and advise all staff / volunteers to be tested for SARS-CoV-2 and self-isolate if they become symptomatic. • Do not re-open Edendale (or part of Edendale affected) until advised to do so by Risk and Safety • An opening roadmap has been developed to manage numbers on site, and to mitigate risk of outbreaks (see section 8 below)Contingency plan for ANIMAL AND PLANT welfare <ul style="list-style-type: none"> - Implement above COVID-19 risks mitigations to reduce the risk of Edendale becoming an exposure site - When current directions indicate a reduction in workers outdoor, nursery staff and volunteers will be rostered in a manner to minimise overlap of shifts - Train education casuals to perform animal husbandry and plant watering tasks in case of closure (with phone support from staff) 	<p>ACoordinator, Team Leaders</p>
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REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
	<ul style="list-style-type: none"> - Identify key skilled volunteers that can perform the animal husbandry roles if required. Important to get volunteers back before Edendale is open to ensure they are re-inducted and trained in what needs to be done for animal welfare, if their assistance is need. 	



Enclosed spaces and ventilation

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You should reduce the time workers spend in enclosed spaces. How will you do this?</p>	<ul style="list-style-type: none"> • Enabling meetings to be held in outdoor environments • Moving as much activity outside as possible - including meetings, lunchbreaks, etc. • Nursery volunteer teams to work in outside, undercover area. • Enhancing airflow by opening windows and doors • Optimising fresh air flow in air conditioning systems • Social distancing should be maintained during meal breaks. 	<p>Coordinators</p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> • ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate. • conduct surveillance testing. <p>How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/additional-industry-obligations</p>	<p>N/A</p>	<p>NA</p>



6. Workforce bubbles

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this?</p>	<ul style="list-style-type: none"> • A reopening plan has been developed to control public numbers on-site – refer Point 8. • Avoid situations when the entire Edendale staff team is on-site at one time • When current directions indicate a reduction in workers outdoor, nursery staff and volunteers will be rostered in a manner to minimise overlap of shifts • . • 	<p>Coordinator</p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> • limit or stop workers working across multiple sites where practical • keep records of workers who are working for different employers across multiple premises. <p>How will you do this?</p> <p>For more information visit: coronavirus.vic.gov.au/additional-industry-obligations</p>	<ul style="list-style-type: none"> • N/A 	<p>NA</p>

7. Confirming Vaccination Status

7.1 – Sighting Proof of Vaccination Status

PROOF OF COVID-19 VACCINATION STATUS

Customers aged 16 or over must show proof of COVID-19 vaccination or a signed medical exemption as a condition of entry to most businesses. **Here is what is accepted:**

- COVID-19 digital certificate via the Service Victoria app
- COVID-19 digital certificate saved to smartphone
- Printed copy of COVID-19 digital certificate together with photo ID
- Printed copy of immunisation history statement together with photo ID
- Medical exemption together with photo ID

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7.2 – How to Deal with Difficult Customers

HOW TO DEAL WITH DIFFICULT CUSTOMERS

Some people feel strongly about COVID-19 rules.
If customers are aggressive or intimidating, your safety and the safety of your workers is the top priority.
Don't put yourself in harms way.

DO

- Stay calm and speak in a clear voice
- Listen to the customer and be patient
- Nominate someone (such as the manager on site) to handle complaints

Then the nominated person can:

- Remind the customer that the rules have been put in place so you can safely reopen, and you must follow them or risk being shut down
- Explain that they must comply or leave the premises
- Ask for help - Call in colleagues and managers to assist
- Alert security or contact Victoria Police if the situation escalates
- Retreat to a safe location if you feel threatened

DON'T

- Argue - try to contain and limit any hostility
- Raise your voice - Even if the customer is yelling at you, don't yell back
- Put your safety at risk - Go to a safe place if you need to

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7.3 – COVID-19 Vaccination Status Register

COVID-19 Vaccination Status Register

A record must be completed for all persons leaving home to undertake their work, unless a valid medical exemption by an authorised medical practitioner is provided.

If workers choose to withhold evidence of their COVID-19 vaccination status, their employer must take reasonable steps to ensure they do not leave home for work purposes.

Worker name	COVID-19 vaccination status	Evidence sighted **	Vaccination status checked by** (name)	Date sighted**
	<ul style="list-style-type: none"> • One dose • Fully vaccinated (two doses) • First dose booked • Exemptions* 	<ul style="list-style-type: none"> • Service Victoria digital vaccination certificate • MyGov COVID-19 digital certificate • Immunisation history statement (from Medicare, Australian Immunisation Register or vaccination provider) • My Health Record /Medicare online account • Proof of relevant medical exemption 		

* Exemptions are only permitted for acute illness or contraindications. Further detail is available on the Coronavirus website [Information for industry and workers required to be vaccinated](#).

** Recording of this information is recommended to assist with managing compliance but is not required.