

Your

COVIDSafe

Plan

Book your COVID-19 vaccination at
coronavirus.vic.gov.au/vaccine

1. Do you have a COVIDSafe Plan?

A COVIDSafe Plan is a list of health and safety actions. It is an important part of your occupational health and safety obligations and is required under the Victorian Government's Pandemic Orders. Every Victorian business with on-site operations must have a COVIDSafe Plan for each workplace and provide it to an Authorised Officer (AO) upon request. A copy of the plan must be kept at each workplace. Your plan describes how you will keep your workers and customers safe. It also helps you prepare for a case of COVID-19 in the workplace.

2. Is your workplace COVIDSafe?

Your business must:

- document in your COVIDSafe Plan how you will manage a COVID-19 case in your workplace
- use the Victorian Government QR Code (with limited exceptions) and ask workers and customers to check-in
- keep a record of when you sighted the vaccination status of your workers
- document how you will check the vaccination status of customers where required
- ensure workers and customers wear face masks when required.

Guidance is available at coronavirus.vic.gov.au/sector-guidance. This includes answers to Frequently Asked Questions about how COVIDSafe Settings affect your business.

Some industries are subject to additional obligations. For more information visit coronavirus.vic.gov.au/additional-industry-obligations

3. What else can you do to reduce the risk of COVID-19 at your business?

Further reduce the risk of COVID-19 transmission at your business by:

- encouraging workers to wear face masks that cover their nose and mouth, go under their chin and against the sides of their face
- making hand sanitiser available
- increasing airflow and reducing the recirculation of air.

4. Do your workers know your COVIDSafe Plan?

Your employees must comply with the COVIDSafe Plan, so it's important they understand it. Ask for their input, including from your Health and Safety representatives, and provide training. Make sure they can easily access a copy of your plan. This will ensure your plan is implemented and updated when circumstances change.

5. Can an Authorised Officer request your COVIDSafe Plan?

Authorised Officers (AOs) from across Victorian Government departments and agencies conduct regular inspections of businesses to ensure they are following required COVIDSafe Settings. AOs may request to see you have a COVIDSafe Plan at each workplace and that you have implemented all requirements. You must make changes to your COVIDSafe Plan if an AO directs you to. Non-compliance may result in court action and penalties.

6. How can you help everyone to do the right thing?

Signs, posters and templates for your business are available at coronavirus.vic.gov.au/signs-posters-and-templates

Translated COVIDSafe Plan templates are available at coronavirus.vic.gov.au/covidsafe-plan#covidsafe-plan-in-languages-other-than-english.

Translated information is also available via the **Business Victoria Hotline 13 22 15**.

This is how you will keep your workers and customers safe

Business Name	Maid to Clean	Trading name	Maid to Clean
ABN/ACN	32 606 475 281	QR Code/s for this site	
Contact person	Edward Clayton	Contact number	03 8391 7026
Address	1-3 Theobald Street, Thornbury 3071 VIC		
Date reviewed	07/02/2022	Next review	07/08/2022

Employer acknowledgement of responsibilities and obligations under the Pandemic Workplace Order:

Name	Edward Clayton	Signature	 Edward Clayton
Job title	Owner / Director	Date	04/02/2022

Digitally signed by Edward Clayton
DN: C=AU, OU=Maid to Clean, O=Maid to Clean, CN=Edward Clayton,
E=edward@maidtoclean.com.au
Reason: I am the author of this document
Location: your signing location here
Date: 2022.02.08 09:18:23+11'00'
Foxit PDF Reader Version: 11.0.1

Document how you will manage a COVID-19 case at your business

Requirements	Action (add your responses)
	<p>The plan should specify: Do your workers know to get tested and isolate at the first sign of symptoms?</p> <p>Yes. All staff are instructed to contact our office at the first sign of any symptoms and to get a COVID test immediately, and isolate until negative result and symptoms have passed</p>
Workers must get tested at the first sign of symptoms. If a worker who has tested positive for COVID-19 has worked in the work premise during their infectious period, they must inform their workplace as soon as possible.	Who will identify workplace contacts? Edward Clayton or Maryanne Connell
When you become aware of a case of COVID-19 at the workplace, you must follow government advice on what to do. Visit coronavirus.vic.gov.au/case-workplace for the latest information and advice, and resources to help you manage the situation. If you need help with any of the steps, call the Department of Health on 1300 651160 .	Who will notify workplace contacts and advise on actions to follow? Edward Clayton or Maryanne Connell
	Who will notify your health and safety representative? Edward Clayton or Maryanne Connell
	Who will document the actions taken? Edward Clayton or Maryanne Connell
	Who will notify the Department of Health? Edward Clayton or Maryanne Connell
	What will your business do if you or your workers need to isolate? If staff are household contacts, they will be instructed to get a test ASAP and isolate for 7 days, then get a test on day 6 and only return to work once a negative test is received

Recommendations	Action (add your responses)
Where practical, consider rostering workers into groups (workplace bubbles). Avoid an overlap of workers during shift changes. Visit coronavirus.vic.gov.au/six-principles-covidsafe-workplaces#create-workforce-bubbles for the latest advice.	Have you rostered your workers into groups? Yes. Our workers work either individually or in teams of two, where they only work with their designated cleaning partner. This naturally would restrict the spread of COVID if caught. Office staff are working at home and when in the office, in departments. No.
	Is there an overlap of workers during shift changes? No.

Make sure workers are fully vaccinated if working outside their home

Requirements	Action (add your responses)
To work on-site, many workers need to provide evidence to their employer that they are fully vaccinated or have a valid proof of medical exemption.	Who will check the vaccination status of your workers? Maryanne Connell - Operations Manager. We are ensuring to collect all staff's vaccination records prior to government deadlines
If there is a vaccine requirement for your sector or facility, sight and record the vaccination certificate for all workers who are working outside their homes.	How will you manage the records of vaccination status? Vaccination records are held securely on file with data security privacy rules respected at all times
Visit coronavirus.vic.gov.au/worker-vaccination-requirements for the latest information and advice.	If your business operates across multiple sites, how will the records be managed — centrally or by location? Records are managed centrally.

Make sure customers check in and are vaccinated if required

Requirements	Action (add your responses)
Register a Victorian Government QR Code for each workplace at coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service	Who is responsible for: N/A. We deal at customers homes so there is no requirement for customers to check in
Businesses must display Victorian Government QR Code posters at each public entrance to the premises (both indoor and outdoor) and at points of sale (in a retail or food and drink premises).	Checking the location of QR Code posters? N/A
Make sure everyone checks in. <ul style="list-style-type: none"> – If someone cannot check themselves in, the Service Victoria Kiosk check-in service allows businesses to use their smartphone, tablet or computer to check people in. – Businesses in sectors with a customer vaccination requirement must check customers over the age of 18 are fully vaccinated against COVID-19 or have a valid medical exemption. 	Making sure customers have checked in (if required for your business)? N/A
For information on: <ul style="list-style-type: none"> – customer vaccination requirements, visit coronavirus.vic.gov.au/sector-guidance – how to check customer vaccination status, visit coronavirus.vic.gov.au/checking-customers-vaccination-status 	Confirming customers are fully vaccinated? N/A

Record keeping

Requirements	Action (add your responses)
<p>In addition to records on worker vaccination information and QR Code processes, businesses are required to maintain detailed records of worker attendance, areas of work and contact details.</p> <p>Visit coronavirus.vic.gov.au/six-principles-covidsafe-workplaces#keep-electronic-records-and-act-quickly for the latest information and advice.</p> <p>Consider alternative record keeping methods if you lose power or wi-fi access.</p>	<p>We have a high-tech booking system that keeps record of every service performed including date, time, address, customer information and staff's details who attended. This information will be kept automatically by our booking system and is extremely easy to track if required.</p> <p>Describe how you will keep records of this information: Who will keep records up to date?</p> <hr/> <p>Automatically achieved via booking system</p> <p>Who will keep records up to date?</p>

Wear face masks to reduce the risk of COVID-19 transmission

Requirements	Action (add your responses)
<p>Ensure all workers follow the current face mask requirements.</p> <p>Visit coronavirus.vic.gov.au/face-masks-when-wear-face-mask for the latest information and advice.</p> <p>In settings where face masks are required, businesses and venues must display face mask posters at each public entrance. These are available at coronavirus.vic.gov.au/signs-posters-and-templates.</p> <p>For information on sectors requiring additional Personal Protective Equipment (PPE) obligations, visit coronavirus.vic.gov.au/sector-guidance for the latest information and advice.</p>	<p>Do workers know the face mask requirements for your business?</p> <p>Yes. All MTC staff currently are wearing face masks on all services.</p> <hr/> <p>Who will make sure workers understand how to wear face masks correctly and when they need to wear them?</p> <p>MTC Operations Team. Staff are regularly reminded via team internet + direct email how to wear their masks and the importance of wearing them whenever inside customer's homes</p> <hr/> <p>If required, who will provide workers with face masks?</p> <p>Employees of MTC are provided face masks as part of their cleaning kits. Contractors provide their own</p> <hr/> <p>Are face mask posters required to be displayed in your business setting?</p> <p>No - cleaning staff do not attend office. For office staff, masks are worn in the office and office owners are responsible for posters etc.</p> <hr/> <p>Where are face mask posters displayed?</p> <p>N/A</p>

Recommendations	Action (add your responses)
<p>It is recommended you provide training, instruction and guidance on how to correctly fit, use and dispose of Personal Protective Equipment (PPE) if it is required.</p> <p>Visit health.vic.gov.au/worker-health-wellbeing/protective-personal-equipment-ppe for the latest information and advice.</p> <p>Masks should be worn for up to four hours and replaced after this time.</p>	<p>Do your workers understand the risk of airborne transmission?</p> <p>Yes. It has been explained to staff that the primary way that COVID spreads is via the air.</p>
<p>Do you provide training, instruction and guidance on PPE use and disposal?</p>	<p>Yes. All staff are provided PPE training and guidance prior to being accepted onto the MTC team</p>

Improve indoor air quality

Recommendations	Action (add your responses)
<p>Improving indoor air quality can reduce the risk of COVID-19 transmission in the workplace.</p> <p>This can be improved by:</p> <ul style="list-style-type: none"> - opening windows - leaving doors open in hallways and corridors - adjust the settings on heating, ventilation and air conditioning (HVAC) systems or air conditioning units to increase the proportion of outdoor air. <p>Visit coronavirus.vic.gov.au/ventilation for information on how to improve ventilation systems in the workplace.</p>	<p>Can doors and/or windows be opened?</p> <p>Yes. Staff are regularly reminded to keep doors and windows open when working in a home where possible</p>
<p>Can you turn on ceiling fans or wall-mounted air-conditioning units to increase air flow?</p>	<p>Yes. Staff are recommended to do this when possible.</p>
<p>Do you regularly service your HVAC systems including upgrading filters?</p>	<p>This is the responsibility of the office owners.</p>
<p>Can you use portable filtration units to increase the clean air and reduce the concentration of viral particles?</p>	<p>This is the responsibility of the office owners.</p>

Practise good hygiene and physical distancing

Requirements	Action (add your responses)	
<p>Businesses should be aware of any rules that limit the number of people on a work premises.</p> <p>Soap and hand sanitiser should be available for all workers. Encourage regular handwashing.</p> <p>Visit coronavirus.vic.gov.au/how-we-work-current-restrictions for the latest information and advice.</p>	<p>Are there any limits on the number of customers or workers currently in force for your sector?</p>	<p>No - domestic cleaning so there are never large numbers of people in workplaces. For office, there are density limits in the office however most staff are still working at home</p>
	<p>Are wash stations easily accessible and adequately stocked?</p>	<p>Yes.</p>
	<p>Can everyone access sanitiser when they arrive?</p>	<p>Yes.</p>
Recommendations	Action (add your responses)	
<p>It is recommended that workplaces practise physical distancing of 1.5m and put processes in place to avoid crowding at entrances and counters.</p> <p>Visit coronavirus.vic.gov.au/six-principles-covidsafe-workplaces#practise-physical-distancing for the latest information and advice.</p>	<p>How will your business practise physical distancing and reduce crowding in small spaces (for example, at entrances, counters and changerooms)?</p>	<p>For office - most staff are working at home. When we do return, it will only be at 30-50% capacity ensuring there is plenty of space between office desks. The entire co-working space is at 20-30% capacity so social distancing is easy to follow.</p> <p>For cleaning teams, we advise both cleaners and customers to remember to socially distance at all times and avoid "close encounters" in hallways and tight spaces and instead wait for them to pass to ensure social distancing can be practised.</p>

Please ensure you check the latest guidance for your sector at [CORONAVIRUS.vic.gov.au](https://www.coronavirus.vic.gov.au)

In accordance with our privacy policy, any information provided by you will be confidential and only for the purposes indicated. For more information on our privacy policy, please email icc@ecodev.vic.gov.au or call the **Business Victoria Hotline on 13 22 15**.

For help with your COVIDSafe Plan:

- visit [CORONAVIRUS.vic.gov.au](https://www.coronavirus.vic.gov.au)
- call the **Business Victoria Hotline on 13 22 15**. Translators are available.