breakthru COVID Safe Plan

Business name:	breakthru Ltd
Site location:	All breakthru sites in Victoria, NSW and Qld
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Contact person phone:	1800 767 212
Date prepared:	9 December 2020 **Updated**: 3 September 2021

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations (onsite and external activities) and ensure adequate supplies of hand soap and paper towels are available for employees.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Dedicated intranet pages – COVID Information page and Staff FAQ pages which are updated regularly. • Hand sanitising stations located at entrance/exit points; hand washing facilities (including paper towel) located in bathrooms/kitchens. • Employees have access to hand sanitiser (all sites) and face masks for use in line with current recommendations. These are topped up as required/needed. • Specialist PPE is available for employees as needed.
Where possible: enhance airflow by opening windows and adjusting air conditioning.	• breakthru sites monitor local air flow with employees encouraged to take appropriate breaks in outdoor environments. • Face to face customer appointments are encouraged to occur in outdoor environments or in locations where air flow is optimised to minimise transmission. All customer homes are required to have a current Customer Home Risk Assessment completed as part of usual breakthru processes and includes environmental considerations.
In areas or workplaces where it is required, ensure all employees wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	• Employees undertaking face to face appointments have been provided with or access to appropriate PPE for use when working with customers. • Employees who are working from home are expected to comply with current government directives. • Where employees attend a site, they are required to adhere to current health directives which are available from breakthru's intranet and updated regularly. • When working with customers, employees have been instructed on the need to ensure social distancing, use of PPE and hand hygiene.
Provide training to employees on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	• Employees have been provided with instruction on the correct use and disposal of masks, hand hygiene, PPE and social distancing. All employees have been directed to complete Infection Control Training which is located on the COVID Information page. • All employees have been informed that if they are unwell, they are to remain at home. Leave entitlements and working from home information has been provided to encourage employees to stay safe.
Replace high-touch communal items with alternatives.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. This checklist has requirements around increased cleaning for communal areas and surfaces. • Additional cleaning of high touch communal areas and items are in place as part of breakthru's COVID Safe Weekly Checklist. This is monitored by the COVID Safe Champion on each site.

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Cleaning	
Increase environmental cleaning (including between changes of employees, ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • COVID Safe Champion allocated at each site to monitor implementation of COVID Safe practices and remind employees to comply with current restrictions/practices. • Employees working face to face with customers are instructed to wash their hands and implement increased hygiene practices and cleaning between customer appointments. • All breakthru fleet vehicles have a range of cleaning supplies kept in the vehicle for employee use, these are topped up as needed. Vehicle sharing is minimised as much as possible and cleaning is required before and after use.
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	• Each site has a range of cleaning supplies which are available for employee use when onsite. • Employees undertaking face to face appointments in the community/customer home have access in fleet vehicles a range of cleaning products including disinfectant spray, hand sanitiser and wipes. These employees also have access to personal hand sanitiser which can be topped up using breakthru supplies.
Guidance	**Action to mitigate the introduction and spread of COVID-19**
Physical distancing and limiting workplace attendance	
Ensure that all employees that can work from home, do work from home.	• Where possible, employees continue to work from where density requirements exceed the number of people allowed onsite unless they are attending face to face appointments or required to complete tasks within the office wherever possible. Priority is given to those that have face to face appointments. • All work from home employees are required to complete a Work from Home Agreement including a self-assessment of the home working environment. Where required, reasonable adjustments have been provided. • breakthru provides employees working from home access to company supplied mobile phones, laptops and other equipment that maybe required. • Leaders attend sites and are available via telephone/video conferencing as on as needs basis. • Employees have times set aside with their respective teams to check in and access to their leader as needed via teleconference facilities.
Establish a system that ensures employees members are not working across multiple settings/work sites.	• Wherever possible, one employee only will provide face to face support where a customer is unable or uncomfortable with telehealth. • Customers have been moved (when movement restrictions are in place, e.g. stay at home orders) to telehealth wherever possible to minimise in person contact. Where essential face to face supports is required, these continue to be face to face. • All contact with customers is recorded in Customer Management System including times of interactions. This applies to face to face and telehealth contacts. This allows for easy contact tracing should this be required. • Where employees (generally leaders) are required to attend multiple sites, these are done only where other alternatives are not suitable based on risk.
Establish a system to screen employees and visitors before accessing the workplace. Any employee, visitor or customer who is unwell is excluded from site.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • Employees have been informed that if they are unwell, they are to remain at home. Leave entitlements and working from home information has been provided to encourage employees to stay safe. • All customers (and those residing in the customer home) prior to any face to face appointment are required to complete the Pre-Screen Checklist and details recorded in customer file notes.

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	• Employees who have not been at work for a period of time are also required to complete the same Pre-Screen Checklist in addition to the COVID Safe Weekly Checklist which is applicable to all employees. • Signage in place which requests that if someone is displaying symptoms or are unwell, they are not to enter sites.
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • Offices have been set up to ensure that adequate physical distancing occurs identified as part of the COVID Safe Site Audit including monitoring numbers of people onsite.
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • All sites have markings to indicate appropriate physical distancing at all times.
Modify the alignment of workstations so that employees do not face one another.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • Offices have been set up to ensure that adequate physical distancing occurs identified as part of the COVID Safe Site Audit including monitoring numbers of people onsite.
Minimise the build-up of employees waiting to enter and exit the workplace.	• Employees are required to work from home where density limits are unable to be met unless they are attending face to face appointments. These appointments are generally held in the customer home or community. As such, no build-up of employees occurs. • In instances where an employee may attend a breakthru site, this is by agreement with the relevant leader.
Provide training to employees on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • All employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • All employees have access to breakthru's dedicated Information about COVID Page and Staff FAQ Page where employees are able to lodge questions.
Review delivery protocols to limit contact between delivery drivers and employees.	• All deliveries are contactless and minimised as much as possible due to site closures. • Each site has an allocated area has been identified for contactless deliveries.
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	• Employees are requested to limit their need to be at sites wherever possible to ensure density limits are maintained. • Where employees are on site, work rosters are designed to ensure staggered start and finish times, days on site to allow for physical distancing. • All sites have implemented practices and systems to ensure that physical distancing requirements are in place at all times which are monitored by the site COVID Safe Champion.

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Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • Occupancy numbers are displayed at entrance to site and outside any meeting rooms to ensure 4sqn or 2sqm are always kept based on current health advice.

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	• All breakthru office sites have completed the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers. • All employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. • The COVID Safe Champion is responsible to ensure that all employees and visitors' details are recorded upon arrival via QR Code. This information can then be used for contract tracing as required. • For employees providing face to face appointments, all details of their contact are recorded in breakthru's Customer Management Systems which allows for easy contact tracing as required.
Provide guidance to employees on the effective use of the workplace OHS/WHS reporting system (where available).	• All employees are aware of their obligations to report incidents and hazards as part of breakthru's usual processes.

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	• Business continuity is monitored by the COVID Taskforce which meet as needed and via instant messaging on a regular basis. • Communication is shared with employees to ensure they are kept up to date as the situation changes.
Prepare to assist contact tracing and providing employee, visitor and customer records to support contact tracing.	• Through the use of current Customer Management System, State QR Codes and Visitors register, breakthru are well positioned to assist in contact tracing. • All employees are required to log in via QR Code when they enter a building or site. • Each site has a unique QR Code issued by relevant state authority to assist in contact tracing.
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	• Should this be required, breakthru will source an appropriate organisation to undertake this cleaning. • Limiting the numbers on site along with keeping records
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	• The COVID Taskforce, records within Team chat any employees and customer numbers being tested including results. • Should a confirmed case be detected a number of strategies are in place to ensure the positive result and contacts traced. Working with a COVID Customer Guidelines have been developed to ensure that at customers at greatest need are supported appropriately.
Prepare to notify workforce and site visitors of a confirmed or suspected case.	• See above as we would use the data available via our systems to notify those that have been in close contact should there be a confirmed case. • Due to privacy, we limit the information provided should a person be undertaking testing in circumstances where they haven't been in contact with a known case. Monitoring of current disclosed testing in managed by the relevant leader and recorded in the COVID Taskforce Chat as it becomes known.

Guidance	Action to ensure effective record keeping
Immediately notify appropriate bodies (funding and regulatory) if there is a confirmed COVID-19 case.	- The COVID Taskforce, records within Team chat any employees and customer numbers being tested including results. - Should we have a confirmed case, breakthru understands its reporting requirements to various external agencies including NDIS Quality & Safeguarding Commission, DHHS (Vic) and WorkSafe (Vic), SafeWork (NSW), WorkSafe (Qld) and other funding bodies. - The responsibility of reporting sit with the Head of Risk & Compliance and overseen by the Chief Executive Officer.
Confirm that your workplace can safely re-open and workers can return to work.	- Through the use of the COVID Safe Site Audit after any period of site closure to ensure continued compliance with requirements, records of these are kept by Risk Team as part of the COVID Taskforce. This audit includes QR Codes displayed; working from home; physical distancing; health, handwashing, and hygiene; cleaning; monitoring symptoms, Transport/Fleet and general requirements with links to relevant posters/flyers - Employees on site are required to compete the COVID Safe Weekly Checklist which is monitored by site leader. - The COVID Safe Champion is responsible to ensure that all employees and visitors' details are recorded upon arrival. This information can then be used for contract tracing as required.

I acknowledgement I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Signed   *Monica Benney*

Name   Monica Benney

Date   3 September 2021