

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

### Office environment (including call centres)

#### Business details

Business name	Newcastle University Sport
Business location (town, suburb or postcode)	Callaghan
Completed by	Dan Cummins
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Effective date	10 December 2020
Date completed	12 March 2021

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#### Wellbeing of staff and visitors

##### Exclude staff, volunteers and visitors who are unwell.

Staff, customers and stakeholders are directed to and informed of exclusion requirements via The Forum Safety Standards, The Forum website, Terms and Conditions, social media communications, rolling electronic TV screens, laminated signage, The Forum FAQs and The Forum App. Temperature screening has been implemented as a part of the facility entry process for NU sport programs and facilities. Temperature screening will be applicable at The Forum University, The Forum Harbourside. Fever, whilst not present in all cases, is a common symptom of coronavirus (COVID-19). Temperature measurements in the context of a holistic assessment will help NU sport determine if a customer or staff member should

refrain from entering facilities.

**Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.**

Staff are provided and trained in NUsport's COVID-19 Management and Response Standard Operating Procedure. Details recorded in NUsport's HRM system. PPE packs are located at all facilities. Communications include the following: "If you have COVID-19 symptoms, get tested at a COVID-19 testing clinic. Symptoms include cough, sore/scratchy throat, shortness of breath or fever. Self-isolate until you get your results. If you need advice or have questions, call the National Coronavirus Health Information Line on 1800 020 080". Messaging included in facility signage, rolling electronic TV screens and via consistent social media and website messaging. NUsport has developed standard operating procedures for all COVID related measures e.g. temperature checks, check in procedures.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Managed internally via management and HR communications to staff entitlements as per Fair Work Australia legislation.

**Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.**

Managed internally via management and HR communications to staff. E.g. Safety shares, as a verbal reminder at every departmental team meeting, regular CEO email communications. e.g. "If you have COVID-19 symptoms, get tested at a COVID-19 testing clinic. Symptoms include cough, sore/scratchy throat, shortness of breath or fever. Self-isolate until you get your results. If you need advice or have questions, call the National Coronavirus Health Information Line on 1800 020 080".

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## **Physical distancing**

**Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes**

**between users.**

Staff members allocated to stations as per office plan, to ensure office spaces adhere to one person per 2 square metres and 1.5m distancing. Office environment and surfaces are disinfected and cleaned regularly.

**Use flexible working arrangements where possible, such as working from home or other locations.**

Staff operate on different rosters to ensure hours are spread across the week. This includes reduced hours and flexible working times.

**Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.**

Signage in place to remind staff of social distancing, along with hand sanitiser stations and cleaning supplies. Individuals follow a clear path through designation entry and exit points. Spaces have been cleared around entrance/exit points to avoid crowding.

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).**

Office spaces adhere to one person per 2 square metres and 1.5m distancing.

**Use telephone or video platforms for essential meetings where practical.**

NUsport utilises Zoom and Microsoft Teams for remote meetings.

**Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.**

Staff operate on different rosters to ensure hours are spread across the week. This includes reduced hours and flexible working times.

**Review regular deliveries and request contactless delivery and invoicing where practical.**

Deliveries to arrive at reception, for staff pick up in line with varied staff roster. Contactless invoicing to be used where possible.

**Ensure that people maintain physical distancing in lifts and lift waiting areas so far as reasonably practicable; display signs near lifts to advise and recommend physical**

## **distancing.**

Signage displayed to remind members and staff of distancing requirements. COVID Marshals on site to monitor practice.

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## **Hygiene and cleaning**

**Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.**

Alcohol based hand sanitiser is provided at the entrance and exit to facilities. Hand sanitiser stations are placed in prominent locations with dispensers checked regularly as per the NUsport Cleaning Standard Operating Procedure.

**Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.**

Cleaning stations established including disinfectant, paper towel and hand sanitiser.

**Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.**

High traffic and communal surfaces, both staff and customer facing, are regularly disinfected:-

- Updated cleaning and maintenance roster.
- Cleaning SOPs reviewed for all areas / departments.
- All SOPs support additional cleaning and COVID hygiene practices.

**Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.**

All cleaning SOPs include frequent stock checks. Bathrooms supplied with soap and running water for handwashing. Hand drying facilities are made available. Provision of disposable paper towels or hand dryers only. Hygiene and handwashing signage implemented throughout facility as per Safe Work Guidelines and Health Department Resources

**Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.**

All departmental cleaning standard operating procedures (SOPs) have been reviewed and updated in line with Safe Work Australia Guidelines.

Facilities cleaning, maintenance and waste management will follow operational standard operating procedures. All staff working within these teams are trained as per the SOPs and provided PPE.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.**

Oversight of chemicals by Facilities Maintenance Manager.

Updated cleaning SOPs.

Review and update of Safety Data Sheets.

**Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.**

As per updated departmental SOPs. All staff trained and inducted in COVIDSafe procedures, saved and retained in NUSport's document management system. All staff provided with PPE.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Natural ventilation will be increased in indoor areas via opening windows and doors where possible.

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## **Record keeping**

**Keep a record of name, contact number and entry time for all staff, volunteers, visitors and contractors for a period of at least 28 days. Electronic collection (such as QR code) of contact details for each person is strongly encouraged.**

Staff rosters in place to record attendance. Additionally, from January 2021 customers will be required to scan in via the Service NSW application. Information is only retained

for 28 days.

**Ensure records are used only for the purposes of tracing COVID-19 infections and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)**

Records must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes). Records must be maintained in line with the Privacy Act.

- Collecting only the necessary personal information e.g. name and contact number.
- Individuals are informed via terms and conditions and direct interactions that their personal details are required for contact tracing.
- Information is stored securely and electronically within NUsport's document management system.
- The captured information is only provided to authorised NSW Health representatives.

**Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.**

COVID Safe application communicated to staff along with updated COVID Safety Plans.

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

Responses to a COVID-19 Incident will be:

- As per the NUsport COVID-19 Management and Response SOP based on Safe Work Australia Principles.
- All staff are informed of and trained in the procedures.
- COVID-19 Management and Response PPE packs are in place within NUsport facilities.
- NUsport COVID-19 Management and Response Standard Operating Procedure.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes