



COVID-19 Facilities and Services Reopening Information Pack



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1 Introduction

The COVID-19 Facilities and Services Reopening Information Pack will apply to all Baw Baw Shire Council owned and managed buildings and spaces whether they are operated directly by Council which includes Community Asset Committees (formerly known as Section 86 Committees) or by a third party (which also includes incorporated groups) under agreement. This pack provides general information to assist with the resumption of services during the COVID-19 pandemic.

In order to protect our community, there are some requirements that need to be met to ensure each facility and program can operate safely. We understand the challenges our community groups, clubs and organisations are facing, and are committed to working with you to support your planning and recommencing activities.

2 Related Documents

- [COVID Return to Events Plan](#)
- [Baw Baw Shire Council Corporate COVID Safe Plan \(Community Asset Committees only\)](#)

3 Request for approval to resume an activity/service/facility

You will be required to provide information around how the activity/service/facility will comply with the relevant Victorian Government restrictions, including physical distancing, hygiene and cleaning requirements. Services operated by a third party (including incorporated groups) will be required to complete and submit a COVIDSafe Plan and a current public liability certificate of currency for their organisation.

It will be your responsibility to follow Council's written direction.

All services operated directly by Council or by a Community Asset Committee will be in accordance with the Baw Baw Shire Council COVIDSafe Plan.

4 Baw Baw Shire Council requirements

- Services must operate within current Victorian Government restrictions at all times <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- All third party operators, contractors, incorporated groups and users operating out of a Council facility must provide their COVID-Safe Plan to Council <https://www.business.vic.gov.au/coronavirus-covid-19/covid-safe-business/covid-safe-plan>
- Services, activities and facilities that are directly owned and managed by Council or a community asset committee are to adhere to the guidelines set out in Baw Baw Shire Councils COVIDSafe Plan
- Victorian Government requirements with regard to permitted worker permits must be adhered to at all times <https://www.dhhs.vic.gov.au/permitted-worker-scheme-coronavirus-covid-19>
- Victorian Government physical distancing, social gathering, hygiene and cleaning protocols in accordance with the Victorian government direction must be followed at all times <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>
- Contract tracing data for all facility visitors must be retrievable by the facility when requested.
- Visitors to public spaces are not to exceed Victorian government direction at

any time <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

- Everyone attending a Council facility is to wear a face mask unless an exemption applies. Provide face mask and adequate Personal Protective Equipment (PPE) to workers if they do not have their own.
- Entry into a Council facility is not permitted under the following circumstances:
 - Person is displaying symptoms of COVID-19 (and cannot provide evidence of a negative test result).
 - Person is a confirmed case of COVID-19.
 - Person is a close contact with a known/suspected case in the last 14 days.
 - Person has been directed to isolate by the Department of Health and Human Services.
 - Person is not adhering to current Victorian Government restrictions.

5 Victorian Department of Health and Human Services (DHHS) guidelines

Organisations and employers who are responsible for a facility that can operate under COVID-19 restrictions are required to take the following actions to reduce the risk of transmission of COVID-19. The actions you should take to set up your facility to reduce the risk of COVID-19 transmission are:

- Ensure you have appropriate hygiene and sanitation supplies throughout your facility including alcohol sanitisers, hand soap and cleaning equipment
- Provide and encourage the use of hand sanitisers on entering and while in buildings
- Establish clearly marked, one-way, separate entry and exit points to your facility where possible
- Ensure high standards of routine environmental cleaning
<https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#cleaning-and-disinfection>
- Clean and disinfect high touch surfaces regularly, including desks and keyboards and clean between shifts
- Open windows and enhance airflow. Consult Councils Buildings and Facilities team if adjusting air conditioning.
- Promote preventative actions amongst patrons, visitors and staff – lead by example
- Avoid indoor meetings and lunchrooms, instead use outdoor spaces where possible or online meetings
- Plan for increased levels of staff absences
- Plan for what to do if patrons, visitors or staff arrive sick to work

6 COVID-Safe plans

- It is mandatory for every Victorian business and organised group that are operating outside of their home to have a COVIDSafe Plan.
- *Services and facilities directly operated by Council or by a Community Asset Committee are covered by Council's existing COVIDSafe Plan.*
- COVID-Safe plans can be prepared using the template found at:
<https://www.business.vic.gov.au/coronavirus-covid-19/covid-safe-business/covid-safe-plan> All third-party operators, contractors, incorporated groups and users operating

out of a Council facility must provide their COVID-Safe Plan to Council.

- Council will review but not approve their COVIDSafe Plan.
- COVID-Safe plans must be reviewed and updated routinely, especially when restrictions or public health advice changes.

7 Setting-up for resuming a service, facility or activity

Before a service or facility can resume, we must ensure it is able to meet the physical distancing and hygiene requirements set out by the Victorian Government. The following information provides guidance on how to set up the facility. Please note for many Council owned and managed facilities some of the setting up measures required will have already been provided:

- Install signage on doors and entrances into rooms to indicate the maximum number of occupants permitted in each room at any one time. Refer to <https://www.coronavirus.vic.gov.au/signs-posters-and-templates>
- Install 1.5 metre spacing reminders in areas where occupants may queue e.g. crosses on the floor
- Place seats in a room spaced at 1.5 metres apart, and ensuring occupants do not move the seats
- Place 1.5 metre spacing reminder signage on doors and entrances to, and within the facility
- Install physical barriers to separate areas and manage occupancy limits
- Install barrier screens at customer interface points such as reception desks
- Install signage that directs occupants how to maintain personal hygiene in the COVID-19 environment
- Set-up signage that directs occupants to not visit the facility if they are unwell
- Install hand sanitizer stations in high traffic areas of the facility
- Replace high-touch communal items with hygienic alternatives where possible to do so i.e. single use or contactless options.

If there are any matters that need further attention please contact Bawbaw@bawbawshire.vic.gov.au or your respective Council contact.

For further information and printable templates for signage:
<https://www.dhhs.vic.gov.au/promotional-material-coronavirus-covid-19>

8 Operating protocols

The following operating protocols will assist with meeting the guidelines set out by the Victorian Government:

- Screen persons attending a Council facility for the following:
 - displaying symptoms of COVID-19 (and cannot provide evidence of a negative test result).
 - confirmed case of COVID-19.
 - close contact with a known/suspected case in the last 14 days.
 - directed to isolate by the Department of Health and Human Services.
- not adhering to current Victorian Government restrictions. A dedicated, one-way entry and a separate exit point to be established at each building entry/exit point, where

possible

- staggered session/activity start times to minimise risk of congregation
- a gap of no less than 15 minutes in between scheduled sessions to avoid congregation
- consider a screening system that may involve temperature checking upon entry into a Council facility, particularly where groups of people are in the same space
- Ensure that any workers that can work from home are able to do so.
- All people attending a Council facility over the age of 12 years must be wearing a face mask unless they have a lawful exemption refer <https://www.dhhs.vic.gov.au/face-coverings-covid-19>
- An accurate record of all attendees attending the facility (workers, subcontractors, visitors, members, volunteers, clients, parents/carers) for the purpose of contact tracing must be kept. ([Refer template: Workplace attendance register](#)). This could include a declaration of health to assist with screening obligations. Refer to <https://www.dhhs.vic.gov.au/record-keeping-contact-tracing-covid-19>
- Physical distancing of 1.5 metres must be maintained refer to <https://www.dhhs.vic.gov.au/four-square-metre-rule-covid-19>
- One person per four square metres of enclosed areas
- Handling and sharing of equipment should be minimised as far as practicable
- Keep groups of workers rostered on the same shifts at a single workplace and ensure there is no overlap of workers during shift change (workplace bubble)
- You must ensure that workers do not work across multiple sites unless it is not practicable to limit workers to one site only
- If it is not practicable to limit a worker to only one work site, or if the worker has multiple employers, then the worker must declare this. You must maintain a record of all workers who work across multiple work premises
- Report any positive cases of coronavirus (COVID-19) to your Council contact, Department of Health and Human Services (DHHS), WorkSafe, Health and Safety Representatives, and notify your workforce immediately
- Regularly clean your facilities, shared spaces and provide additional cleaning supplies
- Provide training, instruction and guidance to occupants around how to maintain personal hygiene and correctly fit, use and dispose of PPE (including masks) in the COVID-19 environment.

9 Hygiene protocols

Taking personal responsibility for our safety and hygiene and supporting our community to do the same is an incredibly important measure to lower the risk of transmission of the virus, or any illness.

Volunteers and participants should be encouraged to practice good hygiene and to stay away from public facilities if they are unwell.

The following information provides guidance on implementing hygiene measures:

- All surfaces, equipment and objects (including around entry points) are wiped down before and after each session/day with appropriate anti-bacterial / disinfectant wipes or soap, particularly those areas that are frequently touched – this includes door handles, light switches, phones, remote controls, entry points. A safety data sheet is required to

be obtained and displayed for all cleaning products.

- Regular and thorough hand washing is promoted via prominent signage (including at entry and exit points – to be marked as such) around the venue. Signage is available to download via the Department of Health and Human Services website.
<https://www.dhhs.vic.gov.au/coronavirus>
- Prominent signage (including at entry and exit points to be marked as such) around the venue instructing people when not to attend.
- Hand sanitiser dispensers are provided in prominent places around the venue (including entry and exit points) and are regularly refilled.
- Soap dispensers in toilets are regularly refilled.
- Bins are provided around the venue and regularly wiped.
- Toilet facilities are cleaned before and after use with disinfectant – advice on cleaning is available from the Department of Health and Human Services.
<https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#cleaning-and-disinfection>

10 High Risk/Vulnerable Workers

People with chronic conditions or compromised immune systems are at greater risk of more serious illness if they are infected with COVID-19. DHS advise those listed to stay at home, including working from home if possible.

11 Insurance

- *Services and facilities directly operated by Council or by a Community Asset Committee are covered by Council's existing insurance policy.*
- Third Party providers are required to provide Council with a current copy of their public liability certificate of currency (min \$20million) prior to resuming service.
- Third party operators and user groups attending Council buildings will need to confirm that their current insurance policy includes coverage for the activity or service to recommence within a declared pandemic environment. Please be aware that some insurance policies may not provide coverage during a pandemic, and some insurers may have made changes to policies from the beginning of the new financial year.
- If the insurance policy for the third party does not extend to pandemic cover the insured needs to assess the risk as to whether they resume operations or not.

12 Sporting requirements

To allow resumption of activities all clubs are reminded of their requirements to meet the following conditions:

- Adherence to Victorian Government Restrictions (activities can only resume once restrictions permit)
- Adherence to respective State Sporting Association (SSA) 'Return to Play' guidelines. Contact your SSA for these guidelines if not already received. Many of these sport guidelines also provide practical tips, examples and templates of how you can return to training safely.

Adherence to Council conditions, as follows:

- Please be aware that once pavilions are reopened and being used, it is the user groups responsibility to clean the pavilion, changerooms and amenities to DHHS COVID-19 standard, both before and after use. This means clubs must clean prior to any training or activity and after training or activity. Information on cleaning to the DHHS COVID-19 standard can be found here: <https://www.dhhs.vic.gov.au/sport-cultural-and-recreational-activities-restrictions-coronavirus-covid19#what-community-sports-remain-prohibited-and-can-i-train>
- Clubs must comply with COVID-19 physical distancing, cleaning and hygiene requirements for indoor spaces such as social spaces, canteens and kitchens. More information on these requirements can be found here: <https://www.dhhs.vic.gov.au/restaurants-and-cafes-covid19>
- Any parents and spectators that are in attendance for training or match day must abide by social distancing and gathering restrictions. Spectators must keep a distance of 1.5 meters at all times and be spread out around the ground or venue. More information on this requirement can be found here: <https://www.dhhs.vic.gov.au/sport-and-exercise-restrictions-covid-19>
- Clubs must keep a record of all visitors who enter the pavilion for any reason. The record must include the date, time, names and contact details of each person. This includes both training, match day or casual entry
- Clubs must have an approved formal allocation for use of the sporting facility from either Council or Community Asset Committee
- Clubs must check their insurance coverage to ensure the activity can recommence within a declared pandemic environment. This step is important as some insurance policies do not provide coverage during a pandemic (or may have other requirements)
- Clubs must only access permitted toilet facilities, as detailed below:
 - If there are public toilets on the reserve your club uses, clubs should be using these as they are already cleaned to COVID-19 requirements by Council's contractors
 - If there are no public toilets available and a club desires access to toilets for training purposes, only external facing toilets within a pavilion should be used; and
 - If a club wants access to pavilion toilets which are externally accessible, they will be responsible for cleaning them to COVID-19 standard. Details of this cleaning standard for non-healthcare settings can be found at: <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>
 - If your reserve has no public toilets and no externally accessible pavilion toilets please contact your council contact to discuss further.
- Clubs must ensure the appropriate signage is placed around the pavilion and reserve. Please see the following links for details on required signage: Please see links below that have the latest signs that should be put up around your pavilion and reserve: <https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread-coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread.pdf>
- <https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-keeping-your-distance.pdf>

13 Hall, Kiosk and Room Hire

- Users/hirers of a Council managed facility must have an approved formal booking for use of the venue from Council prior to occupancy.
- Review sub-letting and hire arrangements – third parties who use community facilities, such as those to whom you may hire or sub-let a venue, must also meet these new health and safety requirements. You may wish to review whether these are able to continue in the current environment, and how you will communicate with third parties to ensure they are aware of and adhere to these processes.
- Review cleaning schedule to ensure cleaning has been increased between each hire to minimise spread of infection.

14 Council Communication Requirements

Communications must be clear and consistent to avoid confusion within Council or across the community. There is a reputational risk to Council and third parties if this is not managed appropriately.

Communications of resumed services may include:

- Direct emails to stakeholders
- Social media posts – Facebook and Instagram
- CEO updates to staff
- Newspaper articles and editorials
- Council's website
- Media releases
- Signage at various sites – at entrance and within.

Departments who own a particular service are to ensure the Communications Team are kept up to date with any changes in service delivery.

15 Confirmed case

In the event of a confirmed case of COVID-19 within a Council facility it is important you are prepared to respond and take the necessary steps to reduce the risk of an outbreak. Where the service or activity is directly owned and managed by Council or a Community Asset Committee please notify your Council contact or contact Baw Baw Shire Council Customer Service on 03 5624 2411 immediately.

The building will be closed for deep cleaning and staff will be sent home to isolate for up to 14 days. For third party providers the following steps will assist with creating an action plan:

- Develop a business contingency plan to manage outbreaks of COVID-19
- Have a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Have a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period

- Have a plan in place to clean the worksite (or part) in the event of a positive case (third-party operators and user groups)
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria and your Council contact
- You may be instructed to close by DHHS.

16 What happens if these requirements are not met?

The Victorian Government’s restrictions and processes developed by Council are designed to slow the spread of COVID-19 across Victoria and allow our community to begin returning to the activities and networks that enrich our lives and keep us connected, engaged and entertained. It is important that while restrictions are cautiously eased, we continue to behave responsibly and keep a focus on community health and safety to avoid any further outbreak or transmission of the virus.

Council is here to support you as needed in meeting COVID-19 requirements and making plans that are suitable and manageable for your organisation. We encourage you to reach out to your Council contact if you have any questions or concerns regarding the information in this pack or face any challenges in implementing the changes required.

Victorian Government Directions under the State of Emergency will be enforced through spot checks by Victoria Police and use of emergency powers by DHHS and Local Government Authorised Officers to ensure compliance with the directions of the Chief Health Officer.

17 Crown Land Committees information and advice

- To check whether a service or facility is permitted to resume – under the Victorian Government Restrictions please refer to the DHHS website at: <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- To resume an activity or gain specific advice – Crown Land Committees will be required to contact DELWP and adhere to the processes set out by DELWP.

18 Approvals

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Responsible position	Risk and Insurance
Responsible Director	Corporate and Community Services
Version	1.0

Template: Workplace attendance register

Instructions

Under current public health advice, from [date], all Victorian workplaces are required to establish and maintain a register of every person who attends the workplace for a period of more than 15 minutes. This includes all workers (including sub-contractors) and any customers, clients or visitors permitted in the workplace (including workplace inspectors).

If an employee or visitor tests positive for coronavirus (COVID-19), a current and accurate workplace attendance register will allow the employer to immediately identify anyone who has been in close contact with that person within the prior 48 hours.

If you already have a system in place to capture this information, it is not necessary to use this template. This template can be adapted or used by workplaces that do not already record the attendance of employees and visitors to the workplace.

For more information regarding the definition of a close-contact, see: <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>

Business details

Business name: _____ Site/location: _____ Contact person: _____

Workplace attendance register

Date	First name	Phone number	Check-in time	Check-out time	Relationship with business	Area(s) visited
e.g. DD/MM/YYYY	e.g. John	e.g. 1234 5678	e.g. 10am	e.g. 11am	e.g. employee, contractor, customer, client, inspector, visitor, etc.	e.g. warehouse, factory, office, loading dock, etc.

