



COVID-19 *Safety Plan*

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Premise details

Organisation names:	Life Ready Physio + Pilates Camberwell Life Ready Physio + Pilates Point Cook Life Ready Mobile
Premises address:	636 Burke Road Camberwell VIC 3124 Shop 17, Sanctuary Lakes Shopping Centre 300 Point Cook Road Point Cook VIC 3030
Plan prepared by:	Benjamin Trinh, Leon Green, Shane Gunaratnam, Brooke Jackson & Sarah Campbell
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Approved by:	Benjamin Trinh, CEO
Who is responsible for reviewing and updating this plan?	Benjamin Trinh, Leon Green, Shane Gunaratnam, Brooke Jackson & Sarah Campbell
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1. Life Ready's Duty of Care

OUR RESPONSE

Management of Life Ready Physio + Pilates Camberwell and Life Ready Physio + Pilates Point Cook (and our satellite locations of Cranbourne, Laverton North and Tullamarine) and Life Ready Mobile will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

The purpose of this COVID-19 Safety Plan (Plan) is to provide an overarching plan for the implementation and management of procedures by Life Ready to support our workers and all personnel at our workplace.

For the purpose of this Plan, the term worker includes employees, and others at the workplace including, but not limited to contractors, visitors and volunteers.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among colleagues, participants, volunteers, visitors, families and the broader community. This Plan will help every person in the workplace to identify exactly what actions we will need to take to put in place suitable and effective controls to manage COVID-19 in the workplace.

Under the health and safety legislation as a business, we understand that we have a duty of care to manage the risks of COVID-19 entering or spreading in our workplace. We understand that we may not be able to eliminate the risk completely, instead we will consider other ways to reduce the risk as far as reasonably practicable. This may involve the use of substitution, isolation, engineering or administrative controls. Reducing the risk by using personal protective equipment (PPE) is the lowest level of control.

At all times the Plan is subject to all regulations, minimum standards, guidelines and directions of jurisdictional Government and public health authorities. This Plan will be updated in accordance with any changes to public health directions.

We will also maintain and regularly review our control measures to ensure they remain effective. We will complete a risk assessment to help identify what changes we need to make to manage them and we will consult with our workers and/or their health and safety representatives throughout the risk assessment process.

Across all of our teams, we've seen tremendous innovation and unity. We've witnessed small things having the greatest of impacts. Short term sacrifices for long term prosperity. Consideration and compassion.

We've got incredible people around us, and there's extraordinary energy.

Let's continue to be kind to one another, social distance where possible and support our teammates, family, friends and our own selves. We're all continuing to provide the best quality of health care we can – we are united and see a beautiful future ahead for us all.



Ben Trinh, CEO.

OUR OBLIGATIONS

Under the Stage 4 restrictions, workplaces that remain open must:

- have a COVID Safe Plan in place that is regularly updated (unless you are a small business with fewer than 5 employees)
- ensure that any workers that can work from home are able to do so
- collect records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer (certain exemptions will apply)
- one worker per four square metres of enclosed workspace or in shared areas
- unless an exemption applies, ensure that workers do not work across multiple sites, or for multiple employers
- ensure that workers are in good health - workers cannot work if they are unwell and employers must not require workers with symptoms to work
- if your worker is unwell, send them home and direct them to be tested. They must stay home until they have their result
- report any positive cases of coronavirus (COVID-19) to DHHS, Worksafe, Health and Safety Representatives, and notify your workforce
- regularly clean your facilities, shared spaces and provide additional cleaning supplies
- undertake risk assessments for cleaning and the potential closure of your workplace in certain situations

2. Physical Distancing

One way to slow the spread of COVID-19 is physical distancing. The more space between you and others, the harder it is for the virus to spread.

To minimise the risk of infection, Life Ready has and will:

- maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation, where possible which includes:
 - between groups within each room and
 - at entry and exit points
- avoid handshakes or other contact
- consider venue layout and move tables and seating to comply with physical distancing (1.5 metres separation) and display social distancing postes
- adhere to density requirements based upon the size of the workplace (eg one person per 4 square metres)
- dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use
- dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible
- minimise mixing between separate rooms or groups of people as much as possible
- display signage at the venue entrance to instruct members of the public (and workers) not to enter if they are unwell or have COVID-19 symptoms
- encourage contactless payments to be used where possible
- encourage online (video health/telehealth) bookings
- consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (eg point of sale)
- monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate
- limit the duration of the activity to two hours or less where possible
- limit non-essential contact during the day as much as possible, for example by limiting any direct contact with documents or equipment at client sites, and by bringing your own lunch
- use telephone or video platforms for essential meetings where practical
- use flexible working arrangements where possible eg stagger start times and breaks for workers, early and late shifts to reduce peak periods

- assign workers to specific workstations if practical
- consider signage near lifts, directing customers and workers to maintain physical distancing wherever practical
- where suitable, only private or company vehicles to be used for transport. Avoid using any public transport, or travelling in a vehicle with anyone who does not reside in your household and
- encourage and support downloading of COVIDSafe App.

3. Hygiene

Life Ready is committed to observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace. This procedure includes how to address the hand cleaning by workers and other people in the workplace.

Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If paper towels are unavailable, other methods such as electric hand dryers can be used, however, hands will still need to be dried completely.

Everyone must wash and dry their hands:

- before and after eating
- after coughing or sneezing
- after going to the toilet and
- when changing tasks and after touching potentially contaminated surfaces.

An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash and dry hands. Hand sanitisers are located at entry and exit of the premises and in all treatment rooms.

Good hygiene also requires everyone at the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues and cigarette butts hygienically, eg in closed bins
- wash and dry their hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day and
- have no intentional physical contact, for example, shaking hands and patting backs.

Life Ready has also implemented the following:

- installed signage on hand hygiene and cough etiquette
- keeping communal areas closed where possible, however, if used, maintain 1.5 metres distance between people
- mandatory face mask wearing for staff and patients, as governed by DHHS from Thursday 23rd July 2020

4. Cleaning

Life Ready has prepared, implemented and maintained a schedule for cleaning, and disinfecting, that ensures the workplace is routinely cleaned. This includes treatment rooms (and all inclusive equipment and furniture), reception area (and all inclusive equipment and furniture), Pilates/gym area (and all inclusive equipment and furniture), bathrooms and common areas. The cleaning schedule is in writing so everyone is aware of the requirements. The schedule should take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace. This schedule is to set out both the frequency and method that cleaning and disinfecting is to be done.

Life Ready will provide all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace can be complied with.

Life Ready has also printed posters and signs on good hygiene and hand washing practices to display in bathrooms, kitchens and break rooms.

When cleaning, attention will be given to frequently touched surfaces. Examples of frequently touched surfaces and objects that will need routine disinfection are:

- tables, desks and countertops
- doorknobs and handles
- light switches
- phones
- keyboards, pens and stationery
- toilets
- faucets and sinks
- touch screens and computers
- EFTPOS machines
- TV remotes
- Pilates/gym equipment
- car/s interior and any additional equipment used by Life Ready Mobile

Life Ready will assess the different surfaces and objects that are frequently touched by multiple people and appropriately disinfect these surfaces and objects. Life Ready will also assess the need for items to be kept out on display that may be frequently touched (eg books, pamphlets).

Surfaces and fittings will be cleaned more frequently when:

- visibly soiled
- used repeatedly by a number of people, and

- after any spillage

The following steps to clean an environment will be followed:

- wear gloves when cleaning. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and should not be used for other purposes or shared between workers. Wash reusable gloves with detergent and water after use and leave to dry. Clean hands immediately after removing gloves using soap and water or hand sanitiser
- thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs
- if you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant. A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing and
- allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

5. Restrictions on Entry to the Workplace

Life Ready will take all reasonable steps to ensure that a worker or others do not enter or attend the workplace if they display symptoms associated with COVID-19 or the worker/other has been required to isolate or quarantine. This may include displaying signs at the front of our premises/workplace telling people not to enter if they have COVID-19 symptoms, cold/flu symptoms or have been in close contact with confirmed cases.

5.1 CORONAVIRUS DIAGNOSIS OR EXPOSURE

i) If you contract the virus

If you begin to display symptoms of the virus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify your manager at the earliest opportunity.

In order to protect your fellow colleagues, you are required to remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

ii) If you have contact with a confirmed case of the coronavirus

If you have been in contact with someone who has a confirmed case of the coronavirus, you are required to notify management immediately.

In order to protect your fellow colleagues, we ask you to seek medical attention and remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

iii) If you have contact with a suspected case of the coronavirus

If you have been in contact with someone who has a suspected case of the coronavirus, you are required to notify management immediately.

Even if you are not displaying any symptoms, we may take the decision to send you home and require you not to attend work as a safety precaution.

5.2 SELF-ISOLATION

You must not attend the workplace during any self-isolation period that the Government, medical authority or medical practitioner requires you to undertake.

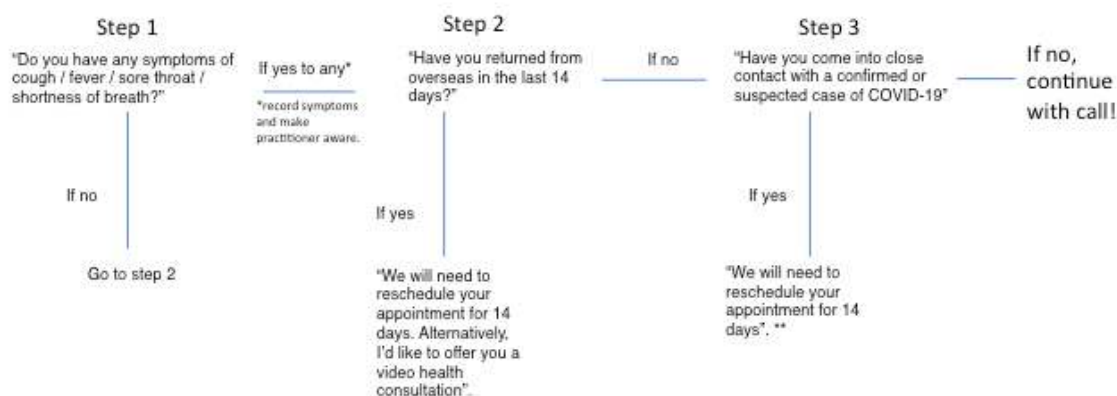
If you are unwell during this self-isolation period, you should follow the usual sickness procedure to notify your manager that you require personal leave and obtain a medical certificate in support of your leave. You are required to get a medical clearance from your doctor prior to returning to the workplace.

If you are well during this period of isolation, Life Ready will consider any available type of leave that may be taken to cover the absence.

If there are no forms of accrued paid leave available, the absence will be unpaid, unless your applicable award, enterprise agreement or contract states otherwise.

6. Patient Screening

All staff must follow Life Ready's telephone screening protocols to any new patient or new episode patient and for each Life Ready Mobile patient.



Life Ready Call Flow
(COVID-19)
August 2020



Alert posters have also been placed on the front door.

6.1 IF NOT SHOWING SYMPTOMS, BUT MEETING RISK CRITERIA

The patient should not attend their appointment and be informed that in line with government protocols, they need to self-isolate at home for 14 days.

Ensure that the patient leaves the clinic as soon as practically possible and that any contamination risks that arise as a result of their visit (eg. touched surfaces, linen, handles etc.) are cleaned and disinfected immediately.

6.2 IF SHOWING RESPIRATORY SYMPTOMS OR FEVER

Follow the same process as above but additionally, inform them to seek medical advice by calling their GP and/or the following:

- Victorian COVID-19 helpline on 1800 675 398
- National Coronavirus Health Information Line: 1800 020 080

7. Communications

7.1 STAFF

We are continuing to keep our staff as best informed and updated as new information comes to light.

- Email and text message groups: Communications by email or text (individual and/or group) relating to any changes to our protocols. This may come from a Life Ready Health Group or clinic level
- WhatsApp group: Updates to our clinic staff via our WhatsApp messaging group/s
- Zoom: All team meetings are held on Zoom to limit exposure and adhere to physical/social distancing requirements

Staff check-ins

Daily support of all staff's mental well-being via text, phone calls, Zoom or physical/social distancing appropriate face-to-face discussions at the clinic. We want to ensure that all staff are maintaining their own well-being and implementing their own self-care needs. We are also advocating use of our Employee Assistance Program (EAP) where needed to help alleviate stress.

Financial stimulus

Life Ready will provide support and information around all potential financial stimulus that is available to any staff member.

7.2 PATIENT

- Our practitioners are in constant touch with their patients via email or phone, ensuring a relationship to their health provider is maintained over the next six weeks
- We have a section on our website dedicated to our response and how we adapted to the coronavirus situation. This relates to screening, patient and staff care and comfort
- Patients receive a text and/or email 24 hours prior to their appointment
- Our COVID-19 Safe Plan response has been emailed to our database, and a link is shared on our clinic social media platforms
- Weekly communication to patients through HubSpot to update them on our response, based on any new government guidelines

8. Training and Education

Life Ready will provide each worker at the workplace with information, training and instruction on:

- the risks in relation to COVID-19 and
- the control measures implemented in the workplace to mitigate those risks, in relation to COVID-19.

Life Ready will also provide adequate supervision to ensure control measures are implemented in the workplace in relation to COVID-19. Life Ready will also ensure that information and instruction is provided to other people in the workplace about the control measures in place to mitigate the risks of COVID-19, and the requirements of those people to apply the control measures as they are reasonably able.

The information and instructions will be in a format that is reasonable to the circumstances, including the use of plain English.

Life Ready will ensure that a record of any training provided to each worker at the workplace is maintained and be available upon request.

9. Record Keeping and Contact Tracing

In the event of a case of COVID-19 being detected at the workplace, it will be important to be able to trace people who have been at the workplace.

Contact tracing is a way of slowing the spread of infections by identifying people who have been in contact with an infected person.

Therefore, Life Ready will adopt record keeping and contact tracing requirements that complies with the relevant Government or Public Health order.

Our contract tracing register will record details for all workers, visitors and patrons who enter the business and must include:

- date and time of entry
- full name
- phone number
- email address and
- address

Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. The information must be made available to public health officials on request.

Consider how records are kept on people in the workplace each day to support contact tracing if there is a positive case in your workplace (eg after 24 hours make them electronic in the event where the health authority require the information).

Life Ready will encourage the use of the COVIDSafe app and the benefits of the app to support contact tracing if required.

10. Response Planning

Life Ready will prepare a COVID-19 emergency response plan for the workplace that outlines how they will respond if there is a suspected or confirmed case of COVID-19 associated with their business. This Plan will:

- outline what actions to be taken if notified of a possible COVID-19 infection
- confirm who has what response responsibilities, eg notifying Public Health, health and safety regulator
- state how you will clearly communicate with workers and meet privacy obligations
- state how you will clean your workplace after an infection and
- outline how your business will continue to trade or reopen.

Life Ready and workers will have a basic understanding of how to respond to a case of COVID-19 at the workplace. A step-by-step summary of actions to take will be:

- keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately
- if the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek Government health advice
- if well enough, ask the person to go home, seek medical advice and testing for COVID-19 if they meet the requirements, and self-quarantine until a result is returned
- close the premises, ask all patrons and workers to leave and arrange for a full environmental and disinfection clean. Open doors and windows to increase airflow
- notify health authority so that they can trace any contacts of this person and contain the spread. They may ask for any attendance records you may have kept to assist with this and
- the health authority will assess whether other workers, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. As this may include the Organisation's workers; contingency plans will be in place.

Life Ready will regularly review the COVID-19 Safety Plan when required.

If it is confirmed that a patient has tested positive for the virus, cooperate fully with health authorities once contacted and adhere to all relevant protocol.

10.1 THE CONTINUATION OF BUSINESS OPERATIONS

i) Attendance at work

It is our expectation that you attend work as normal during this time, unless:

- you are on a period of authorised leave (personal, annual or long service)
- you are not attending work due to a Government, medical authority or medical practitioner mandated self-isolation period
- you are not attending work under our specific instruction or
- there is a safety reason why you cannot be at work that has been discussed and agreed with your manager

ii) Temporary business closure

As time progresses, it may become necessary for the business to temporarily reduce or cease operations, for example if someone in the workplace is diagnosed with coronavirus.

Life Ready will do everything possible to continue operating in these circumstances, however ultimately will take the action that is necessary to comply with Government advice and ensure safety within the workplace.

In the unlikely scenario of a shutdown, we may have no choice but to place you on an unpaid stand down. For clarity, this will only occur under specific circumstances in line with the Fair Work Act 2009, and all alternatives will be considered prior to taking this step.

iii) Working from another location

Life Ready will take all available steps to maintain normal business operations.

To maintain normal business operations, it may be necessary for us to require you to work from an alternative work location if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be required.

10.2 IN THE CASE OF A POSITIVE TEST

Positive case in a staff member who has been attending work

- Shut the clinic immediately. Receptionists and practitioners will contact patients on the day of notice and who are booked for the following day and/or next 48 hours
- Call Employsure and liaise with HR. They will advise on next course of action and perform a risk assessment, but likely, it will be as below:
 - Organise a cleaning service to perform an industrial clean
 - All staff members in close contact with the positive case to be tested prior to return to work (and be asymptomatic)
 - Contact DHHS for further advice regarding patients who have attended the clinic and follow risk assessment guidelines – eg. who needs to be tested and who needs to self-isolate?
 - Once DHHS is contacted and all information is gathered, send a patient email to clinic database

A recent patient reports a positive test

- Call Employsure and liaise with HR. They will advise on next course of action and perform a risk assessment, but likely, it will be as below:
 - Contact DHHS immediately to discuss the last time the patient attended the clinic and timeframe to a positive test as this will help with what to do next
 - If necessary, shut the clinic immediately
 - Receptionists and practitioners are to contact patients on the day of notice and who are booked for the following day and/or next 48 hours
 - Organise a cleaning service to perform an industrial clean
 - The treating practitioner and other team members who have had contact with the patient must self-isolate for 14 days and be COVID-19 tested prior to returning to work and be asymptomatic
 - Once DHHS is contacted and all the information is assessed, send a patient email to clinic database

Positive test in an immediate family member or close contact of a staff member or patient

- Call Employsure and liaise with HR. They will advise on next course of action and perform a risk assessment, but likely, it will be as below:
 - Staff member is to self-isolate until all information is gathered and assessed
 - In the case of a staff member and they've been in close contact with the positive case and present with even the mildest symptoms of COVID-19, they are to be tested prior to returning to work and be asymptomatic
 - Contact DHHS for further advice regarding patients who have attended the clinic to see that practitioner
 - In the case of a staff member, contact all patients of that staff member and reschedule for two weeks
 - Once DHHS is contacted and all information is assessed, send a patient email to clinic database

11. Life Ready Mobile

In addition to all previous statements in this Plan, Life Ready Mobile is ensuring that staff maintain high hygiene standards when engaging in at-home, nursing home or onsite visits. This includes practicing proper hand sanitising and washing procedures and patient screening.

We have also implemented:

1. **Regular temperature checks throughout the day**

- Before starting work
- At noon
- 4pm; and
- Whenever required

All staff working must have a body temperature lower than 37.5 degrees.

2. All staff have completed **COVID-19 Infection Control training**

3. **Proper Hand Hygiene**

- Staff are supplied with adequate hand sanitiser and hand wash

4. **Additional cleaning of vehicle**

- Antiviral spray three times a day (before work, noon and end of day)

5. **Record of all travel and appropriate isolation and quarantining in line with current government protocols**

6. Staff are **monitoring personal health** and are not to work if any symptoms present. Our staff will be tested if they exhibit symptoms consistent with COVID-19

7. Mandatory **flu vaccine** for all staff by 1st May 2020

8. Caregivers are equipped with **adequate PPE**

12. Resources

- For specific industries and/or approved COVID-19 Safety Plans, please visit the following websites:
 - NSW: <https://www.nsw.gov.au/covid-19/covid-safe-businesses>
 - Vic: <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>
 - Qld: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>
 - WA: <https://www.wa.gov.au/government/covid-19-coronavirus>
 - Tas: <https://coronavirus.tas.gov.au/business-and-employees/covid-19-safe-workplaces-framework>
 - SA: <https://www.covid-19.sa.gov.au/>
 - NT: <https://coronavirus.nt.gov.au/>
 - ACT: <https://www.covid19.act.gov.au/business-and-work>
- Assessment tool
- COVID-19 Safety Plan checklist
- Contact tracing register
- The Life Ready Staff Hub has a growing list of COVID-19 related resources and posters

Appendix One: Infection control in the workplace policy

INTRODUCTION

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the presence of micro-organisms
- a compromised or weakened status of the host and
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

This policy is designed to be consistent with the Organisation's health and safety framework. Its objective is to identify the requirements of infection prevention and control, and the development of safe work practices based upon risk management procedures. Therefore, the risks associated with infections in the workplace will be addressed via a risk management approach.

However, this policy is also designed to support any advice or directions from Government health authorities. Therefore, no part of this policy either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time and which may require additional controls to be implemented.

IDENTIFYING INFECTION TRANSMISSION HAZARDS

Micro-organisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as sharp tools or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler and/or
- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be clients/customers, staff or visitors and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment or food are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

ASSESSING INFECTION TRANSMISSION

As part of the risk management approach, the Organisation has an obligation to ensure that persons and visitors to the workplace are not exposed to any infections, as far as is reasonably practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace will pose a risk of injury to persons at the workplace. When approaching a task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission and
- what factors will increase or decrease the risk of transmission.

CONTROLLING INFECTION TRANSMISSION HAZARDS

The Organisation will ensure, as far as reasonably practicable, that the risks associated with infections in the workplace are controlled. The process of controlling exposure to infection transmission risks will be determined in consultation with all personnel in the workplace who are required to carry out the task and will include:

- the development of infection control principles
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and
- a regular review of our policies and procedures.

If exposure to infections within the workplace have been assessed as a risk, consistent with national and international requirements, the Organisation will adopt a three-level approach to infection control precautions.

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace
- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons and
- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place

i) Level 1 Controls – General

Infectious agents can be spread in a variety of ways, including:

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others
- touching contaminated objects or eating contaminated food
- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects and
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

The first level relates to general procedures designed to eliminate or minimise the risk of infection transmission. These infection control procedures will involve good personal and environmental hygiene, including:

- regular hand hygiene such as handwashing or handrubbing at all times – washing hands with water and soap for at least 20 seconds, or using alcohol based hand sanitiser can prevent the spread of many pathogens, especially after visiting the toilet, before and after preparing food, and after touching clients/customers or equipment. Wet hands will be dried with a single use paper towel
- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas
- promotion of respiratory hygiene and cough etiquette, such as covering the nose and mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin
- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing
- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items and
- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer's guidelines and Australian and New Zealand Standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

ii) Level 2 Controls – Standard health procedures

The second level of control is referred to as 'standard precautions' and will be applied to all persons at the workplace, clients/customers or visitors regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body fluids, secretions and excretions (except sweat)
- non-intact skin or
- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- appropriate use of facial protection/masks
- use of protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or protective clothing and
- incorporation of respiratory hygiene and cough etiquette.

iii) Level 3 Controls – Transmission based precautions

Additional control measures will be initiated where persons are known or suspected to be infected with pathogens. These precautions are in addition to the general and standard precautions and are referred to as Level 3, or 'transmission-based precautions' (TBPs).

Transmission-based precautions (TBPs) are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection.

The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for eg Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of Australian and New Zealand Standard, AS/NZS 1716:2012 Respiratory Protection Devices
- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for eg Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols and
- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for eg viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

TBPs, including cleaning protocols and procedures must be tailored to the infectious agent involved and the mode of transmission. To minimise the exposure time of other people in office/retail based setting or more industrial environment, people identified as at risk of transmitting droplet or airborne diseases (for example, a person with suspected Coronavirus exposure) should be attended to immediately and placed into appropriate transmission-based precautions to prevent further spread of the disease.

SAFE HANDLING USE, AND DISPOSAL OF SHARPS

A sharp is any object that can inflict a penetrating injury and includes needles, broken glass and any other sharp object or tools designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices such as needles or knives are used. As such, the Organisation will develop a policy and procedures for the safe handling, use and disposal of sharps.

ENVIRONMENTAL CLEANING

Environmental cleaning refers to the appropriate cleaning of surfaces found in the workplace. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections. The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning
- cleaning procedures must be commensurate with the level of risk and tailored accordingly
- standard precautions (including wearing of personal protective equipment (PPE), as applicable) must be implemented when cleaning surfaces and facilities
- cleaning methods should avoid generation of aerosols

- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths
- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned
- detergents should not be mixed with other chemicals and
- all cleaning solutions should be prepared fresh before use.

The Organisation will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

MANAGING SPILLS OF BLOOD, BODY FLUIDS AND SUBSTANCES

The Organisation will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided) and
- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain *Mycobacterium tuberculosis*
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises and
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

iv) Cleaning spills – equipment

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20 L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)
- plastic apron and
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

v) Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

Wash hands thoroughly after cleaning is completed.

vi) Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

vii) Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

WASTE DISPOSAL

The Organisation will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies eg Environmental Protection Agencies and Local Government Ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before removing from the area.

viii) General waste disposal

Place in general waste bin for removal.

ix) Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

MEDICAL/OTHER CONDITIONS

Due to the potential hazards associated with this workplace such as possible exposure to pathogens and infection, persons working at the workplace are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with the Organisation's privacy policy. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

DEALING WITH COVID-19 IN THE WORKPLACE

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

i) **Cleaning and disinfection**

The best way to protect all persons in the workplace from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for the workplace. Combined regimen of cleaning and disinfection will be the most effective method in eliminating or spread of the COVID-19 virus in the workplace.

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable.

Cleaning is to be performed using detergent and water and once cleaned surfaces should be disinfected. This would include any time there has been an instance or suspected case of COVID-19 in the workplace or where any persons in the workplace are likely to touch a surface.

ii) **Hygiene**

Good hygiene is necessary to stop the spread, therefore each worker must:

- frequently wash their hands with soap for at least 20 seconds or use a hand sanitiser with greater than 60% ethanol or 70% isopropanol before and after eating and going to the toilets
- limit contact with others, including shaking hands
- stop touching their eyes, nose and face when their hands are not washed
- cover their mouth while coughing and sneezing with a clean tissue or elbow and
- put used tissues straight into the bin.

The Organisation will ensure that adequate supply of hand washing soap dispensers, sanitisers and tissue paper is readily available to all persons in the workplace.

iii) **Self isolation**

If a worker suspects that they have contracted COVID-19 or if they have been in the presence of someone infected by the COVID-19, they must isolate themselves (self-quarantine) and advise their manager immediately. This is to be followed by contacting their doctor or a nearest hospital until more thorough examination has taken place.

WORKER RESPONSIBILITIES

To ensure the overall success in controlling the risks related to infections at this workplace, persons working in Life Ready must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, Life Ready will ensure that they:

- have been trained and deemed competent by Life Ready in the infection control protocols of this workplace before undertaking any work where they may come into direct contact with clients/customers or members of public, waste from their respective tasks and equipment, instruments or apparatus used
- have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose them to the risk of infection at work or undertaking work related activities
- have enough skills and training in the effective use of all PPE required by Life Ready to eliminate or minimise the risk of infection to themselves or others at work
- follow any reasonable instruction given to them by Life Ready designed to eliminate or minimise the risk of infection to themselves or others at work, including the mandatory use of PPE when and where required
- actively participate in the development and review of Life Ready's infection control protocols and procedures
- actively participate in the development and review of Life Ready 's administrative requirements designed to minimise the risk of infection transmission at work
- will advise management immediately when they become aware of any potential exposure to infection to themselves or others at work during their work
- do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection and
- will advise management immediately when they become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect their capacity to participate in specific work activities or where specific work activities may further impact upon their health, safety or welfare or the health and safety of others at work.



For the health and safety of our team and our clients, if you have:

- a fever
- a cough
- a sore throat
- shortness of breath
- OR you have travelled overseas in the past month or been in contact with someone who has

...it is important to seek medical care early.

If you are showing ANY symptoms, please phone us prior to making an appointment or entering our clinic.

We thank you for helping us protect our community.

Learn more

lifereadyphysio.com.au

Hygiene & Cleaning Checklist

The following is a list of low cost measures to consider in eliminating infection within our workspaces, whether they be in-clinic, in an office, at home or on the road in the lead up to flu season and in light of current world events:

- ✓ Safe disposal of needles
- ✓ Use of protective gloves when disposing of rubbish/needles/sharps and cleaning
- ✓ Regular hand washing for at least 20 seconds (after coughing or sneezing, when caring for the sick, before, during and after you prepare food, before eating, after toilet use, when hands are visibility dirty, after handling animals or animal waste)
- ✓ Cleaning work instruments, equipment and work areas with disinfectant regularly
- ✓ Ensure that face masks and/or paper tissues are available at your clinic or workspace for those who develop a runny nose or cough, along with closed bins for hygienically disposing of them
- ✓ Communicate and promote the message within your teams and to your clients that they should stay home if they are feeling unwell or develop illness symptoms and encourage clients to reschedule or cancel their appointment in the event they may carry a contagious disease

In the best interest for the health and safety of our team and our clients, please complete the cleaning checklist each day.

Staff must wear gloves when cleaning.

Suggested cleaning and disinfectant products:

- Glen 20
- Isowipes
- Mediswabs/alcohol wipes
- Isopropyl solution (70% alcohol)
- Diluted Pine O Clean
- Bleach solution

Task	Completed
WAITING ROOM	
Wipe front door glass	
Wipe waiting room chairs	
Wipe waiting room table	
Wipe through magazines/décor	
RECEPTION AREA	
Wipe reception counter	
Wipe over pens, stapler, ruler etc.	
Wipe HICAPS machine	
Wipe computer	
Wipe computer keyboard	
Wipe mouse	
Wipe cupboard doors	
Wipe desk	
TREATMENT ROOM/GYM	
Where possible, remove all linen for infection control. Wipe down bed and replace with versa towel (do not vigorously wipe face inserts with chemical solutions) – see below photo for optimum bed setup	
Wipe treatment room door handles	
Wipe treatment room desks	
Wipe treatment room sinks	
Wipe over stock	
Wipe over gym equipment (Pilates tables, chairs, weights, mats, etc)	
Replace pillow covers, towels and hand towels daily	
KITCHEN/BREAK ROOMS	
Wipe tables	
Wipe sinks	
Wipe microwaves, kettles, appliances etc.	
Thoroughly clean utensils, cups in hot, soapy water with fresh brushes and cloths	
MISC.	
Wipe display holders, signs, mirrors,	
Vacuum and mop with floor cleaner	

Managing Partner/Leader signature _____

Date _____



**Click to add your
business logo**

[illegible]

COVID-19 Safety Plan Checklist

COVID-19 Safety Plan

- ☐ Review your local Health Authority website for State/Territory specific COVID-19 Safety Plans ie Industry specific required plans
- ☐ A COVID-19 Safety Plan has been developed for the business
- ☐ Workers and their representatives have been consulted in developing the COVID-19 Safety Plan
- ☐ The COVID-19 Safety Plan has been registered with the jurisdictional government (if applicable)
- ☐ Workers have been trained in accordance with the COVID-19 Safety Plan

Physical distancing

- ☐ Display posters around the workplace on keeping at least 1.5 metres distance between people
- ☐ Display signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded
- ☐ Move workstations, desks and tables in staffrooms further apart to comply with social distancing
- ☐ If possible, bring in shift arrangements so less staff are in the workplace at once
- ☐ Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short
- ☐ Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place
- ☐ Provide social distancing markers on the floor in areas where customers line up or where workers perform task
- ☐ Nominate a person on the work floor to be responsible for keeping everyone the required 1.5 metre distance
- ☐ Ensure your workplace has the required floorspace to person ratio (eg 4 square metres) in any enclosed area

Handwashing and hygiene

- ☐ Have hand sanitiser stations at entry and exit points and around the workplace
- ☐ Ensure bathrooms are well stocked with soap and single use paper towel
- ☐ Display posters with instructions on how to correctly wash hands or use sanitiser

COVID-19

Safety Plan Checklist

- ☐ Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick
- ☐ Have automatic alerts set up on computer systems to remind workers about washing hands and not touching eyes, nose and face
- ☐ Instruct your workers to limit contact with others: no shaking hands or touching objects unless necessary
- ☐ If possible, accept only cashless transactions
- ☐ Increase the number of closed bins in your workplace
- ☐ Display signs asking customers to only touch objects they are going to buy

Cleaning

- ☐ Ensure any areas frequented by workers or others (such as visitors to your premises) are cleaned and disinfected at least daily with appropriate products
- ☐ Instruct workers to wear gloves when cleaning, and wash their hands thoroughly with soap or use an alcohol based hand sanitiser before and after wearing gloves
- ☐ Clean high contact areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes EFTPOS equipment, elevator buttons, handrails, tables, counter tops, door knobs, sinks and keyboards
- ☐ Instruct workers to clean personal property that comes to work (such as sunglasses, mobile phones and iPads) with disinfectant, such as disinfectant wipes

Restrictions on entry

- ☐ Display signs at all entries to the premises on how many can enter or be in the workplace
- ☐ Have workers/others sign in and out of the premises
- ☐ Obtain details of all persons entering the workplace and ensure they are sufficient enough to facilitate contact tracing if required
- ☐ Clearly identify entry and exit points to minimise interaction and allow better control of persons entering the workplace

COVID-19

Safety Plan Checklist

Monitor symptoms

- ☐ Display signs about the symptoms of COVID 19 in the workplace
- ☐ Direct workers to stay home if they are sick, and if they are displaying symptoms of COVID 19 ask them to call the National Coronavirus hotline (1800 020 080)
- ☐ Instruct workers to tell you if they are displaying symptoms of COVID 19, have been in close contact with a person who has COVID 19 or have been tested for COVID 19
- ☐ Remind staff of their leave entitlements if they are sick or required to self quarantine
- ☐ Treat personal information about individual workers' health carefully, in line with privacy laws
- ☐ Facilitate working from home, if possible, for staff who are required to self quarantine but are not displaying symptoms of COVID 19

Recording keeping

- ☐ Keep name and mobile number or email address for all staff, visitors and contractors for a period of time required by the jurisdictional health authority (eg 28 days). Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely
- ☐ Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required
- ☐ Cooperate with jurisdictional health authority if contacted in relation to a positive case of COVID-19 at your workplace and notify the health and safety regulator if it is work related

Plan ahead

- ☐ Nominate a worker or a team of workers to be a COVIDSafe marshal, officer or champion to ensure safe practices in the workplace are implemented and followed. Teach their colleagues the proper procedures listed in this checklist and the COVID-19 Safety Plan
- ☐ Develop a plan to ensure business continuity if there is a suspected or confirmed outbreak of COVID 19 in your workplace
- ☐ Consider what you will do if one of your workers is suspected or confirmed to have COVID 19, including how you will support that worker and what you need to do to ensure the workplace remains safe for other workers

COVID-19

Safety Plan Checklist

- ☐ Consider if you have appropriate cleaning products and personal protective equipment available to disinfect your workplace following an outbreak. If you do not, consider options for hiring a cleaning company to do this work
- ☐ Put a protocol in place for reopening your workplace after an outbreak or quarantine period

Review

- ☐ Regularly review procedures and control measures currently in place to ensure its effectiveness
- ☐ Review procedures currently in place to ensure business is made aware of updated directions from jurisdictional health departments and authorities, and the procedures are reflected of these directions
- ☐ Review procedures and responsibilities defined to ensure control measures are updated as required

Stay informed

- ☐ Keep up to date with Government advice on controls to prevent the spread of COVID-19, including any restrictions on normal business activities, and respond accordingly
- ☐ Contact the EmploySure Advice Service on 1300 651 415 or advice@employsure.com.au for any specific queries regarding how the advice may impact on your business and workers

This document is designed to assist you in the development of your COVID-19 Safety Plan and the management of the risks associated with COVID-19. It is supported by additional resources that should only be used in the absence of an approved, industry specific safety plan, a COVID-19 Safety Plan Self-Assessment Tool and an Infection Control in the Workplace policy that may be used as a part of your health and safety policies.

Please note that EmploySure's COVID-19 Safety Plan package is not designed to replace any direction or advice from Government or health authorities. Such direction or advice may change from time to time and may alter between jurisdictions. Therefore, nothing in the package, either stated or implied, is designed to compromise any directions or advice from Government agencies.

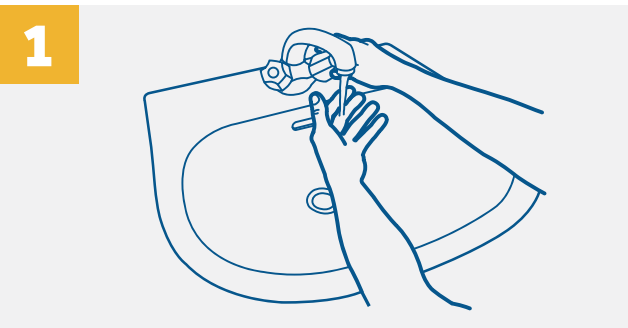
As such, you must also continue to seek the latest information relating to COVID-19 from your jurisdictional health authority or Government agency.

It's all in your hands.

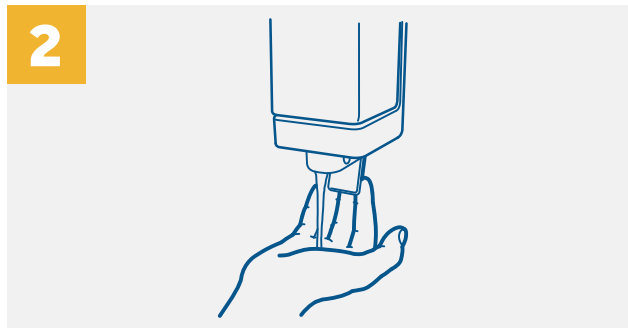
Wash your hands properly. Help stop the spread.



Duration of the entire procedure: **40-60 seconds**



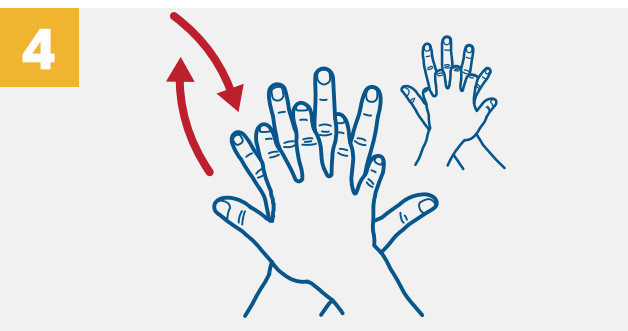
1 Wet hands with water



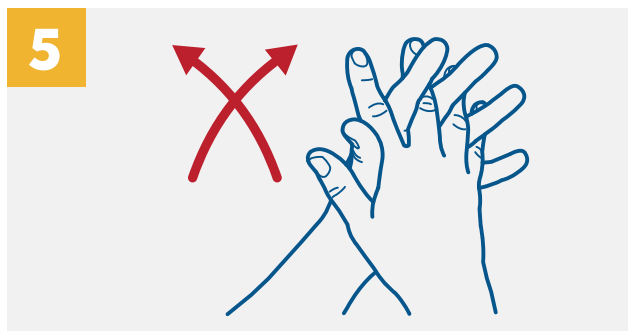
2 Apply enough soap to cover all hand surfaces



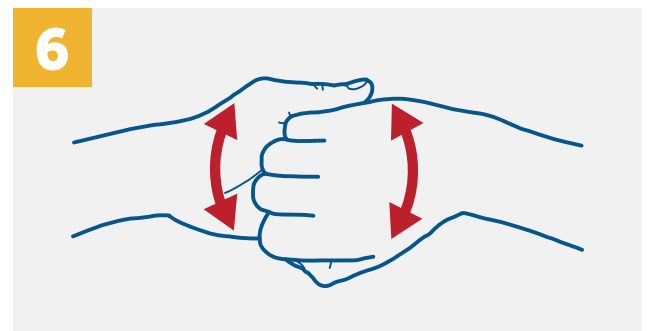
3 Rub hands palm to palm



4 Right palm over left hand with interlaced fingers and vice versa



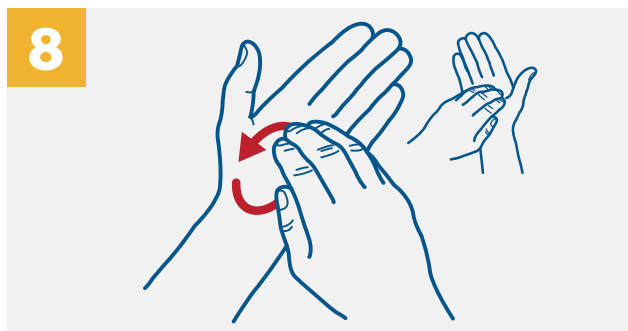
5 Palm to palm with fingers interlaced



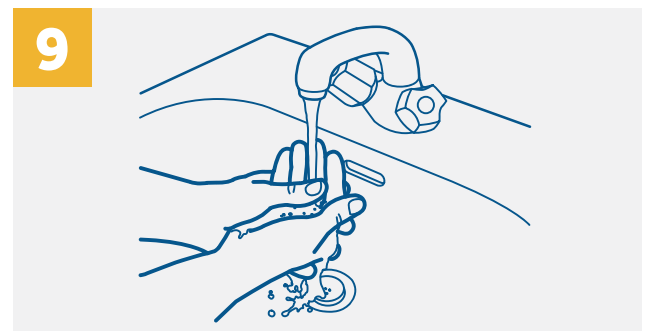
6 Backs of fingers to opposing palms with fingers interlocked



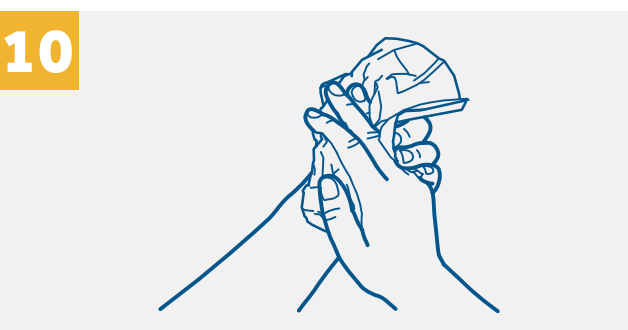
7 Rotational rubbing of left thumb clasped in right palm and vice versa



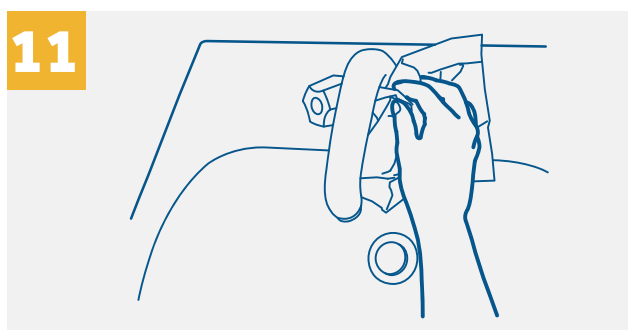
8 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



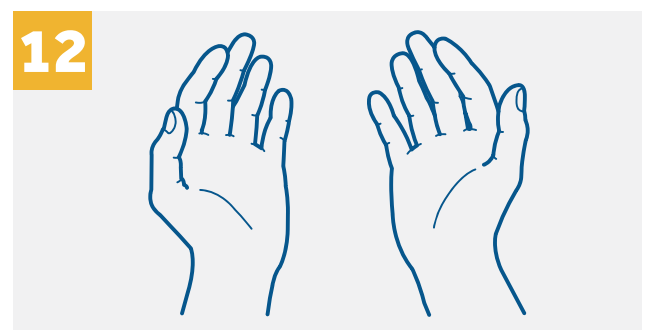
9 Rinse hands with water



10 Dry hands thoroughly with a single use towel



11 Use towel to turn off faucet



12 Your hands are now safe

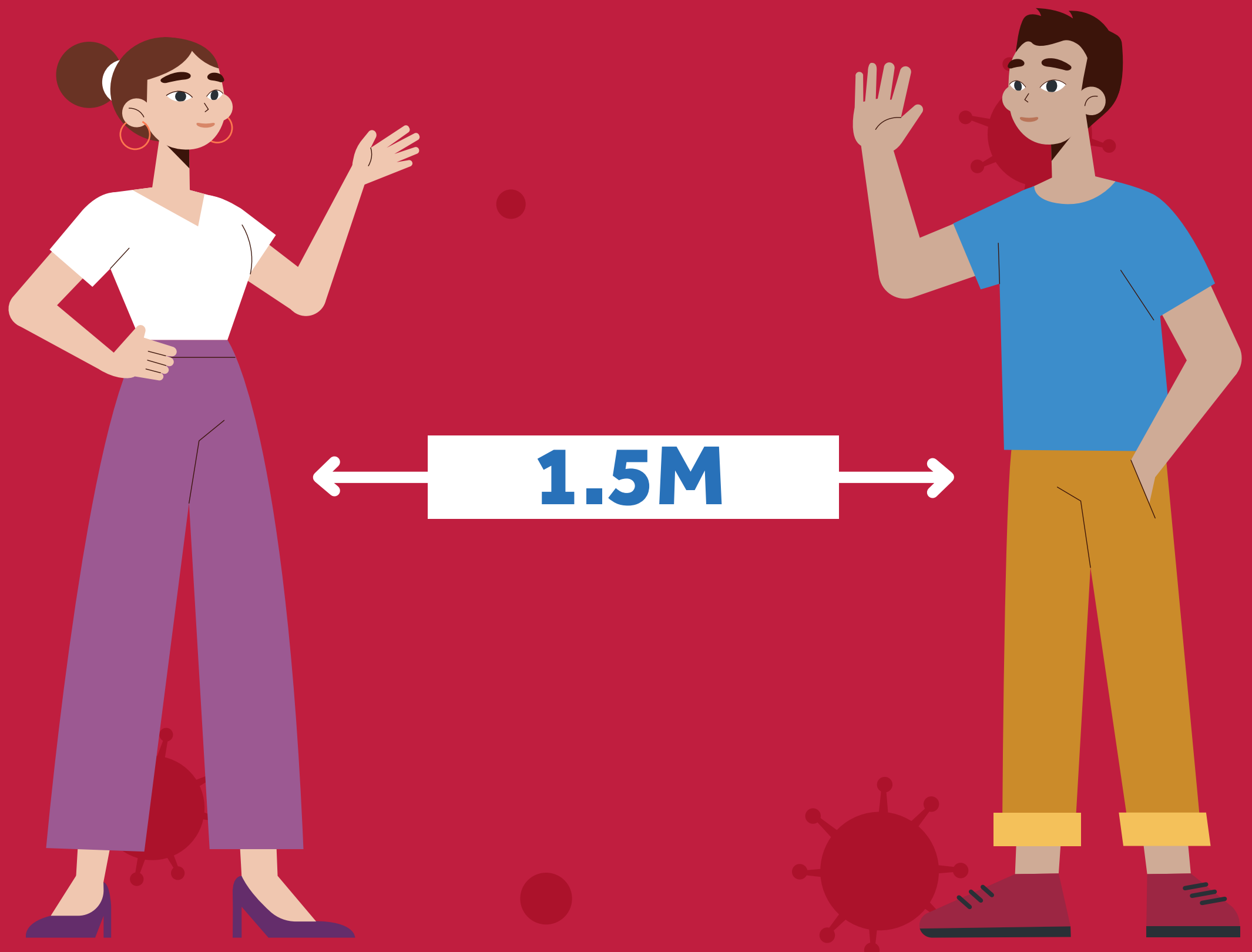
KEEPING YOUR DISTANCE

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings.

Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

Together we can help stop the spread and stay healthy.

Advice regarding Coronavirus (COVID-19) will change regularly. Keep up to date. Visit [health.gov.au](https://www.health.gov.au)



We're taking additional measures to ensure your health and safety

MAXIMUM CAPACITY