

## COVID Safe Plan – Bendigo Heritage Attractions

<u>Business Name:</u>	Bendigo Heritage Attractions
<u>Plan Completed by:</u>	Michael Walsh – BHA Safety & Compliance Manager
<u>Date Reviewed:</u>	29 October 2021

### 1. Purpose

The purpose of this COVID Safe Plan is to minimise the risk of workers and others including members of the public being exposed to COVID-19, so far as reasonably practicable.

### 2. Scope

All BHA premises and tourist trams.

This plan applies to Bendigo Heritage Attraction workplaces as of Friday 29 October 2021 from 6pm - CDGM , Tramways Depot, Heritage Workshop, Operating Trams and Joss House. The plan has been updated to reflect latest CHO Directions

**The table below provides the contact details of BHA key personnel:**

Name	Role	Contact Details
James READE	CEO	T: +61 3 4444 2811
Luke TREBLE	Infrastructure and Compliance Manager	T: +61 3 4444 4816
Zoe TRANTER	Customer Experiences Manager	T: +61 3 4444 2831
Luke JENKINS	Bendigo Tramways Workshop Manager	T: +61 3 4444 4836
Faye GAIR	HR and Governance Manager	T: +61 3 4444 2812
Deanne POINTON	CFO	T: +61 3 4444 2813

<b>Shaun NAUGHTON</b>	Co-ordinator Bendigo Tramways Workshop	T: +61 3 4444 4838
<b>Shafee GOBURDHUN</b>	Project Engineering Co-ordinator	T: +61 3 4444 4834
<b>Allyn GILLIES</b>	BHA Maintenance and Compliance Co-ord / Duty Manager	T: +61 3 4444 4832
<b>Bill ALLEN</b>	Team Leader Maintenance / Duty Manager	T: +61 3 4444 4827
<b>Mike WALSH</b>	Safety & Compliance Manager	T: +61 3 4444 4837

**Duty Managers are appointed as COVID Coordinators when rostered. COVID Coordinators are accountable for the implementation of this plan in their operational areas.**

### 3. Reference and Review

BHA has developed this COVID Safe plan using the DHHS document template: [“COVIDSafe Plan - Information and resources to help your business prepare a COVIDSafe Plan”](#)

The plan is dynamic and will be reviewed regularly as follows:

1. To ensure its effectiveness
2. To change and adjust it in line with changes to official advice and changes to restrictions
3. If there is suspected or confirmed exposure to COVID-19 through a worker or visitor
4. If directed to do so by an Authorised Officer or WorkSafe Inspector

### 1. Procedure

The COVIDSafe Plan is grouped into six COVIDSafe principles in accordance with DHHS Guidelines. These include:

- I. Ensure physical distancing
- II. Wear a face covering
- III. Practise good hygiene
- IV. Keep records and act quickly if workers become unwell
- V. Avoid interactions in enclosed spaces
- VI. Create workforce bubbles

## 1. Facilities or Activities

Facility	Operation	Responsible Person
Tramways Depot	Tram Operations	Duty Manager
Tramways Workshop	Manufacturing	Luke Jenkins
CDGM Operations	Tours and Retail	Duty Manager
Joss House	Temple – Place of Worship	Duty Manager

## 2. Ensure Physical Distancing

REQUIREMENT: You must ensure workers and visitors are 1.5m apart as much as possible		
Recommended Action	Action	Responsible
Displaying signs to show patron limits at the entrance of enclosed areas where limits apply	All entry points signposted	BU Managers
Informing workers to work from home wherever possible	Minimum operational needs have been considered in determining personnel in the workplace. All non-essential workers including volunteers identified advised not to access the workplace until further notice	CEO

Minimising the build-up of people waiting to enter and exit the workplace	Waiting areas identified and signposted where necessary to encourage physical distancing.	Customer Exp Mgr
Using floor markings to provide minimum physical distancing guides	Floor markings provided in CDGM Retail area. Adequate space for workforce to physically distance.	N/A
Reviewing delivery protocols to limit contact between delivery drivers and workers	<p>Drivers entering any BHA facility to complete Vic Serv QR Log on.</p> <p>Workshop/Depot Deliveries - external contact area implemented at Depot – deliveries restricted to Depot Starte's office and QA area..</p> <p>CDGM delivery drivers requested to remain outside facility wherever possible – contact restricted to Covid Coordinators where practical.</p>	<p>Workshop Manager</p> <p>Covid Coordinators</p>

**REQUIREMENT: You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

Recommended Action	Action	Responsible
Capacity limits are in place for offices,	Monitored but currently operating with no more than 10 in each office environment	CEO
There is no more than one member of the public per 4 square metres of publicly available space indoors	Publicly Accessible buildings measured and signposted in accordance with maximum numbers for each space.	BU Managers
Limit number of patrons in accordance with industry directions	<p>Publicly Accessible buildings measured and signposted in accordance with maximum numbers for each space.</p> <p><b>Note:</b> Trams permitted to operate with 30 passenger limits.</p> <p>Underground tours to be booked at normal operational limits.(Max 22 although 30 permissible under current restrictions)</p> <p>Density limit of 1 person per 4 square metres in booking area. Booking area staff to monitor 1.5 metres physical distance requirement.</p>	<p>All</p> <p>Customer Experiences Staff/Duty Manager</p>

## 2. Wearing Face Coverings

**REQUIREMENT: You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice.**

Recommended Action	Action	Responsible
<p>Providing adequate face coverings</p>	<p>Masks are required to be worn <b>indoors</b> by staff, contractors, and visitors as well as members of the public. This means that masks are to be worn by all persons when inside offices, buildings including publicly accessible buildings and in trams as a driver, conductor or member of the public when underground as a guide, maintenance person or member of the public.</p> <p>Compliant face masks will be provided at each workplace for all staff to wear conducting their work duties including while drivers and conductors are operating on trams.</p> <p>Compliant face masks will be available for purchase by the public for use while accessing BHA facilities including trams.</p> <p>Drivers are to maintain stock on an operating tram (Tram Operations Coordinator to ensure supply available). Customer Experiences Manager to ensure supply for CDGM and Joss House)</p>	<p>Customer Services Staff/Duty Manager</p>
<p>You should install screens or barriers in the workspace for additional protection where relevant</p>	<p>Screens in place at CDGM retail.</p>	<p>BU Manager</p>
<p>You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE</p>	<p>Training has been provided on the safe use, decontamination and maintenance of masks. The use of masks will be monitored and where noncompliance is observed, corrective actions will be initiated at the time of the inspection/observation.</p> <p>Refresher training toolbox to be delivered by BU Managers in relation to this plan.</p>	<p>BU Managers/ Duty Mgrs</p>
<p>You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.</p>	<p>Training will include decontamination and maintenance of any PPE provided. The use of PPE will be monitored and where noncompliance is observed, corrective actions will be applied at the time of the inspection/observation.</p>	<p>BU Managers/ Duty Mgrs</p>

### 3. Practise Good Hygiene

**REQUIREMENTS:** You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

Recommended Action	Action	Responsible
<p>Clean surfaces with appropriate cleaning products, including detergent and disinfectant</p>	<p>There will be enhanced general cleaning across the sites including increased cleaning during operating hours.</p> <p>Cleaning schedules will be established and maintained for all sites by the relevant Duty Managers, and include publicly accessible facilities, tour PPE and other high touch points. The schedule will also include staff areas including:</p> <ul style="list-style-type: none"> <li>- offices</li> <li>- meeting rooms</li> <li>- amenities</li> <li>- workshops</li> </ul> <p>Tram drivers will be responsible for the cleaning of tram handrails at the end of each journey. Each tram will be supplied with cleaning materials by the Tram Operations Coordinator.</p> <p>Alcohol-based hand sanitiser stations will be made available for staff and visitors.</p> <p>Only 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).</p> <p>Manufacturer's instructions to be strictly followed for appropriate dilution and use.</p> <p>Hygiene promotional posters are placed in high-risk areas, including amenities, for staff and customers to follow.</p>	<p>BU Managers/Duty Mgrs</p>

**REQUIREMENTS:** You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

Recommended Action	Action	Responsible
Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so	Contactless payment options established for retail sales and tour bookings	Customer Exp Manager
Clean between shifts	Single shift operation. COVID cleaning schedule for cleaning and additional deep cleaning in place each day of operation.	N/A
You should display a cleaning log in shared spaces	Cleaning logs placed and signed off at each facility	BU Managers/ Duty Mgrs
You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.	Sanitiser stations provided for staff and the public.  Adequate supplies of hand sanitiser, soap, detergent, disinfectant wipes to be maintained. Quantities of these items must be monitored to avoid running out of stock.	BU Managers/ Duty Mgrs
Conduct an audit of cleaning schedules.	Covid Coordinators will undertake weekly COVID visual review including quality of cleaning regime implementation relative to their areas of responsibility.	BU Managers/ Duty Mgrs



## 4. Keep records and Act Quickly if workers become unwell

**REQUIREMENTS: You must support workers to get tested and stay home even if they only have mild symptoms.**

Recommended Action	Action	Responsible
Support workers to get tested and stay home even if they only have mild symptoms.	Personnel in the workplace will receive regular information and where applicable training and instruction relating to COVID-19. The importance of getting tested and staying home if symptoms including mild symptoms will be reinforced in the provision of information. Leave available for those requiring isolation and recovery.	Safety & Compliance Manager

**REQUIREMENTS: You must develop a business contingency plan to manage any outbreaks.**

Having 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	<p><b><u>A Potential Case</u></b></p> <p>A person is a potential case when they have symptoms compatible with COVID-19 in the absence of an alternative diagnosis. When there is a single suspected case at a workplace:</p> <ul style="list-style-type: none"> <li>➤ The worker should be supported to leave work to go home/get tested. They should travel by private transport where possible, or by taxi. A mask should be worn. They should not travel by public transport.</li> <li>➤ If they are unable to leave immediately, they should be supported to isolate at work, preferably in a separate room. They must wear a mask and remain 1.5m from others at all times.</li> <li>➤ The worker will be advised to undergo a COVID-19 test and follow DHHS advice including self-isolation.</li> <li>➤ Where the suspected case was present at the workplace in the period commencing 48 hours prior to the onset of symptoms, it is possible that they were infectious while at work. All practicable steps to manage the risks posed by the suspected case, including appropriate cleaning will be undertaken.</li> <li>➤ Cleaning will be undertaken of workers personal workspace and any areas in the work premises frequently used by the worker, including high-touch surfaces likely to have been frequented by the suspected case.</li> </ul>	Safety & Compliance Manager
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- All workers (including the health and safety representative) will be informed to be vigilant about the onset of symptoms of COVID-19 and advise all workers to be tested and self-quarantine if they become symptomatic.
- Materials and records will be reviewed to ensure that they are in order to support contact tracing, particularly from the period of 48 hours prior to the onset of symptoms in the suspected case.

**NOTE: DHHS will advise actions where there are suspected cases**

### **A Confirmed Case**

- A confirmed case is defined as a person who has returned a positive COVID-19 test as per DHHS guidelines.
- Workers must disclose as soon as practicable after they receive notification that they have tested positive for COVID-19 and they attended the workplace in the infectious period.
- To assure the safety of the employees and the workplace, upon notification of confirmed case the following steps will be undertaken as soon as practicable:
  - Removing the employee from the work premises if required.
  - Cleaning and disinfecting.
  - Identification and notification of workplace close contacts and provision of close contact details to DHHS.
- In addition to the above the following will also be undertaken:
  - Inform all staff at the workplace to be vigilant about the onset of COVID-19 symptoms and at symptom onset to self-isolate and be tested as soon as reasonably practicable.
  - Undertake a risk assessment to inform closure and cleaning requirements (in whole or in part).
  - Undertake a comprehensive clean of the workplace, in whole or part, based on the risk assessment.
  - Identify workplace close contacts associated with the employee's attendance at work
  - Notify those close contacts to quarantine at home for 14 days.

	<p><b>NOTE: DHHS will undertake notification to members of the public.</b></p> <p>Following the identification of a suspected or confirmed case, all staff, contractors, visitors and other relevant stakeholders, will be:</p> <ul style="list-style-type: none"> <li>➤ Notified that there has been a suspected or confirmed case (noting it is not appropriate to disclose the identity of unwell individuals).</li> <li>➤ Reminded about being vigilant about the onset of COVID-19 symptoms and to self-quarantine if they become unwell. Close contacts will be directed to leave the work premises and advised to self-quarantine and seek medical advice.</li> </ul>	
<p>Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period</p>	<p>Multiple records can be reviewed to determine which staff members, volunteers, contractors, visitors or other persons at the workplace may have had close contact with the confirmed case during their infectious period: Rosters, time sheets, sign-in sheets, visitors' and booking details.</p> <ul style="list-style-type: none"> <li>• Government QR coding. (DHHS access only)</li> <li>• The booking log is an additional source of information and will be provided to DHHS to determine customers who may have had contact with the case</li> <li>• Employee/volunteer close contacts will be notified by telephone, however use of text messages is also acceptable.</li> <li>➤ The following message should be sent: <i>"You have been assessed as a close contact of a confirmed case of coronavirus (COVID-19) through your attendance at CDGM/Tramways. You may be required to self-quarantine in accordance with current Department of Health and Human Services guidelines. You need to monitor DHHS quarantine requirements on the DHHS website or DHHS may contact you to confirm the details of your required quarantine period, and to provide you with further information. You must isolate at home and must not attend work during if required to quarantine. If you develop symptoms consistent with COVID-19 you should get tested."</i></li> </ul>	<p>Safety &amp; Compliance Manager</p>
<p>Having a plan in place to clean the worksite (or part) in the event of a positive case</p>	<p>In the event of a confirmed case, the affected areas of a site or office location must be isolated, and occupants removed until appropriate cleaning activities are completed. Cleaning and disinfecting of surfaces are to be conducted using cleaning products as per DHHS Cleaning and Disinfection guidelines to reduce coronavirus (COVID-19) Transmission.</p>	<p>BU Manager</p>

	<p>The affected area will include all areas that were routinely accessed by the confirmed case, during their infectious period, including communal areas such as kitchens, utility areas and bathroom facilities. Consideration must be given to additional cleaning of transport vehicles, and any mobile plant and equipment used by the confirmed case during the infectious period.</p> <p>Cleaning must be undertaken by cleaners who are experienced in disinfection processes. The cleaning process must include a combination of physical cleaning with detergent followed by disinfection with a hospital-grade disinfectant or a chlorine-based product such as sodium hypochlorite. The physical and disinfecting clean may be completed in a single step where combined detergent/disinfectant wipe or solution is available. Cleaners must wear appropriate PPE while cleaning activities are completed. Normal work may resume once the area has been cleaned and all surfaces have dried.</p> <p>➤ Council contractors will be utilised for deep cleaning.</p>	
<p>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</p> <p>Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace</p>	<p>Notify DHHS and WorkSafe Victoria and report on actions taken above, provide a copy of risk assessment, provide close contact details, and comply with any further directions from DHHS or WorkSafe as to further closure or cleaning.</p> <ul style="list-style-type: none"> <li>• The Safety &amp; Compliance Manager must notify DHHS by sending the completed risk assessment and close contact list to <a href="mailto:COVIDEmployerNotifications@dhhs.vic.gov.au">COVIDEmployerNotifications@dhhs.vic.gov.au</a> as soon as is practicable when there is a confirmed case of COVID-19 that has been infectious at the workplace.</li> <li>• The Safety &amp; Compliance Manager will call 1300 651 160 if they do not hear from the DHHS within 24 hours following the notification. WorkSafe Victoria will be notified by calling 13 23 60 if you have a confirmed COVID-19 case at your workplace followed up with online notification within 48 hours.</li> </ul>	<p>Safety &amp; Compliance Manager</p>
<p>Having a plan if you have been instructed to close by DHHS</p>	<p>In the event of a DHHS direction to close the CEO will convene a meeting with impacted staff and will communicate the direction actions with stakeholders</p>	<p>CEO</p>
<p>Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work</p>	<p>BHA or impacted BHA facilities will not reopen until all obligations have been met under the directions and authority of the DHHS Public Health team.</p> <p>Employees who are close contacts will not be able to return to work until they have completed their quarantine period or as directed by DHHS, provided they have no symptoms</p>	<p>CEO</p>

of COVID-19 and have not returned a positive test result in the interim. A re-opening inspection and completion of associated check must be undertaken prior to re-opening with final approval to be obtained from the CEO.

**REQUIREMENT: You must keep records of all people who enter the workplace for contact tracing and ensure vaccination requirements are met**

Recommended Action	Action	Responsible
<p>You must keep records of all people who enter the workplace, for contact tracing</p>	<p>The VIC Government QR Code service will be utilised for all persons entering a BHA facility regardless of the time at that facility. A facility includes individual trams. All persons includes:</p> <ul style="list-style-type: none"> <li>• Staff and volunteers</li> <li>• Contractors</li> <li>• Delivery drivers</li> <li>• Visitors</li> <li>• Members of the public as paying customers</li> <li>• Members of the public making enquiries</li> </ul> <p>QR Codes are co-ordinated by the Safety and Compliance Manager. Separate QR Codes have been established for;</p> <ul style="list-style-type: none"> <li>➤ Tramways Depot</li> <li>➤ CDGM</li> <li>➤ Joss House</li> <li>➤ All individual operating trams.</li> </ul>	<p>Safety &amp; Compliance Manager</p>

<p>Proof of Vaccination Status is required</p>	<p>All people aged 16 years and over must be fully vaccinated in order to enter a BHA facility.</p> <p><b>BHA Staff</b> – are to provide proof of vaccination to their BU Manager. Failure to provide proof will require the staff member (including volunteers) to work from home or not be rostered to work. Verification is to be treated confidentially and stored in Online WHS Management Module only.</p> <p><b>Contractors</b> – no contractors are permitted to be on site without the BHA representative sighting each contractor’s proof of vaccination and confirming details on the BHA contractor register located in SharePoint</p> <p><b>Public</b> – BHA staff are to request proof of vaccination status or a signed medical exemption as a condition of entry.</p> <p><b>Acceptable proof is:</b></p> <ul style="list-style-type: none"> <li>• Covid-19 digital certificate via the Services Victoria App</li> <li>• Covid-19 digital certificate saved to a smartphone</li> <li>• Printed copy of Covid-19 digital certificate <b>together with photo identification</b></li> <li>• Printed copy of immunisation history statement <b>together with photo identification</b></li> <li>• GP medical exemption <b>together with photo identification</b></li> </ul>	<p>BHA staff including booking staff, tram drivers/conductors, Joss House reception</p>
<p>Promoting Vaccination and Check in requirements.</p>	<p>All premises and trams have been signposted in relation to checking in on the Vic Services QR Code.</p> <p>Website updated to include check in requirements</p> <p>Booking system updated to include requirements.</p> <p>Bracelet tagging confirms formal check in of customers.</p> <p>Tickets reinforce Covid requirements.</p>	<p>BU Managers</p>
<p>Compliance with Stay at Home and Interstate Travel Directions</p>	<p>As for - Vaccination and Check in requirements above plus.</p>	<p>Bu Managers/Duty Managers</p>

	<p>Booking staff have immediate access to Vic Gov web page on current restricted postcodes. Persons from outside Victoria are required to produce a valid permit.</p> <p>The type of permit that an interstate traveller requires will depend on where they have been. Visitors over 12 years of age must have a valid permit, exemption, or exception to enter Victoria, even if they have only been in a green zone.</p> <p>Each permit will detail conditions that must be followed. This includes when and how to quarantine and get tested if that's required.</p> <p>Exemptions and exceptions are available, but these come with conditions.</p> <p>It is an offence to enter Victoria without a valid permit, exemption, or exception., with fines of up to \$5,452. It is an offence to provide misleading information.</p> <p>When in Victoria, you are required to carry (and present on request to authorities) your identification and a copy of your valid permit, exemption, or evidence of your exception.</p> <p>If it is a condition of your permit, you will also be required to carry and present evidence of your vaccination status and most recent COVID-19 test result.</p> <p>The BHA Booking process requires residential checks. Including sighting photo ID or completion of DHHS written declaration form when not available or change of residence if relocated since restrictions.</p>	
<p>Dealing with difficult customers</p>	<p>The safety of staff is paramount when dealing with difficult aggressive or intimidating customers. Stay calm, listen and be patient.</p> <p>Staff are to refer difficult customers to the duty managers where customers are making formal complaints. Duty managers should;</p> <p>Remind the customer that the rules are Government directions</p> <p>Explain that they must comply or leave the premises or tram,</p> <p>Ask for help-call in other available staff to assist</p> <p>Contact Victoria Police if threatened or failure to leave</p> <p>Retreat to a safe location</p> <p>Don't put your safety at risk</p>	<p>BU Managers/Duty Managers</p>

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## 5. Avoid Interactions in enclosed spaces

**REQUIREMENTS:** You should reduce the amount of time workers are spending in enclosed spaces.

Recommended Action	Action	Responsible
Enabling working in outdoor environments	Minimal opportunity is available for work outdoors unless part of normal duties.	N/A
Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks, and locker rooms	Staff encouraged to conduct meetings and to have breaks outdoors.	All managers
Enhancing airflow by opening windows and doors	Windows in buildings to remain open whenever possible. Main access doorways and windows in building to be open during work hours where possible.	All managers
Optimising fresh air flow in air conditioning systems	Airconditioning systems in buildings to be in optimal mode during peak times.	All managers

## 6. Create workforce bubbles

**REQUIREMENTS:** You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes

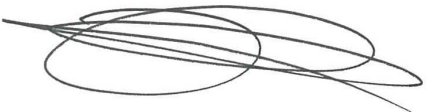
Recommended Action	Action	Responsible
You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes	Single Shift operation only	N/A

**REQUIREMENTS:** You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts

You should maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.	Enquiries made and list maintained of personnel who work for additional employers.	HR & Governance Manager
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## Monitoring for Compliance

The Safety and Compliance Manager will conduct visual workplace inspections in order to monitor adherence to this plan. Actions arising out of an inspection will be tracked using OnlineWHS until completion.

Approved by: James Reade, CEO	Date:
Signed:	
	

## Document Control

The version history must be updated on all controlled and registered documents as per the table below:

<b>Business Unit Owner:</b>		Corporate	
Version	Date	Change Description	Author
1.0	28/10/21	Approved content	Michael Walsh