

# COVID Safe plan

Guidance on how to prepare your COVID Safe plan is available [here](#).

## Our COVID Safe Plan

Business name: Royal Botanic Gardens Victoria  
 Site location: Birdwood Avenue, Melbourne, Victoria 3004  
 Contact person: Chris Cole  
 Contact person phone: +61 3 9252 2330  
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\*Response to COVID-19 pandemic at RBGV is guided by the COVID-19 Pandemic Response Framework, underpinned by the COVID-19 Action Plan and High Risk Occurrence (HRO) as routinely reported to RBG Board Risk Committee

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<p><b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b></p>	<ul style="list-style-type: none"> <li>• Hand sanitiser stations are established in key areas including entry to buildings, bathrooms, kitchen areas, entry gates and other tactile areas.</li> <li>• Amenities are well stocked with soap and paper towels (or electric hand dryers).</li> <li>• Instruction on how to wash and sanitise hands provided through posters and digital communications</li> <li>• Hand sanitiser stations installed at entry to all public toilets.</li> <li>• Hand sanitiser is available for staff, visitors, audiences and school groups to use at various locations throughout the Gardens and during events and activities</li> <li>• Hand sanitiser is refilled regularly</li> </ul>
<p><b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b></p>	<ul style="list-style-type: none"> <li>• Air conditioning and/or open windows in use.</li> <li>• Maintain open windows in RBGV vehicles for public use</li> </ul>
<p><b>In areas or workplaces where it is required, ensure all staff 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.</b></p>	<ul style="list-style-type: none"> <li>• Staff are no longer required to wear a mask in the workplace, but it is recommended for staff to wear a face mask when they can't keep 1.5 metres distance from other people unless a lawful exception applies.</li> <li>• Employees, when working at RBGV work premises, must carry a face mask at all times and wear a face mask in settings where face masks are required, in accordance with the directions currently in force (unless an exception applies)</li> <li>• Masks provided to all staff and volunteers at workplace, including supply of cloth and disposable masks for use when required.</li> <li>• Lawful exceptions identified and risk assessment undertaken to minimise exposure.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p><b>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</b></p>	<ul style="list-style-type: none"> <li>• <i>Training on correct use and disposal of face coverings in place, as well as regular reinforcement of importance of maintaining good hygiene and physical distancing.</i></li> <li>• <i>Importance of not attending workplace if unwell reinforced regularly through staff communications</i></li> </ul>
<p><b>Replace high-touch communal items with alternatives.</b></p>	<ul style="list-style-type: none"> <li>• <i>Surface cleaning of small number of workstations shared across shifts occurs routinely</i></li> <li>• <i>High touch communal items used in programs replaced with alternatives where possible</i></li> <li>• <i>Signage in retail outlets discouraging touching of items for sale</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Cleaning</b>	
<p><b>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</b></p>	<ul style="list-style-type: none"> <li>• <i>High touch surfaces being cleaned regularly, including kitchen areas, bathrooms, equipment and materials used in workshops and events, vehicles for public use, items for public use (wheelchairs, deckchairs etc), seating in Visitor Centre, retail outlets etc.</i></li> <li>• <i>Cleaning taking place during events as well as a pre and post event clean</i></li> <li>• <i>Sanitiser available and in use at all in use entry gates/padlocks</i></li> <li>• <i>Information provided to staff and visitors/ audiences about expectations on personal hygiene (hand washing, coughing into elbow, disposal of masks, etc)</i></li> </ul>
<p><b>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</b></p>	<ul style="list-style-type: none"> <li>• <i>Adequate cleaning supplies in place for all organisation activities including events and tours, walks and talks.</i></li> <li>• <i>Stock levels actively managed.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing, limiting workplace attendance and event/activity management</b>	
<p><b>All office based and on-site workers can return to work at 100% capacity.</b></p> <p><b>No density quotient applies for any office area that is not accessible by members of the public, including private offices, open plan offices, internal meeting rooms and shared spaces such as kitchens, lunchrooms and bathrooms.</b></p>	<ul style="list-style-type: none"> <li>• <i>Spaces that are accessible to members of the public such as lobbies and Visitor Centres, must maintain the density limit of one person per two square metres.</i></li> <li>• <i>Working from home arrangements in place for staff that work from home</i></li> <li>• <i>Well-being OHS checks routinely carried out for work from home employees.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p><b>Establish a system to screen employees and visitors / audiences before accessing the workplace. Employers cannot require employees to work when unwell.</b></p>	<ul style="list-style-type: none"> <li>• <i>Employees and visitors are regularly notified of the requirement to not attend workplace / venue if they have any symptoms, or if they have been tested and are awaiting results. Information for visitors also available on the website.</i></li> <li>• <i>Pre-event communication to visitors attending events and activities with public health messaging (as per the COVIDSafe Event Checklist) and including asking to do a symptom self-assessment prior to leaving home and not attend if they are unwell or have been instructed to isolate or quarantine. Details of refund policy included (ticketholders are refunded if unwell)</i></li> <li>• <i>Employee health attestation in place as part of the daily on-site registration process</i></li> <li>• <i>Requirement to provide WorkSafe notification for any employees testing positive to COVID-19 understood and adhered to</i></li> <li>• <i>On the receipt of advice from health authorities, or from an individual, regarding a visit to an RBGV site when infectious for COVID-19, RBGV will seek and follow the advice of DHHS with regard to any actions to be taken, including employee testing, isolation and site cleaning.</i></li> </ul>
<p><b>Configure communal work areas and promote physical distancing recommendation. Also consider installing screens or barriers.</b></p>	<ul style="list-style-type: none"> <li>• <i>Minimum 1.5 m physical distancing recommendation promoted regularly to employees.</i></li> <li>• <i>'Sneeze screens' installed on desks at Visitor Centres, retail outlets and behind the driver in RBGV Garden Explorer bus driven by staff for public use</i></li> </ul>
<p><b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</b></p>	<ul style="list-style-type: none"> <li>• <i>Floor markings provided in areas of visitor congregation such as visitor centres</i></li> </ul>
<p><b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b></p>	<ul style="list-style-type: none"> <li>• <i>Physical distancing requirements are regularly communicated through staff communications (posters, digital and face-to-face)</i></li> <li>• </li> </ul>
<p><b>Review delivery protocols to limit contact between delivery drivers and staff.</b></p>	<ul style="list-style-type: none"> <li>• <i>Signage displayed at entry points for delivery drivers providing designated contact points.</i></li> <li>• <i>Hand washing/sanitising after accepting deliveries, with minimal contact observed</i></li> </ul>
<p><b>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that indoor space, as determined by the 'two square metre' rule.</b></p>	<ul style="list-style-type: none"> <li>• <i>Signage in place</i></li> <li>• <i>Visual cues to facilitate physical distancing including:</i></li> <li>• <i>Signage encouraging physical distancing on narrow paths and fenced / enclosed spaces</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p><b>Develop protocols for crowd management and physical distancing on RBGV events, workshops and activities such as tours, walks and talks</b></p>	<ul style="list-style-type: none"> <li>• Signage, COVID marshals, staggered entry and exit for maintaining social distancing in common areas e.g. food and beverage, bathrooms, merchandise sales, foyer etc are in place for events</li> <li>• Reduced capacity and/ or use of amplification in tours to enable audiences to have a valuable experience while physical distancing</li> <li>• Ensure adherence to social distancing on small, seated programs/events</li> <li>• Capacities and processes for workshops for students in line with current Department of Education requirements</li> <li>• Designated gathering space for school bookings</li> <li>• Clear management of 'choke points' that cover all aspects of the customer journey e.g. as they enter the venue, where and how they will be seated, movement throughout the event, and how they exit the venue</li> <li>• Ensure events are compliant with the current Government restrictions at the time</li> </ul>

Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
<p><b>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</b></p>	<ul style="list-style-type: none"> <li>• Employee attendance records maintained daily</li> <li>• Contractor attendance records maintained daily</li> <li>• Delivery driver attendance maintained daily</li> <li>• Online ticketing system bookings and in person bookings at the Visitor Centre capture contact details including name and phone number and informs customers of the COVIDSafe expectations for the visit</li> <li>• Contact tracing measures in place for attendees of small events (QR code system) and zoning / cohorting for employees and patrons as per the COVIDSafe Public Events Framework</li> <li>• Attendee contact details retained for 28 days after the event, after which, information should be destroyed, unless there is another statutory requirement for retention</li> </ul>
<p><b>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</b></p>	<ul style="list-style-type: none"> <li>• OHS incident reporting and register in place</li> </ul>

Guidance	Action to ensure COVIDSafe events and activities
<b>Oversight and administration of events</b>	
<p><b>Establish a process to manage specific COVIDSafe procedures on small events and programs</b></p>	<ul style="list-style-type: none"> <li>• Identify key staff who are responsible for assessing proposed events against the Public Events Framework and implementing and reviewing relevant associated applications, Framework Checklist and strategies</li> <li>• Public events planned according to the COVIDSafe Public Events Framework and relevant Tier applications made accordingly</li> <li>• Public activities guided by the organisation's COVIDSafe Plan and the COVIDSafe Public Events Framework</li> <li>• Individual programs (delivered by RBG or contractors) such as talks, tours, school workshops have dedicated COVIDSafe plans with specific activity actions and that refer to the organisation COVIDSafe Plan</li> <li>• Ensure that workers, including volunteers, vendors and contractors, understand and comply with COVIDSafe work practices, including training in COVIDSafe behaviours</li> <li>• Contingency planning documented in the scenario that an event needs to be cancelled, including communicating the cancellation to patrons</li> </ul>

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
<p><b>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</b></p>	<ul style="list-style-type: none"> <li>• <i>Business continuity planning captured in the RBGV Pandemic COVID-19 Action Plan 2020-2022, including leadership structure, decision making, business reporting and response to the COVID-19 pandemic.</i></li> </ul>
<p><b>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</b></p>	<ul style="list-style-type: none"> <li>• <i>Employee attendance records available to assist contact tracing</i></li> <li>• <i>Pandemic response structure in place to coordinate response to DHHS in case of infection</i></li> <li>• <i>Not practical or warranted (as an open-air venue) to collect details of each visitor</i></li> <li>• <i>Contact tracing measures in place for attendees of events (ticketing system or QR code system) and zoning / cohorting for employees and patrons as per the Public Events Framework</i></li> </ul>
<p><b>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</b></p>	<ul style="list-style-type: none"> <li>• <i>Cleaning requirements in place pending employee infection</i></li> <li>• <i>Pandemic response structure in place to coordinate response to DHHS in case of infection</i></li> </ul>
<p><b>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</b></p>	<ul style="list-style-type: none"> <li>• <i>Employees are notified of the requirement to not attend workplace if they have any symptoms, or if they have been tested and are awaiting results.</i></li> <li>• <i>Cleaning requirements in place pending employee infection</i></li> <li>• <i>Employees notified of the requirement to immediately alert line manager if symptoms develop whilst at work, and supported to go home immediately, or to isolate at work if returning home is not possible, and to arrange testing and self-isolation as soon as possible.</i></li> <li>• <i>Appropriate areas to isolate staff members identified</i></li> </ul>
<p><b>Develop a process to manage a visitor or audience member who develops symptoms.</b></p>	<ul style="list-style-type: none"> <li>• <i>Arrangements made to send the person home in suitable and safe private transport so the risk of potential coronavirus (COVID-19) transmission is reduced.</i></li> <li>• <i>If the person cannot travel home identify an area where the person can remain in isolation until they are able to travel home</i></li> </ul>
<p><b>Prepare to notify workforce and site visitors of a confirmed or suspected case.</b></p>	<ul style="list-style-type: none"> <li>• <i>On the receipt of advice from health authorities, or from an individual, regarding a visit to an RBG site when infectious for COVID-19, RBGV will seek and follow the advice of DHHS with regard to any actions to be taken, including employee testing, isolation and site cleaning.</i></li> <li>• <i>Workforce communication channels in place to notify employees of confirmed case</i></li> </ul>

Guidance	Action to prepare for your response
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<ul style="list-style-type: none"> <li>• <i>Requirement to provide WorkSafe notification for any employees testing positive to COVID-19 understood and adhered to</i></li> </ul>
<p><b>Confirm that your workplace can safely re-open and workers can return to work.</b></p>	<ul style="list-style-type: none"> <li>• <i>Process in place for employee to confirm negative result following COVID-19 test prior to returning to work</i></li> <li>• <i>Requirement to notify WorkSafe and DHHS of intention to reopen following infection understood</i></li> </ul>

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



Tim Entwisle, 27 April 2021

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