CFMEU OHS Reps

COVID19

Zoom Meeting

October 2nd 2020

10-00am – 12-00 noon

Agenda

1.	Welcome to all and (any...) interstate visitors	GA
2.	Acknowledgment to traditional owners	GA
3.	Zoom instructions and meeting protocols	GA
4.	Apologies (via messages/text/chat function)	All
5.	Thank you to Ralph Edwards	GA
6.	COVID-19 Report	GA/PC/GD/SR
7.	Construction Industry Fatality Report & Industrial manslaughter (July 1st)	GA
8.	Mental Health, Suicide numbers, Counselling Report	GA
9.	VTHC OHS Rep Conference	GA/PC/GD/SR
10.	Precast Standard Report	SR
11.	General Business via messages/text/chat function	All
12.	Next meeting - November via Zoom or Level 7???	Note

High Risk COVIDSafe Plan
Construction

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About the High Risk COVIDSafe Plan

The High Risk COVIDSafe Plan has been developed to support construction businesses to reopen safely, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

In order to be compliant with public health directions:

- All businesses will be required to have a COVIDSafe Plan, or a High Risk COVIDSafe Plan (as required under the public health directions), for their onsite operations under the 'How We Work' Roadmaps, except businesses with no onsite operations (e.g. working from home).

- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).

- In addition to completing this COVIDSafe Plan, you are still required to meet your obligations under the *Occupational Health and Safety Act 2004*.

- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.

- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

For all construction businesses in **metropolitan Melbourne**, the High Risk COVIDSafe Plan is the only plan you are required to complete. Information about your industry's level of restriction can be found at vic.gov.au.

For all construction business in **regional Victoria**, you are not required to complete this High Risk plan. Instead, you should complete the COVIDSafe Plan, found at vic.gov.au.

How to develop your High Risk COVIDSafe Plan

1. Understand your responsibilities
Information on public health directions that apply to employers is available at vic.gov.au.

2. Prepare your plan
Below is the High Risk COVIDSafe Plan template which you will need to complete.

The High Risk COVIDSafe Plan is grouped into six COVIDSafe principles. These are:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirements above. Please note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

Mandatory requirements under public health direction feature this symbol: ⚠

- All other points are highly recommended for keeping your workers safe and workplace open, but are not mandatory.
- Some of the requirements in the High Risk COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).

3. Keep your plan up to date

Your High Risk COVIDSafe Plan must be reviewed and updated routinely, and when restrictions or public health advice changes. Organisations with multiple worksites must complete a High Risk COVIDSafe Plan for each worksite.

You do not have to lodge your High Risk COVIDSafe Plan with the Victorian Government. However, you may need to provide your High Risk COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits, to ensure you implement and comply with your High Risk COVIDSafe Plan.

4. Share your plan

Your workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.

5. Allocate a COVID Marshal

You must implement a COVID Marshal for each large scale worksite. COVID Marshals are responsible for supporting site compliance and providing advice on appropriate physical distancing, hygiene and records requirements detailed in the roadmap.

The COVID Marshal must undergo basic infection control awareness training. You can find this training at https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training or (https://www.skills.vic.gov.au/victorianskillsgateway/Explore/Pages/infection-control-training.aspx). It is recommended that Marshals are also trained in providing First Aid (Level 2).

Multiple people can fulfil the Marshall role, as long as there is always one dedicated Marshall onsite while works are occurring. More information is contained in the guidance at the end of this plan.

For further guidance on how to prepare your High Risk COVIDSafe Plan or any other questions, please visit vic.gov.au or call the Business Victoria Hotline on 13 22 15.

Additional best practice information developed by industry is also available and can assist operators in implementing change. This includes:

Coronavirus (COVID-19) Guidelines For The Building And Construction Industry Victoria

Housing Industry Association "Making Space on Site" guidelines

There is also a range of COVIDSafe Worksite Resources available in 16 languages developed in partnership with industry bodies and unions

Your High Risk COVIDSafe Plan

Business name: _____

Plan completed by: _____

Date reviewed: _____

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1. Ensure physical distancing

Requirements   Action

⚠ **You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:**

- Displaying signs to show worker limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

You may also consider:

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers
- Staggering start times, breaks and finish times
- Using floor markings to provide minimum physical distancing guides in situations that require employees to be in close contact with one another (e.g. when travelling in personnel hoists and work lifts)

⚠ **You must apply the density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

- There is no more than one worker per four square metres of enclosed workspace
- There is no more than one member of the public per four square metres of publicly available space indoors

⚠ **You must ensure that vehicles used for work (i.e food van) have a COVIDSafe Plan**

- Employers who operate transport services (e.g. rideshare, taxis, public transport) need to have a COVIDSafe Plan but not an individual plan for every vehicle in their fleet.

You should provide training to workers on physical distancing expectations while working and socialising. This should include:

- Informing workers to follow current public health directions when carpooling. This can be found at vic.gov.au

If your industry is restricted or heavily restricted, should also:

⚠ Have workers only attend work if permitted. Workers in permitted work premises must work from home, if they can.

⚠ Hold client (or agent) contract meetings including document signing, material selection and final inspections must be conducted remotely when possible. If not reasonably practicable, onsite meetings are permitted by appointment only with physical distancing.

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Reduction of onsite workforce

⚠ Small-scale construction sites	Reduction of workforce
HEAVILY RESTRICTED	• No more than five workers per site • Corporate workers should work remotely and all site offices to apply the density quotient • Workers can visit two sites per day
RESTRICTED	• No more than five workers per site • Corporate workers should work remotely and all site offices to apply the density quotient • Specialist contractors can visit up to five sites per week including a maximum of two sites per day
OPEN WITH COVIDSAFE PLAN	• No restrictions on number of workers per site • Working from home where possible and onsite / office-based activities to resume with the density quotient applied

⚠ Early stage residential land development sites	Reduction of workforce
HEAVILY RESTRICTED	• Density restrictions of no more than 10 workers per hectare • Corporate workers to work remotely and all site offices to apply the density quotient
RESTRICTED	• Density restrictions of no more than 20 workers per hectare
OPEN WITH COVIDSAFE PLAN	• No restrictions on number of workers per site • Workers encouraged to work from home and on-site / office-based activities to resume with the density quotient applied

⚠ Large-scale construction sites	Reduction of workforce
HEAVILY RESTRICTED	• Limit the daily maximum number of onsite workers to whichever is greater: either 25 per cent of the baseline workforce OR five workers total • Corporate workers to work remotely and all site offices to apply density quotient
RESTRICTED	• Limit the daily maximum number of onsite workers to whichever is greater: either 85 per cent of the baseline workforce or 15 workers total • Dedicated COVIDSafe Marshall on-site
OPEN WITH COVIDSAFE PLAN	• No restrictions on number of workers per site • Onsite and office-based activities to resume with density quotient applied, working from home when possible

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1. Ensure physical distancing (continued)

Reduction of onsite workforce – daily peak workforce capacity

Are you a large-scale construction site? Yes / No

If yes, please complete Table 1 below.

Are you an early stage residential land development? Yes / No

If yes, please complete Table 2 below.

Are you a small-scale construction site or have answered "No" to all the above questions? Yes / No

There are no additional requirements for you to complete.

Table 1 – Large Scale Construction Site

You must reduce your daily on-site workforce to ensure restrictions on the previous page are complied with.

To calculate baseline workforce, use the average daily number of workers on site across the project lifecycle, as derived from the project's resourcing plan as of 31 July 2020. For new projects where no resource plan was available prior to 31 July 2020, the resource plan as at the date of project commencement must be used. Project lifecycle commences from the date of on-site mobilisation and ends at handover. See guidelines for example.

The resourcing plan and calculation are subject to audit and therefore must be kept available and produced upon request by Authorised Officers.

What is your baseline workforce (before reducing workforce)?

What is your reduced daily maximum workforce?

Table 2 – Early Stage Land Development

You must reduce your daily onsite workforce to ensure restrictions on the previous page are complied with.

What is the size of your site in hectares?

What is your reduced daily workforce capacity per day?

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2. Wear a face covering

Requirements	Action
You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes: • Providing adequate face coverings and personal protective equipment (PPE) to workers that do not have their own • In workplaces that operate as a chilled distribution facility, ensuring all workers wear a single-use surgical face mask	
• You should install screens or barriers in the workspace for additional protection where relevant • You should provide training, instruction and guidance on how to correctly fit, use and dispose of personal protective equipment (PPE) • You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately	
An employer in relation to an Additional Obligation Industry Work Premises (except for retail facilities) must: • Have a personal protective equipment (PPE) training plan in place as soon as reasonably practicable after 11 August 2020 • Be consistent with best practice training plans and provide this to workers in multiple formats such as infographics and text • Be able to provide translated health and safety guidance for employees that speak English as a second language	

There are no additional requirements for restricted or heavily restricted industries.

3. Practise good hygiene

Requirements	Action

⚠ You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.

You should:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

You should display a cleaning log in shared spaces

You should undertake comprehensive cleaning in all areas where staff are working on a daily basis

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You should provide hand sanitiser at site entrances and exits, in all hoists, amenities and other high traffic areas of the site. Communicate with workers about hand sanitiser locations and encourage regular use

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You should create accessible resources and messaging, including for culturally and linguistically diverse communities

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You should display hygiene information in prominent locations on the construction site such as tea rooms, site offices, toilets, foyers, lifts and site entrances

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If your industry is restricted or heavily restricted, you should also:

Restrict the of sharing tools, plants and equipment

The following restrictions also apply for large-scale construction sites:

⚠ You must ensure adequate PPE for workers moving between sites

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You must have CALD (culturally and linguistically diverse) resources and messaging

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⚠ You must have an allocated COVIDSafe Marshal on site

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4. Keep records and act quickly if workers become unwell

Requirements	Action

⚠ You must support workers to get tested and stay home even if they only have mild symptoms

⚠ **You must develop a business contingency plan to manage any outbreaks. This includes:**

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results

- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period

- Having a plan in place to clean the worksite (or part) in the event of a positive case

- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts

- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace

- Having a plan in the event that you have been instructed to close by DHHS

- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

⚠ For contact tracing, you must keep records of all people who enter the workplace

You should implement a screening system that involves temperature checking upon entry into a workplace

You should proactively share notice of positive cases to suppliers and B2B customers who have been in contact

If your industry is restricted or heavily restricted, you must also:

⚠ **Restricted Industries**

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate

⚠ **Heavily Restricted Industries**

Ask workers to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate

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5. Avoid interactions in enclosed spaces

Requirements	Action
You should reduce the amount of time workers are spending in enclosed spaces. This could include: • Enabling working in outdoor environments • Moving activity outside as much as possible, including meetings, tearooms, lunchbreaks and locker rooms • Enhancing airflow by opening windows and doors • Optimising fresh air flow in air conditioning systems	
You could conduct all site inductions outside	
You should conduct all box inspections outside	

There are no additional requirements for <u>restricted</u> or <u>heavily restricted</u> industries.

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6. Create workforce bubbles

Requirements	Action
⚠ You must maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts	
You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes	
You should establish a process to keep business records and calculations to determine the restricted workforce levels (e.g. including roster, time and attendance, payroll and other site attendance records)	
You should consider having workers operating in consistent teams/bubbles where possible: • Separate shifts • Separate work areas on site • Divide work areas up further into separate teams/bubbles • Keep bubbles separate at work and after work • Separate break areas or break times • Use identified COVID marshals to ensure separation	

Small-scale construction sites	Employer obligation to limit worker movement:
HEAVILY RESTRICTED	• Specialist contractors can move between up to three sites/week, with a maximum of two per day. • Workers restricted to attending only one site
RESTRICTED	• Specialist contractors can move between up to five sites/week, with a maximum of two per day
OPEN WITH COVIDSAFE PLAN	• N/A

Large-scale construction sites	Employer obligation to limit worker movement:
HEAVILY RESTRICTED	• Specialist contractors can move between up to 3 sites/week • Workers restricted to attending only one site
RESTRICTED	• Specialist contractors can move between up to 3 sites/week. • Workers restricted to attending only one site
OPEN WITH COVIDSAFE PLAN	• N/A

If your industry is restricted or heavily restricted, you must also:

⚠ Limit or cease the number of workers working across multiple work sites

⚠ Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises

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High Risk COVIDSafe Plan Guide

This guide has been designed to accompany your High Risk COVIDSafe Plan and provides suggestions and example actions for how to implement requirements.

Please use this guide to help you complete your High Risk COVIDSafe Plan. For further information go to vic.gov.au

Requirement for all High Risk Industries

All High Risk Industries must implement COVID Marshals

COVID Marshals are appointed by the respective site managers and are responsible for supporting site compliance and providing advice to employers and workers on the following measures:
• Ensuring workers practise appropriate physical distancing measures
• Ensuring workers practise minimum-level hygiene measures (as per Infection Control Awareness training)
• Ensuring adequate ventilation
• Maintaining accurate and robust record keeping (subject to audit)
• Informing required updates to respective COVIDSafe plans.

The COVID Marshal is also the lead Point of Contact for contact management.

COVID Marshals are individuals who have (at a minimum) certifications and training for:
• Infection Control Awareness Training (mandatory); and
• First Aid (Level 2) (recommended).

Site managers can appoint multiple COVID Marshals. The role does not need to be a single dedicated appointment, however, the COVID Marshal role must be their primary role when on duty (i.e. an existing HSR or Site Supervisor can also be appointed as COVID Marshall concurrent with their extant duties, however their COVID Marshall duties must account for >50 per cent of their daily work activities).

The employer has ultimate responsibility for ensuring the COVIDSafe obligations are met.

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1. Ensure physical distancing

Requirements

⚠️ **You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:**

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

You may also consider:

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

⚠️ **You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:**

- There is no more than one worker per four square meters of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

⚠️ **You must ensure that vehicles used for work have a COVIDSafe Plan.**

- Employers who operate transport services (e.g. rideshare, taxis, public transport) need to have a COVIDSafe Plan but not an individual plan for every vehicle in their fleet

Action (examples)

- Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas
- Allocate different doors for entry and exit
- Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit
- Use floor markings to provide minimum physical distancing guides at entrances and exits
- Establish contactless delivery or invoicing
- Display signage for delivery drivers
- Identify designated drop off areas
- Outline the maximum occupancy of areas that are open to the general public, and information about signage
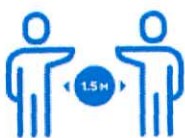
- Rearrange, remove or cordon off furniture in common areas to ensure physical distancing, stagger seating so workers are not facing one another on break
- Comply with relevant density quotient and signage requirements in the Workplace Directions

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1. Ensure physical distancing (continued)

Requirements

⚠️ **You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when carpooling. This can be found at vic.gov.au

Action (examples)

- Develop and educate workers on strategies and work practice changes to maintain physical distancing
- Reinforce messaging to workers that physical distancing needs to be maintained during work and during social interactions
- Educate workers on hand and cough hygiene, including how to wash and sanitise their hands correctly
- Reinforce the importance of not attending work if unwell
- Ensure appropriate information on the use of face coverings and personal protective equipment (PPE)
- Ensure compliance with current restrictions if in metropolitan Melbourne about industry closure and Permitted Worker Permits
- Identify the roles that are required to be performed from home or can be adapted to be performed from home
- Adapt working arrangements to enable working from home
- Regularly assess workers in attendance at the workplace to determine whether they are required to be there
- Encourage workers to complete infection control training, which is offered for free through Victorian TAFEs and Registered Training Organisations

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1. Ensure physical distancing (continued)

If your industry is <u>restricted</u> or <u>heavily restricted</u>, you must also:

⚠ Have workers only attend work if permitted.
Workers in Permitted Work Premises must
work from home, if they can

⚠ Hold client (or agent) contract meetings
including document signing, material selection
and final inspections must be conducted
remotely when possible. If not reasonably
practicable, on-site meetings are permitted
by appointment only with physical distancing

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1. Ensure physical distancing (continued)

⚠ Reduction of onsite workforce – daily peak workforce capacity

Are you a large-scale construction site? Yes / No

If yes, please complete Table 1 below.

Are you an early stage residential land development? Yes / No

If yes, please complete Table 2 below.

Are you a small-scale construction site or have answered "No" to all the above questions? Yes / No

There are no additional requirements for you to complete.

Table 1 – Large Scale Construction Site

You must reduce your daily onsite workforce to ensure restrictions on are complied with.

To calculate baseline workforce, use the average daily number of workers on site across the project lifecycle, as derived from the project's resourcing plan as of 31 July 2020. For new projects where no resource plan was available prior to 31 July 2020, the resource plan as at the date of project commencement must be used. Project lifecycle commences from the date of on-site mobilisation and ends at handover.

The resourcing plan and calculation are subject to audit and therefore must be kept available and produced upon request by Authorised Officers.

What is your baseline workforce (before reducing workforce)?	To calculate baseline workforce, use the average daily number of workers on-site across the project lifecycle, as derived from the project's resourcing plan as of 31 July 2020. A project lifecycle commences from the date of on-site mobilisation and ends at handover.
What is your reduced daily maximum workforce?	Either 85 per cent of the baseline workforce or 15 workers total.

Table 2 – Early Stage Land Development

You must reduce your daily onsite workforce to ensure restrictions on the previous page are complied with.

What is the size of your site in hectares?	e.g. 10 hectares
What is your reduced daily workforce capacity per day?	To calculate this: Size of your site in hectares x number of workers e.g. 10 hectare site x 10 workers per hectare = 100 worker reduced daily workforce capacity

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2. Wear a face covering

Requirements

⚠️ **You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:**

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own

- A face covering includes a fitted face mask, of at least two plies, that covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements

⚠️ - A face covering includes a fitted face mask, of at least two plies, that covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements

An employer in relation to an Additional Obligation Industry Work Premises (except for retail facilities) must:

- Have a personal protective equipment training plan in place as soon as reasonably practicable after 11 August 2020

- Be consistent with best practice training plans and provide this to workers in multiple formats such as infographics and text

- Be able to provide translated health and safety guidance for employees that speak English as a second language

You should install screens or barriers in the workspace for additional protection where relevant

You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

Action (examples)

- Identify face coverings and PPE required for the workplace and describe when and how they need to be worn

- Monitor the use of face coverings in all workers, unless a lawful exception applies

There are no additional requirements for <u>restricted</u> or <u>heavily restricted</u> industries.

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3. Practise good hygiene

Requirements

⚠️ **You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.**

You should:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

You should display a cleaning log in shared spaces

You should increase the regularity of comprehensive cleaning by requiring cleaning of all areas where workers are working on a daily basis

You should provide hand sanitiser at site entrances and exits, in all hoists, amenities and other high traffic areas of the site. Communicate with workers about hand sanitiser locations and encourage regular use.

Be able to provide translated health and safety guidance for employees that speak English as a second language

You should display hygiene information in prominent locations on the construction site such as tea rooms, site offices, toilets, foyers, lifts and site entrances

Action (examples)

- Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment)
- Provide information about workplace cleaning schedule and how to use cleaning products
- Identify which products are required for thorough cleaning
- Monitor supplies of cleaning products and regularly restock
- Swap shared coffee and condiments for single serve sachets
- Install 'no-touch' amenities such as contactless taps, rubbish bins and soap dispensers
- Avoid sharing equipment such as phones, desks, headsets, offices, tools or other equipment
- Provide workers with their own personal equipment, labelled with their name

- Locate hand sanitiser stations throughout the worksite
- Ensure rubbish bins are available to dispose of paper towels
- Ensure adequate supplies of soap and sanitiser
- Ensure workers have information on how to wash and sanitise their hands correctly

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3. Practise good hygiene (continued)

If your industry is restricted or heavily restricted, you should also:

Restrict the of sharing tools,
plants and equipment

The following restrictions also apply for large-scale construction sites:

⚠ You must ensure adequate PPE for workers
moving between sites

You must have translated resources for culturally
and linguistically diverse workers.

⚠ You must have an allocated COVIDSafe
Marshall onsite

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4. Keep records and act quickly if workers become unwell

Requirements	Action (examples)
You must support workers to get tested and stay home even if they only have mild symptoms.	Communicate to workers the financial support available to them if they cannot work while they are waiting for test results or are confirmed as a positive case.
You must develop a business contingency plan to manage any outbreaks. This includes: • Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results • Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period • Having a plan in place to clean the worksite (or part) in the event of a positive case • Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts • Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace • Having a plan in the event that you have been instructed to close by DHHS • Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work	• Establish a process for notifying workers and close contacts about a positive case in the workplace • Establish a cleaning process in the event of a positive case • Establish a process and responsibility for notifying DHHS, WorkSafe and your health and safety representative • Establish a process for confirming a worker (with a suspected or confirmed case) does not have coronavirus (COVID-19) before returning to physical worksite • Establish a process for notifying Worksafe that the site is reopening
For contact tracing, you must keep records of all people who enter the workplace.	• Ask workers to complete a health questionnaire before starting their shift • Establish a process to collect records from workers attendance including labour hire, external contractors, cleaners, delivery drivers and workplace areas that are accessed during each shift. Where possible, consider implementing a contactless system • Review processes to maintain up-to-date contact details for all workers • Provide information on protocols for collecting and storing information
You should implement a screening system that involves temperature checking upon entry into a workplace.	
You should proactively share notice of positive cases to suppliers and B2B customers who have been in contact.	

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4. Keep records and act quickly if workers become unwell (continued)

If your industry is <u>restricted</u> or <u>heavily restricted</u>, you must also:

⚠️ **Restricted Industries**

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

⚠️ **Heavily Restricted Industries**

Ask workers to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

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5. Avoid interactions in enclosed spaces

Requirements	Action (examples)
You should reduce the amount of time workers are spending in enclosed spaces. This could include: • Enabling working in outdoor environments • Moving activity outside as much as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms • Enhancing airflow by opening windows and doors • Optimising fresh air flow in air conditioning systems	• Ensure that windows and air conditioning are set for optimum air flow at the start of each workday or shift • Create outdoor spaces for meetings and break times
You should conduct all site inductions outside	
You should conduct all box inspections outside	

There are no additional requirements for <u>restricted</u> or <u>heavily restricted</u> industries.

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6. Create workforce bubbles

Requirements	Action (examples)
⚠ You must maintain records of all workers who have disclosed that they live with another worker and ensure that there is no cross-over between shifts.	
You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.	• Communicate to workers so they understand they cannot work across multiple sites • Adjust rosters and develop procedures to ensure workers do not work across multiple sites • Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time • Encourage workers to minimise time in shared facilities when taking breaks • Ensure groups of workers do not mix across different shifts

You should establish a process to keep business records and calculations to determine the restricted workforce levels (e.g. including roster, time and attendance, payroll and other site attendance records).	• Outline your process for developing and storing your business records and the calculations you've used to establish your restricted workforce levels. This might include rosters, time and attendance, payroll and other site attendance records
	
	• Keep records to demonstrate compliance with these directions, including (without limitation):
	
	  • the High Risk COVIDSafe Plan
	
	  • all logs created during the time these directions are in place
	
	  • Work Premises rosters
	
	  • time and attendance records
	
	  • payroll data; and
	
	  • records of all workers and all visitors who attend the Work Premises in accordance with the records requirement

You should consider having workers operating in consistent teams/bubbles where possible:	• Separate shifts • Separate work areas on site • Divide work areas up further into separate teams/bubbles • Keep bubbles separate at work and after work • Separate break areas or break times • Use identified COVID marshals to ensure separation • Workers in same households on same shifts

If your industry is restricted or heavily restricted, you must also:

⚠ Limit or cease the number of workers working across multiple work sites.

⚠ Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

VICTORIA
State
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Industry
Restart Guidelines
Large-scale
Construction FAQs

September 2020

Log of Changes

Pg(s)	Change	Reason

FAQs: Additional information

Where can I find more information about restrictions impacting the construction industry?

The fundamental enforceable requirements for the construction industry are published in the Workplace Directions and Workplace (Additional Industry Obligations) Directions.

Further information to help you keep your construction business compliant is available on the Business Vic website (https://www.business.vic.gov.au) with the following fact sheets:

* large-scale construction
* small-scale construction
* early stage land development
* general and safety information for construction

Additional best practice information developed by industry in partnership with unions is also available and can assist operators in implementing change.

This includes the

Corona Virus (COVID-19) guidelines for the Building and Construction industry Victoria
https://www.vba.vic.gov.au/__data/assets/pdf_file/0020/116417/COVID-19-Guidelines-for-the-Building-and-Construction-Industry-Revision-7.pdf

There is also a range of COVIDSafe Worksite Resources available in 16 languages developed in partnership with industry bodies and unions
https://www.culturalpulse.com.au/covidsafe-worksite-resources/

For small scale construction, the HIA guidelines are also available
Housing Industry Association "Making Space on Site" guidelines
https://hia.com.au/covid-19/managing-workplace-safety-and-employees-mental-health/making-space-on-site

FAQs: Large-scale Construction

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What are the restrictions under the Second Step ('Restricted') for construction sites?

All sites must:
- Have a High Risk COVIDSafe Plan in place that is regularly updated.
Where practicable, COVIDSafe Plans should be designed with input from workers and their representatives.
- Allow no more than one worker per four square metres of enclosed workspace.
- Have a PPE training plan .
- Have a cleaning log on display in shared workplaces and publicly accessible areas.
- Require workers to declare in writing at the start of each shift, but before entering the work premises, that the worker is:
- free from COVID-related symptoms; and
- has not been in contact with a confirmed case; and
- has not been directed to self-isolate or self-quarantine.
- Not allow workers to attend the workplace if they are awaiting coronavirus (COVID-19) test results or have symptoms.

All employees, supervisors and on-site specialists are:
- prohibited from car-pooling to and from work, except in limited circumstances

- required to limit movement between multiple sites and observed PPE and hygiene measures if working between sites.

Each large-scale construction site must:
- be limited to a daily maximum of workers on site calculated as the higher of:
  - 85 per cent of their baseline workforce;
  - and 15 workers.
The baseline daily workforce for a large-scale construction site is equivalent to the daily average number of workers on the large-scale construction site across the project lifecycle. For existing projects, this is derived from the project's resourcing plan as at 31 July 2020. For new projects where no resource plan was available prior to 31 July, the resource plan as at the date of project commencement must be used.

The resourcing plan and calculation are subject to audit. Project lifecycle commences from the date of on-site mobilisation and ends at handover.

All workers count towards the applicable daily worker limit with the exception of workers specifically dedicated to oversight of COVIDSafe functions in the workplace.

Limit movement of workers between different sites. For large-scale sites, specialist contractors that need to move between sites should visit no more than three sites per week. All workers moving between multiple sites must observe PPE and hygiene measures.

Restrictions on worker limits are lifted under the Third Step ('Open with a COVIDSafe Plan).

What is considered a large-scale construction site?

A construction site is considered large scale for the purposes of these guidelines if it is:

- Permitted to be (at completion) more than three storeys high (excluding basement), or
- Larger than 1,500m2 floor size or
- Any office or retail fit-out, or
- Industrial, large format or retail use

Should the site's footprint or the site's floor size determine whether a site is more than 1,500m2?

In considering whether the site size is more than 1,500m2, you need to take into account the site's total floor area as opposed to the site's footprint.

Example: If there is a three-storey building, with each level having a floor area of 1200 m2, the total floor area will be calculated as 3600 m2. On that basis it would be categorised as a large-scale construction for the purposes of the restrictions.

FAQs: Large-scale Construction

How do I calculate the allowable number of people on site for large-scale construction, given our numbers fluctuate?

The baseline daily workforce for a large-scale construction site is equivalent to the daily average number of workers on the large-scale construction site across the project lifecycle. For existing projects, this is derived from the project's resourcing plan as at 31 July 2020. For new projects where no resource plan was available prior to 31 July, the resource plan as at the date of project commencement must be used.

The resourcing plan and calculation are subject to audit. Project lifecycle commences from the date of on-site mobilisation and ends at handover.

Can large-scale construction sites run two shifts at 85 per cent workforce for each shift?

No. For large-scale construction sites, under the Second Step ('Restricted'), the total will be 85 per cent of the baseline site workforce on one day, regardless of shifts.

If a builder wanted to manage the site with two equal non-overlapping shifts, each shift would be limited to 42.5 per cent of the average daily number of workers on site across the project lifecycle.

Workforce limits are lifted under the Third Step ('Open with a COVIDSafe Plan').

Can the workers who make up the 85 per cent of the workforce change day-to-day or week-to-week at the discretion of the principal contractor?

Yes. The principal contractor will determine which of the work will be prioritised to deliver its construction program, while ensuring the safety and security of the site.

What defines a high-risk workplace for construction projects?

All construction projects in metropolitan Melbourne are defined as high risk and are required to have a High Risk COVIDSafe Plan in place.

Is work carried out on one level of a building greater than three storeys considered small or large-scale construction?

Any construction site that is "permitted to be (at completion) more than three storeys high (excluding basement)" is considered a large-scale construction site, regardless of how many storeys are being worked on at any one time.

For large-scale construction in metropolitan Melbourne, what are the applicable guidelines regarding defect rectification, final commissioning, tuning, and authority compliance?

Final commissioning, tuning, authority compliance and pre-handover are all considered to be construction activities on site, and must comply with the daily worker limit for large-scale construction.

Defect rectification where it relates to critical repairs to the premises, are allowed, where required for emergency or safety under the permitted work premises list.

Under the Second Step ('Restricted'), the daily worker limit will be the higher of 85 per cent of the baseline site workforce or 15 workers. Because the baseline site workforce is calculated across the project lifecycle (from on-site mobilisation through to handover), the expectation is that the 85 per cent limit will provide capacity to accommodate the smaller number of workers (relative to the number of workers required on site per day during peak construction) that are required to be on site for final commissioning, tuning, authority compliance and pre-handover activities.

Under the Third Step ('Open with a COVIDSafe Plan'), there are no restrictions on the number of workers on-site.

FAQs: Critical and Essential Infrastructure

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What is considered to be construction of critical and essential infrastructure?

Construction of critical and essential infrastructure is not subject to business operating reductions. It means:

a) construction or maintenance (including civil works and building activities) of critical and essential infrastructure that is urgently required for the purposes of sustaining human health, safety and wellbeing, regardless of whether those activities are privately or publicly funded;

b) activities prescribed by government as "State Critical Infrastructure Projects";

c) construction and maintenance for the purposes of national security and defence; and

d) activities that are deemed by Government to have satisfied the test in (a) and endorsed by the Chief Health Officer on a case by case basis.

The expectation is that very few activities will meet the above tests. Project proponents can contact COVID-19Team@ecodev.vic.gov.au to apply for a determination by the Chief Health Officer.

Are Council, Federal Government or University projects included in the exemption list?

Council, university and federally funded projects must comply with the same construction rules for large scale, small scale and early stage residential land development project, unless those activities constitute:

- construction of critical and essential infrastructure and has received an exemption by the Chief Health Officer; or
- critical repairs to any premises where required for emergency and safety (as provided for by the Stage 4 Restrictions "Permitted Work Premises" published on the DHHS website); or
- construction for the purposes of national security or defence.

The current list of State Critical Infrastructure Projects that are exempted projects can be found at www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19

I think my project is critical and essential infrastructure. How do I get an exemption from the restrictions?

In very limited circumstances, an exemption can only be considered for a 'large-scale' construction project if it assessed as critical and essential AND is urgently required AND is required for the purposes of sustaining human health, safety and wellbeing.

Any exemption must be deemed by the Victorian Government to meet those criteria and endorsed by the Chief Health Officer. It is expected only a small number of projects would meet that criteria. If you wish to apply for an exemption, you can contact COVID-19Team@ecodev.vic.gov.au.

You will need to include details on:

- the nature of the project;
- what stage it is in;
- site information including indications of where concentration of workers will occur during the day;
- workforce profile information;
- a strong rationale against the three criterial above;
- provide options around staging differently, deprioritising some work and reducing the workforce;
- details of any additional mitigations that will be taken beyond those that are standard for large-scale construction projects; and
- a clear articulation of the consequences of not receiving an exemption.

The current list of State Critical Infrastructure Projects that are exempted projects can be found at www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19.

FAQs: Permitted Workers Onsite

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Can supervisors and/or managers move between construction sites?

The restrictions are designed to limit movement as much as possible. For large-scale construction, workers, including supervisors and managers, must not work at more than one site under the Second Step ('Restricted'), unless it is not practical for the supervisor/manager to be limited to only one work site.

If there is a genuine reason why the supervisor/manager cannot be limited to one site, the employer must have systems of work in place to minimise the number of workers working across multiple sites and maintain a record of all workers who do so.

Are concrete truck drivers included as workers in the daily worker limits?

No. Concrete drivers who are present onsite for a short period of time are considered delivery drivers and do not count towards the daily worker limits.

Can I attend on-site if I have confidential documents or mail I need to access in a restricted area, but I am not a permitted worker?

No. You cannot attend work on-site if you are not a permitted worker working in a permitted industry in an approved category for on-site work.

Workers who breach the Permitted Worker Scheme, including workers who travel to a worksite without a Permitted Worker Permit, are subject to on-the-spot fines of up to $1,652 (for individuals).

What about architects, surveyors, auditors, building inspectors and engineers?

Workers that provide architecture, engineering, surveying, building inspection or compliance services or statutory functions must work from home where possible. Where these workers are required to attend sites for inspection and safety purposes, they are counted as workers. Workers in this category who need to move between sites can visit no more than three large scale sites per week under the Second Step ('Restricted'), except where those visits are required to meet a minimum statutory obligation or requirement. Worker movement restrictions are lifted under the Third Step ('Open with a COVIDSafe Plan').

Are commercial cleaners allowed to operate?

Yes, commercial cleaners can continue to operate under the Second Step ('Restricted') where the cleaning services are required for the operations of a Permitted Work Premises, or for a Closed Work Premises where there are safety or environmental obligations. Furthermore, any cleaning service that relates to the coronavirus (COVID-19) health response is considered Permitted Work Premises under the current health directions and are allowed to operate.

FAQs: Permitted Workers Onsite

Are apprentices counted in the worker limits for construction projects?

Yes.

Under the Second Step, are landscape architects permitted on-site?

Yes, landscape architects are classified as specialist contractors, and can attend construction sites if their work cannot be completed from home. Workers engaged in constructing landscapes, landforming and the provision of retaining walls and paths, decks, fences and garden planting, are permitted to work on construction projects as workers and must comply with rules relevant to those sites.

Landscaping and gardening services businesses with a valid ABN can operate at occupied premises from the Second Step, under the conditions that work can be safely conducted entirely outside, contact-free, and by one person operating alone at all times. Permitted landscaping and gardening services:

1. Basic landscaping and landscape architecture
2. Mowing, edging and lawn care
3. Plant fertilising, pruning and watering
4. Tree lopping, stump grinding and other arborist services
5. Gutter cleaning
6. Other general garden maintenance

See more:
https://www.dhhs.vic.gov.au/professional-scientific-technical-services-covid-19

What are the requirements for wearing personal protective equipment (PPE) by workers on site?

Workers must wear the required personal protective equipment (PPE) at all times on site. Workers should be encouraged to use their own face coverings. Where a worker cannot access the required PPE, the employer must provide the required PPE. Employers must provide any specialist PPE for workers where that specialist PPE is required in order to carry out the worker's role. The requirement for a workplace to provide information, instruction and training for PPE applies across all restriction levels.

Specialist contractors who may be required to move between sites require PPE and must observe applicable hygiene measures throughout the restriction period. They should only attend:

Small-scale construction: maximum two sites per day and five sites per week

Large-scale construction: maximum two sites per day and three sites per week. A worker attending both small-scale and large-scale construction sites in any given week should attend no more than three sites total for the week.

More information on the High Risk COVIDSafe Plan for Construction and detailed guidance can be found here. If businesses are struggling to get the PPE they need, they should contact the Victorian Government for advice and support.

FAQs: Specialist Contractors

What is the definition of specialist contractors?

- Appliance installers
- Asphalters
- Brick layers
- Cabinet installers
- Carpenters
- Carpet layers
- Caulkers
- Cladding installers
- Concreters
- Earthworks and drainage specialists
- Electricians
- Engineers
- Fencers
- Floor installers
- Floor layers
- Flora and fauna specialists
- Garage door installers
- Gas contractors
- Geotechnical specialists
- Gold class riggers
- Heritage and cultural heritage specialists
- Insulation installers
- Joiners
- Landscape architects
- Mechanics who install and repair plant
- Mobile Cranes – Operators and dogmen
- Painters
- Plasterers
- Plumbers, including roof plumbers
- Post Tensioners
- Precast installers
- Renderers
- Retaining wall specialists
- Security system installers
- Set out specialists
- Sewer contractors
- Shower screen/mirror installers
- Solar installers
- Sprinkler fitters
- Steel fixers
- Telecommunications installers
- Termite specialists
- Tile layers, including roof tilers
- Traffic engineers
- Vertical access riggers
- Water proofers
- Welders
- Window and glass installers/glaziers
- Window shutters and blind installers

Will there be any changes to the specialist contractors list?

The specialist contractor list may be updated from time to time to reflect changes in public health advice or directions issued by the Chief Health Officer.

I'm not on the specialist contractor list. How many sites can I visit a week?

Unless you are on the specialist contractor list or otherwise permitted (e.g. safety specialist, undertaking statutory functions or site supervisor for small-scale construction), you can only work at one site while the Workplace (Additional Industry Obligations) Directions are in place.

These limits are in place because coronavirus (COVID-19) has been spread across worksites by workers moving from one site to another.

'Concreters' are included in the list of specialist contractors. Does this include associated trades, such as site set-out specialists?

Yes, a reference to 'concreters' under the specialist contractors list includes associated trades, including site set-out specialists.

FAQs: Permitted Activities

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Are repairs and maintenance allowed at permitted workplaces?

Repairs and maintenance can occur at a Permitted Work Premises if they are required for the operations of that premises. It is up to the operator of the workplace to determine whether repairs and maintenance are required for this purpose.

Are builders allowed to carry out maintenance and warranty work to meet contractual requirements after the property has been handed over?

Under the Second Step ('Restricted'), maintenance and repairs activities for inhabited properties can only be completed for emergency reasons or environmental obligations. All other maintenance and warranty work must be deferred.

Work at vacant properties must be undertaken in accordance the with small-scale construction rules.

Can builders attend prospective sites for the purposes of tendering upcoming projects, where it cannot be done remotely?

Builders can only attend prospective sites where the property is unoccupied.

Are client meetings on-site permitted?

Under the Second Step ('Restricted'), client (or agent) contract meetings including document signing, material selection and final inspections are to be conducted remotely where possible. If not reasonably practicable, on-site meetings for the minimum number of people required is permitted by appointment only and with physical distancing.

Under the Third Step ('Open with a COVIDSafe Plan'), on-site meetings are permitted by appointment. All parties should observe the appropriate physical distancing measures.

Can site inductions be held indoors?

Site inductions should be conducted outdoors where practicable. Where required to be indoors, numbers should be limited to comply with density quotients for the room being used.

Can landscaping and gardening take place during the Second Step?

Landscaping and gardening services businesses with a valid ABN can operate from the Second Step, under the conditions that work can be safely conducted entirely outside, contact-free, and by one person operating alone at all times. Permitted landscaping and gardening services:

- Basic landscaping and landscape architecture
- Mowing, edging and lawn care
- Plant fertilising, pruning and watering
- Tree lopping, stump grinding and other arborist services
- Gutter cleaning
- Other general garden maintenance

Is cutting or drilling in roadways and concrete in support of essential services (NBN, gas, water, power) permissible work?

Yes, this activity is considered ancillary in support of ensuring supply of essential services and contractors can apply for a permitted work permit.

Can work continue at a construction site for the purpose of making the site safe for shutdown?

Yes, providing the work is undertaken in line with the Workplace Directions and Workplace (Additional Industry Obligations) Directions.

Can I attend on-site if I need access to specific equipment or technology?

Workers who require certain technology or equipment to complete their work sufficiently (e.g. urban planners and designers who require specialised computers) and who cannot access this technology remotely are permitted to attend on-site under the Second Step ('restricted').

Workers must only attend when it is necessary to use the equipment and leave the site as soon as the required work is completed.

Under the Third Step, workers should still work from home where possible. On-site/office-based activities will resume with density quotients applied.

FAQs: Solar and Energy Efficiency

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Can solar installations continue?

Solar panels cannot be installed on existing residential or commercial properties under the Second Step ('Restricted'), unless the property at which the installation is taking place is considered a construction site. However, critical repairs to solar panels can be made where required in an emergency or for safety reasons.

Solar panels can be installed at construction sites, including a residential renovation where the property is fully vacated, provided specialist contractors adhere to the worksite's High Risk COVIDSafe Plan and are included in the daily workforce caps.

Under the Second Step, can solar installations occur at occupied premises where the work is fully external?

Under the Second Step ('Restricted'), solar panels cannot be installed at occupied premises.

If a resident still resides at the property, then tradespeople and builders are only permitted to make emergency repairs.

Under the Third Step ('Open with a COVIDSafe Plan'), solar installations external to a residential premise are permitted at occupied sites. Occupants should temporarily vacate the premises while the installation takes place where practical, or otherwise maintain physical distancing at all times.

How many sites can solar installers and inspectors visit?

Solar installers are classified as Specialist Contractors.

Under the requirements of the Second Step ('Restricted'):

- Specialist contractors may move between up to five sites a week (with a maximum of two per day).
- Specialists who provide safety services which enable a permitted work premises to safely undertake permitted activity are not limited in the number of sites they can visit per week. This includes electrical and safety inspectors.

Further guidance on permitted solar and energy efficiency activities:

For the Second Step (Restricted):

Residential premises allowed for:

- vacant premises only

Non-residential premises allowed for:

- vacant premises
- outdoor works/external to the premises
- premises that can be vacated (i.e. after hours or weekends)
- temporarily unoccupied (i.e. vacating of immediate worksite area), with physical distancing and appropriate signage and barriers.
- plant and equipment rooms and spaces allowed (i.e. not occupied spaces)

For the Third Step (Open with a COVIDSafe Plan)

Residential premises allowed for:

- occupied premises where is it possible to create a physical barrier between workers and occupants and / or the occupier can temporarily vacate the premises for duration of the works

FAQs: Safety and Emergencies

Are specialists who provide safety services limited in the number of sites they visit each week?

Specialists who provide safety services which enable a permitted work premises to safely undertake permitted activity are not limited in the number of sites they can visit per week. However, they should try to limit the number of sites visited in a week.

This includes specialists who install critical OHS equipment, including scaffolding, safety rails, guardrails, stair void protection systems, other critical safety equipment/installations, traffic controllers, asbestos removalists, and those who conduct safety inspections (including fire safety services) and training talks.

What constitutes an emergency or safety reason for repairs?

Emergency repairs are urgent repairs and maintenance which must be undertaken to ensure safe and secure use and occupancy of properties and work premises, prevent individuals (including workers) from injury, to prevent property damage or damage to goods, or for urgent repair to an essential service (for example for example fixing a roof or restoring an electricity connection). If you need to have a tradesperson over, maintain your distance, wear a face covering and minimise physical contact through contactless payment or another non-cash method.

Can I carry out work where a building has not been vacated to address matters associated to a Notice or Order that has been issued by a Private Building Surveyor or Municipal Building Surveyor?

Yes, if the works constitute critical repairs required for emergency or safety.

Where the Notice or Order that has been issued by a Private Building Surveyor or Municipal Building Surveyor requires works that are to address matters that have been identified as a safety matter and/or is a danger to the life, safety or health of any member of the public or of any person using the building/land/place of public entertainment or to any property, the required works can be carried out if a building is occupied.

Works can also be undertaken where safety or emergency service(s), installation(s) or equipment have not been maintained in accordance with the occupancy permit.

Can more workers than the limit come on site if there is an emergency?

Yes. Emergency responses or repairs are not impacted by restrictions.

What are a COVID Marshall's roles and responsibilities?

COVID marshals are recommended for large scale construction sites.

COVID Marshals are appointed by the respective site managers and are responsible for supporting site compliance and providing advice to employers and workers on the following measures:
• Ensuring workers practise appropriate physical distancing measures
• Ensuring workers practise minimum-level hygiene measures (as per Infection Control Awareness training)
• Ensuring adequate ventilation
• Maintaining accurate and robust record keeping (subject to audit)
• Informing required updates to respective COVIDSafe plans.

The COVID Marshal is also the lead Point of Contact for contact management.
COVID Marshals are individuals who have (at a minimum) certifications and training for:
• Infection Control Awareness Training (mandatory); and
• First Aid (Level 2) (recommended).

Site managers can appoint multiple COVID Marshals. The role does not need to be a single dedicated appointment, however, the COVID Marshal role must be their primary role when on duty (i.e. an existing HSR or Site Supervisor can also be appointed as COVID Marshall concurrent with their extant duties, however their COVID Marshall duties must account for >50 per cent of their daily work activities).

The employer has ultimate responsibility for ensuring the COVIDSafe obligations are met.

How many workforce bubbles are permitted on-site?

Workforce bubbles aim to minimise movement of workers across sites. Employers must comply with mandatory restrictions on numbers of workers and worker movements between sites. Employers are encouraged to operate one workforce bubble on a work site or ensure there are mitigations to limit movement between multiple workforce bubbles.

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Do the restrictions apply to all construction sites?

There are common requirements that apply to all workplaces, including construction sites, and across all restriction levels. All construction sites, regardless of the level of restriction that applies, are required to have a High Risk COVIDSafe Plan, must follow density restrictions of no more than one worker per four square metres in enclosed spaces, and must comply with other additional obligations. These additional obligations are set out in the Workplace (Additional Industry Obligations) Directions.

Additional restrictions apply to:

- workers visiting multiple sites
- early stage land development sites
- small-scale construction sites
- large-scale construction sites.

Are the restrictions on construction the same in regional Victoria as they are in metropolitan Melbourne?

No. The further restrictions apply to all works in metropolitan Melbourne under the Second Step ('Restricted') and will move in line with the roadmap steps.

What is the definition of a worker?

Workers refer to people working on a site including, but not limited to, owners, managers, employees, contractors, workers on labour hire and security.

For the purposes of calculating workforce capacity caps, 'workers' does not include workers specifically dedicated to oversight of COVIDSafe functions in the workplace, such as workers doing additional cleaning of high-touch points or overseeing the implementation of COVIDSafe practices. It also does not include suppliers and deliveries (e.g. concrete testers and the like) who are only present on-site for a short period of time.

Can new construction contracts in metropolitan Melbourne be signed and started?

Construction contracts can be signed and started if they are works relating to a permitted construction work premises, including:

• Building and non-building construction (including residential);

• Construction of critical and essential infrastructure and services to support these projects; and

• Critical repairs to any premises, are allowed, where required for emergency or safety.

Employers of a permitted construction work must have a High Risk COVIDSafe Plan in place for each workplace/site.

If there are separate contracts/projects being carried out concurrently within the same building, are these treated as individual projects for the purposes of operating reductions?

No, not under the Second Step ('Restricted'). All workers on a site count towards the daily worker limit, with the exception of:

• Workers specifically dedicated to oversight of COVIDSafe functions in the workplace.

• Workers undertaking emergency repairs and maintenance.

• Workers engaged as suppliers and in deliveries (e.g. workers operating concrete trucks, concrete testers and the like) who are only present on-site for a short period of time.

Each construction site must have a High Risk COVIDSafe Plan in place.

Is there an exemption process for civil construction?

All civil works, building and construction activities (whether publicly or privately funded) are subject to the large-scale, small-scale and early-stage land development restrictions, unless those activities:

- Are any works up to (and including) the 'Base Stage' works, or following the 'Fixing Stage' for small-scale residential construction, under the definition of the Domestic Building Contracts Act 1995;

- Constitute construction of critical and essential infrastructure; or

- Constitute critical repairs to any premises where required for emergency and safety, as provided for by the Permitted Work Premises list published on the DHHS website

FAQs: Compliance & Enforcement

VICTORIA State Government

What documentation is required?

Specified worksite operators will be required to declare in an attachment to their COVIDSafe Plan (state-wide) and High Risk COVIDSafe Plan (metropolitan Melbourne only):

- The location and nature of the activities undertaken at sites intended to continue restricted operations
- (If applicable) the baseline workforce levels calculated for each site and the methodology and time period used to establish these levels
- The restricted workforce levels proposed for each site during the restriction period calculated in compliance with the order
- That the operator will retain and make available for inspection the business records and calculations used to establish the restricted workforce levels, and demonstrate compliance with those restricted workforce levels through the period to which the restrictions apply.

What documentation do I need to retain?

The COVIDSafe Plan (regional Victoria and metropolitan Melbourne) and High Risk COVIDSafe Plan (metropolitan Melbourne only) must be retained and be available for inspection on request.

Operators will also be required to retain and make available for inspection evidence of compliance with the daily workforce limits, including roster, time and attendance, payroll and other site attendance records.

Does Government need to approve my High Risk COVIDSafe Plan?

No. You do not need to submit or seek approval of your High Risk COVIDSafe Plan. However, you must have the plan in place and comply with all the relevant requirements. You must produce this plan upon request by WorkSafe or other relevant authorities.

How will compliance be monitored?

Site operators will be selected for independent compliance review and asked to demonstrate compliance with the order. To facilitate these compliance reviews operators will be required to retain and make available for inspection project resourcing plans, site rosters, time and attendance data, payroll data and other site attendance records as requested by relevant authorities.

All members of the community can report a suspected breach of public health restrictions, including isolation, a mass gathering or business breaches, by contacting the Police Assistance Line on 131 444 or reporting it online at police.vic.gov.au/palolr

Who will enforce these restrictions?

Authorised officers will be undertaking site inspections for workplaces subject to reduced operation requirements to ensure they are complying and have a complete High Risk COVIDSafe Plan.

If our workers inform us that they share accommodation with anyone working at another high-risk workplace, what do we do with that information and what actions are we expected to take?

Details of workers who share accommodation with individuals who work at other high-risk workplaces will help support contact tracing in the event of a positive case. If your employee discloses that they live with another person who works in a high-risk workplace, you should retain this information in worker records.

However, workers are not required to inform their employer if they share accommodation with anyone working at another high-risk workplace.

How to clean and disinfect after a COVID-19 case in non-healthcare settings
Information for cleaners, business owners, managers and individuals

10 September 2020

Introduction

This guide provides advice on cleaning and disinfecting for facilities or workplaces after an employee, resident or visitor* has been diagnosed with COVID-19. While this advice is primarily for facilities and workplaces, the same principles apply for schools, childcare centres, factories, accommodation facilities# and private homes.

Every workplace should already have an established routine cleaning schedule. The routine schedule should include cleaning of frequently touched surfaces <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>. Examples of these include light switches, doorknobs, stair rails, lift buttons, phones and computers, EFTPOS machines, counters and desks.

General information for multi-dwelling properties that includes routine cleaning is available from the department's website <https://www.dhhs.vic.gov.au/apartments-and-multi-dwelling-properties-coronavirus-covid-19>

More specific information is available in this document for accommodation facilities and private homes when there has been a confirmed COVID-19 case.

There is no requirement for a certificate of cleaning and disinfection to be issued in order for the premise to begin operating as before.

COVID-Safe cleaning plans for businesses

It is a requirement that every facility and workplace prepare a COVID-Safe plan. This must include an action plan and protocols^ to manage cleaning and disinfection following notification of a confirmed COVID-19 case. Specific information may be found at Safe Work Australia <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>.

Your plan should include the following:

- Engagement of suitably qualified cleaning personnel.
- Allocating personnel responsible for overseeing the process.
- List of cleaning agents, disinfectants, tools and equipment.
- Validated method of disinfection.
- Processes for ensuring cleaning equipment is clean.
- Storage and accessibility of cleaning equipment.
- Availability of personal protective equipment (PPE).
- Education and training of cleaning personnel which should include the following:
  - knowledge of appropriate cleaning products and chemicals including safe handling
  - waste and laundry management
  - hand hygiene
  - how to safely put on and remove PPE.

*Visitor, for the purposes of this guidance may include students, children, residents, clients, patients and 3rd party providers.

#Accommodation facilities may include supported residential services, high rise towers, boarding houses, boarding schools and hotels

^Every facility should have clearly written protocols to direct cleaning staff.

Basic training for cleaners

The education and training of cleaning personnel engaged to carry out decontamination cleaning should include:

- Basic infection control, hand hygiene and PPE training for COVID-19 <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Optional but highly recommended training:

- VET (Vocational Education& Training) training via an RTO (Registered Training Organisation):
  - The Accredited training unit: HLTINFCOV001 <https://training.gov.au/Training/Details/HLTINFCOV001> - Comply with infection prevention and control policies and procedures.
  - List of RTOs < https://training.gov.au/Search/SearchOrganisation?nrtCodeTitle=HLTINFCOV001> approved to offer this course

Why environmental cleaning is important

Commonly COVID-19 spreads through close contact with an infected person and is typically transmitted via respiratory droplets (produced when an infected person coughs or sneezes).

It can survive on surfaces, depending on the type of surface and the ambient temperature. Less likely than droplet transmission but possible, the employee may acquire the infection if they touch a contaminated object or surface, then touch their mouth, nose or eyes.

What happens when there is a confirmed case with COVID-19

DHHS will contact the facility or workplace if an employee or visitor has been diagnosed with COVID-19 and has been considered infectious while on the premises. The facility or workplace will need to be thoroughly cleaned and disinfected before it can be re-opened and staff can return to work.

A member of the DHHS outbreak team may undertake an onsite assessment or request specific information about the site layout, and, following discussions with the facility manager, establish which areas are required to be cleaned and disinfected (e.g. areas within the facility/workplace used/visited by the case, such as offices, bathrooms and common areas).

The area(s) will need to be closed to prevent ambulant traffic prior to and during cleaning and disinfection. When cleaning and disinfection begins, if possible, outside doors and windows should be opened to increase air circulation.

Information for cleaners

The importance of cleaning AND disinfection

Disinfectants may be inactivated by the presence of organic matter therefore physical cleaning must be undertaken prior to the application of a chemical disinfectant.

- **Cleaning** refers to the mechanical action, using a detergent and warm water to remove dirt.
- **Disinfection** is the use of chemicals to kill germs. It is important to remember to **clean** with detergent **before** a disinfectant is used.

Use of personal protective equipment (PPE) when cleaning

The risk of acquiring COVID-19 when cleaning is not as great as the risk when face to face with a sick person who may be coughing or sneezing.

- Avoid touching your face, especially your mouth, nose, eyes and the PPE (i.e. mask and eyewear) whilst cleaning.
- Recommended personal protective equipment (PPE):
  - Perform hand hygiene before and after removal of PPE.
  - Mask and eye protection such as protective goggles or a face-shield. These act to prevent you inadvertently touching your face with contaminated hands and fingers, whether gloved or not. ***Prescription glasses are not protective.***
  - Disposable gloves.
  - Plastic apron or a disposable gown should be worn to protect clothing from damage by the cleaning and disinfectant solutions.
  - Coveralls may be worn but only if training has been undertaken.
  - The Department of Education and Training has produced a demonstration video <https://vimeo.com/420124799/030d5447f8> of the steps to be undertaken when donning (putting on) and doffing (taking off) PPE with a gown and with coveralls.
- PPE should be removed and discarded into the appropriate waste stream before going on breaks and on completion of the cleaning job.

Preparation

Prepare your equipment

- Gather all equipment (cleaning equipment, disinfectant solution, plastic bags). You may need signage to prevent unauthorised people from entering the cleaning area.
- Before you begin, make sure your equipment is clean. For example — wipe down your mop handles, use clean mop heads and make sure your buckets do not have residual dirt.

Prepare yourself

- Perform hand hygiene
- Put on your PPE

Prepare the area

- To facilitate cleaning and disinfection of all surfaces:
  - remove clutter and discard disposable items/waste
  - items that are not used repeatedly or frequently touched, that is within the last 24 to 72 hours should be placed in a clear plastic bag and stored (for example, paper documents).
- For items that require laundering, arrange for these to be sent to a commercial laundry or washed in an on-site washing machine (if available).
- Remove crockery and cutlery. Place in an on-site dishwasher (if available) or wash in hot soapy water.
- Identify soft furnishings which need to be cleaned with the steam cleaner.

Prepare the neutral detergent and the disinfectant solution:

- Follow manufacturer's instructions for appropriate dilution and use (see Appendix one).
- Wear gloves and eye protection when handling.

- Solutions should be made up as they are needed. Pre-diluted bleach solutions lose potency over time and on exposure to sun-light and as such need to be made up fresh daily.
- Only use bleach on non-porous surfaces as it may damage other surfaces.

Clean and disinfect

- Thoroughly clean surfaces using detergent and water.
- 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.
- Ensure surfaces remain wet for the period of time required to kill the virus (this is known as contact time) as specified by the manufacturer. If no time is specified, leave on the surface for 10 minutes.
- Wipe disinfectant off surfaces to prevent damage.
- Remove and discard gloves. If gloves are reusable, wash with soap and water after use and leave to dry. Wash hands with soap and water or use an alcohol-based hand rub immediately after removing gloves.

2-in-1 products combine a detergent and TGA listed hospital grade disinfectant product with activity against viruses. These may be used as long as the manufacturer's instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place).

Swabbing surfaces for COVID-19 after cleaning, is not required. A visual inspection is sufficient.

Choice, preparation and use of disinfectants

Disinfectants containing ≥70% alcohol, quaternary ammonium compounds such as benzalkonium chloride or diluted household bleach including products containing sodium hypochlorite are suitable.

If purchasing any product from a supplier always ask for a material safety data sheet (MSDS). If the product is purchased in store, carefully read the instructions on the label, follow the application and the safety instructions.

Disinfectants that may be used for COVID-19 can be found in the Australian Register of Therapeutic Goods (ARTG) <https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia>.

A household or commercial grade virucidal disinfectant is suitable to use in non-healthcare workplaces. It must be one that can kill viruses. This should be written on the label as virucidal or anti-viral.

- The most readily available disinfectants are chlorine-based products (household bleach). To achieve the correct dilution, follow the manufacturer's instructions or use the chlorine dilutions calculator to achieve a 1000 parts per million (ppm) dilution.
- For the chlorine dilutions calculator refer to Appendix 1.
- Once diluted, bleach solutions lose potency over time and on exposure to sun-light and so must be made up prior to use.

Cleaning and disinfection of carpets and soft furnishings

Soft furnishings or fabric covered items (for example, fabric covered chairs or car seats) that cannot be wiped clean or washed in a washing machine should be steam cleaned.

Use hot water extraction* cleaning equipment that releases at a minimum of 70 degrees Celsius under pressure must be used to ensure appropriate disinfection. Allow to dry thoroughly before re-use.

*Hot water extraction is a method of carpet cleaning that involves a combination of cleaning agents and water being injected into the carpet at high pressure and soil being removed by a vacuum. It is sometimes inaccurately called steam cleaning because steam escapes incidentally from the hot water.

Management of linen, reusable cleaning equipment, crockery and cutlery

If there are items that can be laundered, such as towels, linen, mop heads, reusable cleaning cloths and toys launder them in accordance with the manufacturer's instructions using the hottest setting possible. Do not shake dirty laundry as this may disperse the virus through the air. Dry items completely.

Contain all linen and reusable cleaning equipment (that is, mop heads & cleaning cloths) before removal from the area in a plastic bag. Transport promptly for immediate washing.

Wash crockery and cutlery in a dishwasher on the hottest setting possible. If a dishwasher is not available, hand wash with hot soapy water and allow to air dry.

Cleaning of electronic equipment

Electronic equipment includes the following: printers, mobile phones, tablets, touch-screens, remote controls, mouse and keyboards.
For electronic equipment follow the manufacturer's instructions for cleaning and disinfection products.
If no manufacturer guidance is available, consider the use of disinfectant wipes or alcohol-based wipes containing at least 70% alcohol.

- Information for Apple devices may be found here <https://support.apple.com/en-us/HT204172>

- Information for Microsoft devices may be found here <https://sport.microsoft.com/en-us/help/4023504/surface-clean-and-care-for-your-surface>

- Information for Hewlett Packard may be found here < https://support.hp.com/us-en/product/samsung-xpress-sl-c480-color-laser-multifunction-printer-series/16462546/document/c00292159>

Cleaning Screens

Always refer to the manufacturer's guidelines as the types of screens vary. It will depend on whether or not the screen has a glass covering over an LCD screen. LCD screens should not be cleaned and/or disinfected with a disinfectant wipe, alcohol based wipe, or glass cleaner as this may leave a glare causing film.

LCD screens should only be cleaned with a microfibre cloth dampened with water. A mild soap may be used but check with the manufacturer guidelines.

Cleaning tips

- Turn the power off and unplug device.
- Use lint free or micro fibre cloths.
    - Avoid abrasive cloths, towels, paper towels or similar items
- When using a disinfectant it is important to follow the contact time on the label.
- Start by cleaning the screen. Wipe carefully in one direction, move from the top of the screen to the bottom, then commence on the hard, porous surfaces and finish with the power cords and other cables.
    - Avoid excessive wiping or rubbing.
    - Don't let liquids/moisture into any openings. Do not submerge the item into a cleaning solution.
    - Don't use aerosol sprays, bleaches or abrasive cleaners.
    - Spray solutions should only be used when sprayed into a lint free cloth.
- Ensure all surfaces have completely air-dried before turning the device on after cleaning.
    - Allow laptops to fully dry before closing.
- Keyboards
    - Remove debris with a small vacuum cleaner fitting.
    - Use a moist cloth with recommended solution or disinfectant wipe to clean/disinfect.

Private accommodation facilities

General information

Private accommodation facilities, such as private homes, multi-dwelling properties, student accommodation and boarding houses should have in place a routine cleaning and disinfection plan for frequently touched areas.

If a resident is a confirmed COVID-19 case they should be isolated from the other residents. Specific information on quarantine and isolation is available on the department's site < https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>.

Choice and preparation of disinfectants has been described in this document.

Cleaning a private residence when a COVID-19 case remains on the premises

When a resident is sick and isolated within a home, the cleaning and disinfection of frequently touched (non-isolation) areas should continue daily by the other residents. The living space designated for the COVID-19 case should not be cleaned by other house members while the resident remains infectious. The other residents will be deemed close contacts by the DHHS and will be in quarantine.

Residents may provide cleaning equipment to the confirmed case if appropriate (that is if the confirmed case is well enough to clean their own environment). If a bathroom area needs to be shared between a confirmed case and other residents, the confirmed case should clean and disinfect after each use. If the cleaning cannot be undertaken by the confirmed case, a fellow resident, wearing a mask and gloves should wait as long as possible before cleaning and disinfecting and prior to being used by other residents.

Clothing and bedding, if soiled, may be laundered in a domestic washing machine using the hottest possible setting (as previously described) and then dried in a tumble dryer. The confirmed case should clean and disinfect all areas that they were in contact with whilst undertaking laundering.

There may be some occasions when the confirmed case needs to leave the isolation area. This may be to use the bathroom facilities or launder clothing and bedding. If this is essential, they should inform the fellow residents so they have time to apply a mask, they should also wear a mask, perform hand hygiene prior to leaving and ensure physical distancing of 1.5 metres is maintained.

Cleaning a multi-dwelling property or boarding house when a COVID-19 case remains on the premises

The site or property manager should maintain the environmental cleaning and disinfection schedule as out lined in the guideline for multi dwelling properties.

Cleaning when the confirmed case is no longer infectious

When the resident is no longer infectious and/or the other residents are no longer deemed close contacts the following cleaning and disinfection should be undertaken as soon as possible.

1. Using detergent and water, clean the furniture from cleanest to dirtiest (e.g. toilets are cleaned last) and high to low.
   - Walls and ceilings may not need to be cleaned unless there is evidence of gross contamination with respiratory secretions. If required, clean only to touch height and include frequently touched areas
   - Cleaning cloths may be disposable or reusable.
2. Using TGA listed/bleach disinfectant solution, clean the furniture from high to low (as above)
3. Allow for contact time of disinfectant (refer to product information)
4. Wipe off residual disinfectant.

5. Items that may be laundered such as bedding, towels, cushion covers and reusable cleaning cloths should be placed in a domestic washing machine using the hottest possible setting (as previously described) and then dried in a tumble dryer or air dried (and if possible outside on a clothes line)
6. Soft furnishings that cannot by laundered such as furniture, curtains and carpet may be spot cleaned with warm soapy water and vacuumed.
7. Carpets should be vacuumed.
8. Hard floors should be mopped with disinfectant solution.
9. When cleaning is completed
   - Clean and disinfect the reusable cleaning equipment such as mops and buckets, and vacuum cleaner by wiping down (steps 1-4).
   - Reusable cleaning cloths should be laundered.
   - If disposable cleaning equipment used, such as cloths and mop heads, discard into the general waste bin.

Outdoor areas

Public areas (playgrounds, public barbecue areas, parks)

- The risk of transmission from outdoor surfaces such as at outdoor facilities is low as the COVID-19 is unlikely to last for very long periods on outdoor surfaces, given exposure to wind, rain and sunshine (i.e. UV light). Place reminders for the public to adhere to hand and respiratory hygiene and physical distancing principles.
- Local Government Areas (councils) or property managers should have in place a program to clean and disinfect public toilets at least once per day. There should be in place processes that allow the public to report identified soiled surfaces.
- Maintain usual cleaning and disinfecting practices for public barbeques. Provide advice to users of public barbeques to clean them before and after use.

Maintain usual cleaning practices for playgrounds and other similar outdoor areas

Spraying disinfectant on pathways, poles and paths is not an efficient use of resources and has not been proven to reduce the risk of COVID-19 transmission.

Pool areas, hot tubs or spas (private and public facilities)

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and chemical disinfection of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19.

Waste

Dispose of PPE and single use cleaning equipment, such as wipes, in a leak proof plastic bag. When finished with the bag, tie it up and dispose in general waste.

Fogging (wet or dry)

DHHS does NOT RECOMMEND the use of dry or wet fogging for COVID-19 cleaning and disinfection.

- Dry fogging, under high pressure with a fine bore nozzle, produces uniformly fine droplets. The droplet size is less than 10 microns. This leaves surfaces dry.
- Wet fogging is a broad term and refers to systems which use significantly lower pressures and variation in the bore size of the nozzle. In some systems the droplet size is between 10-30 microns but other systems the droplet size is greater than 100 microns (misting). Surfaces are always left wet.

Fogging requires specialised training and equipment. While it may be used in some industries for routine environmental disinfection it is **not a recommended** disinfection process for COVID-19 for the following reasons:

1. Fogging alone does not achieve the mechanical action of cleaning (removing dirt and grime).
   - Physical removal of dirt is an important step prior to disinfection and should not be omitted.

2. There are potential health and safety risks associated with aerosolised chemical disinfectants including skin, eye, and respiratory irritation. This risk is increased with prolonged exposure experienced by cleaners and vulnerable occupants such as infants and asthmatics.

3. Fogging may leave high levels of toxic residues. Soft furnishings may continue to release the chemicals for a long time after treatment resulting in potential occupational exposure risks.

4. There is significant risk that fogging will not give the disinfectant sufficient contact with the surface to disinfect it effectively.
   - Factors that may inhibit adequate disinfection include the following: fogging is carried out too quickly, the mist is too fine and too close to the surface, or the air flow is too great.

5. Fogging chemicals, if allowed to go the HVAC system (heating, ventilation, air conditioning) may result in potential occupational exposures to other building users.

Alternative cleaning methods not outlined in this guideline

If an alternative option is suggested as a COVID-19 solution due diligence is required.

The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV radiation, and LED blue light against COVID-19 virus is not known.

The DHHS does not recommend the use of sanitising tunnels. There is no evidence that they are effective in reducing the spread of COVID-19. Chemicals used in sanitising tunnels could cause skin, eye, or respiratory irritation or damage.

The DHHS only recommends the use of the disinfectants against COVID-19 that are registered as previously described in this document.

References

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https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

Personal Protective Equipment

Mark box with: ✓ / x/ NA

1. Hand Hygiene (HH) is available – Handwashing facilities or hand sanitiser	
2. Gloves – (May be reusable or disposable)—must perform HH before putting on and taking off	
3. Disposable face mask – Before removing perform HH. Do not touch the front. Use the ties or ear loops to remove.	
4. Protective eyewear or Face shield (May be reusable or disposable) – Prescription glasses are not protective	
5. Plastic apron or full-length disposable gown. Coveralls may be used if trained in donning and doffing. – This is precautionary to protect clothing from the chemicals used.	

Cleaning equipment

6. Large supply of disposable cleaning cloths
    – Reusable cloths may be used if the site has a process for laundering them.
        o This maybe a site-based washing machine & dryer or a pre-existing contract with a commercial laundry.	

7. Mop & bucket
    – Reusable mop heads may be used if the site or the cleaning contractor has a process for laundering them.
    – Disposable mop heads should be discarded in general waste.	

8. Extension pole for high level cleaning	

9. 2 Step clean
Step 1: Neutral detergent
Step 2: Bleach Solution or TGA approved disinfectant with virucidal activity
    – Read the product label to see if it is effective against viruses
    – Follow the directions for preparation
    – Strictly follow dilution requirements
    – Read the label for contact time
    – Wipe off residual disinfectant after contact time completed.
 OR	

10. 2-in-1 clean
    – Use a TGA approved 2-in-1 detergent/disinfectant product
    – Read the product label to see if it is effective against viruses
    – Follow the directions for preparation
    – Read the label for contact time	

11. Steam cleaner (basic requirement-- release steam at a minimum of 70°C under pressure) – For soft furnishings or fabric items that cannot be washed in a washing machine or withstand bleach	
12. Large supply of plastic waste bags – Check with site manager where these will go.	

Example CHECKLIST for workplaces (Page2)

Area preparation

13. Define the area to be cleaned.
    – This will be determined in discussion with the DHHS outbreak team and the senior manager of the workplace.
    – They will include areas within the workplace used/visited by the COVID-19 positive case such as offices, bathrooms and common areas.	

14. Close off area to be cleaned
    – Use signage to prevent accidental entry by others
    – If possible, open outside doors and windows to increase air circulation just prior to cleaning and disinfection.	

15. Remove clutter and discard disposable items/waste into general waste bags, seal and dispose	
16. Quarantine items that need to be kept. – Place items in a clear plastic bag and store for 72 hours (e.g. paper documents).	

17. Items that require laundering.
    – Do not shake laundry
    – Arrange for these to be sent to commercial laundry or washed in an on-site washing machine (if available). In workplaces where there are children i.e. schools or childcare centres, this may include dress up clothing.	

18. Remove crockery and cutlery – Place in an on-site dishwasher (if available) or wash in warm soapy water.	
19. Identify soft furnishings which need to be cleaned with the steam cleaner	

Cleaning and Disinfection

20. Using detergent and water, clean the furniture from cleanest to dirtiest (e.g. toilets are cleaned last) and high to low. – Walls and ceilings may not need to be cleaned unless there is evidence of gross contamination of respiratory secretions. Walls may only need to be cleaned to touch height and frequently touched areas. This should be discussed with the DHHS outbreak team.	
21. Using TGA listed/bleach disinfectant solution, clean the furniture from high to low (as above)	
22. Allow for contact time of disinfectant (refer to product information)	
23. Wipe off residual disinfectant.	
24. Steam clean soft furnishings	

After

25. Clean all re-usable cleaning equipment with disinfectant solution – Wipe down mop handles, buckets and steam cleaner	
26. Bag cleaning items that need to be laundered in a plastic bag and arrange to be laundered	
27. Remove all waste into general waste	
28. Site inspection with facility manager and DHHS outbreak team representative	

Covid-19 cleaning and disinfection: Information for cleaners, business owners and managers.

Appendix 1

The most readily available disinfectants are chlorine-based products (household bleach). To achieve the correct dilution, follow the manufacturer's instructions or use the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution. Once diluted, bleach solutions lose potency over time and on exposure to sunlight and so must be made up prior to use.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of the active ingredient — hypochlorous acid — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the department's website.

Coroners Court

Monthly Suicide Data Report

Report 1 – 27 August 2020

Coroners Court
of Victoria

WARNING: The following report includes information on suicides.

For help or information contact beyondblue on 1300 224 636, or Lifeline on 13 11 14.

Purpose

This report provides an overview of suicides that have occurred in Victoria from 1 January 2016. The report is the first of ongoing monthly public reports aimed at providing accessible data on the numbers of suicides across the state.

Victorian Suicide Register

In Victoria all deaths from suspected non-natural causes including suspected suicides are required to be reported to the Coroners Court of Victoria. The Coroners Court reviews newly reported deaths on a daily basis to identify those that occur in circumstances consistent with suicide and adds these deaths to the Victorian Suicide Register (VSR).

The deaths included in the VSR are regularly reviewed as coroners' investigations progress and more is learned about the circumstances in which they occurred. Deaths may be removed from the VSR if investigation establishes they are likely not to be suicides; likewise, deaths initially missed may be added to the VSR as new evidence consistent with suicide is gathered. This is why data reported from the VSR may change over time. However, data changes are usually quite minor: analyses have shown that over time, the VSR coding team are consistently better than 95% accurate in identifying the cohort of deaths that are ultimately determined to be suicides.

The VSR is the most accurate and timely data source for suicide in Victoria. VSR data is regularly shared with the Victorian Department of Health and Human Services, the Australian Institute of Health and Welfare, Victoria Police, health services, and other bodies engaged in suicide prevention to inform their work.

Table 1. Annual frequency

Table 1 shows the annual frequency of Victorian suicides as at 26 August each year for the period 2016-2020. This year to date frequency has been relatively steady over the past five years, with the year to date 2020 frequency slightly lower than in 2019.

Table 1: Year to date suicide frequency in Victoria by deceased sex, to 26 August, 2017-2020

Sex	2016	2017	2018	2019	2020
Male	310	319	346	355	350
Female	110	130	115	113	116
Total	**420**	**449**	**461**	**468**	**466**

No Increase ...

Table 2. Monthly frequency

Table 2 shows the monthly suicide frequency and aggregate monthly frequency (the sum of frequencies for all months so far in each year) for January 2016 through to August 2020. The monthly frequencies fluctuated quite substantially, between 40 suicides (September 2017) and 76 suicides (November 2018). However, the monthly aggregate frequency data shows that these monthly fluctuations tend to even out over the course of the year. This demonstrates the importance of not attributing too much significance to the suicide frequency in any one month; instead the broader trend should be examined.

Table 2: Monthly frequency and monthly aggregate frequency of Victorian suicides, 2016-2020 (*August 2020 frequency is part-year to 26 August.)

Month	Monthly frequency					Aggregate monthly frequency				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
January	60	62	53	73	63	60	62	53	73	63
February	51	48	51	61	63	111	110	104	134	126
March	61	72	67	54	73	172	182	171	188	199
April	44	51	64	57	52	216	233	235	245	251
May	59	52	54	65	57	275	285	289	310	308
June	49	50	54	54	55	324	335	343	364	363
July	48	67	70	54	57	372	402	413	418	420
August	58	59	56	61	46*	430	461	469	479	466*
September	61	40	54	54		491	501	523	533	
October	49	61	67	66		540	562	590	599	
November	57	62	76	55		597	624	666	654	
December	56	63	63	64		653	687	729	718	

Table 3. Age group by sex

Table 3 shows the annual suicide frequency by sex and age group for each year 2016-2020, with 2020 data being part-year to 26 August 2020. Approximately three out of four suicides each year were among males, with most suicides occurring among those aged between 25 and 55.

Table 3: Annual suicide frequency by sex and age group, Victoria 2016-2020 (*2020 data is part-year to 26 August 2020.)

Age group by sex	2016	2017	2018	2019	2020*
Male	**476**	**499**	**542**	**544**	**350**
Under 18	14	11	12	14	11
18 to 24	70	44	63	64	41
25 to 34	108	98	101	109	63
35 to 44	79	96	97	114	61
45 to 54	73	106	109	94	58
55 to 64	51	67	83	79	57
65 and over	81	77	77	70	59
Female	**177**	**188**	**187**	**174**	**116**
Under 18	3	5	5	8	1
18 to 24	21	19	21	19	11
25 to 34	31	35	41	27	26
35 to 44	31	32	34	29	25
45 to 54	38	43	26	31	15
55 to 64	30	24	32	26	16
65 and over	23	30	28	34	22
Total	**653**	**687**	**729**	**718**	**466**

Electrician electrocuted working at a domestic property

Last updated 26-08-2020

WorkSafe is issuing an alert about the risk of installing cables in older domestic properties where the electrical supply has not been de-energised and/or the integrity of existing electrical cable is not known.

Background

Recently a licenced electrician working at an older domestic property was fatally electrocuted.

The electrician was under the house, preparing to install a cable to a power point within the house. The electrical supply was not de-energised at the time.

The electrician had dropped a stringline inside the wall cavity, and was attempting to hook the stringline so the cable could be pulled up to the switchboard. The hook used was metal and came into contact with an existing live electrical cable.

It is believed the existing cable's insulation was compromised, likely due to its age, and the metal hook came into contact with the live conductor.

Potential safety risks

- working on or near an electrical supply that has not been de-energised, isolated and locked out

- unidentified live permanent wiring

- working alone where a job requires two (or more) people to undertake the task safely

- using metal tools close to live electrical wiring

Other safety risks that may be present at older properties

- residual current devices (RCDs) may not be fitted

- where RCDs are fitted they may not protect all circuits

- multiple electrical circuits may be in the area where works are to occur

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- contacting deteriorated, brittle or poorly installed live wiring

- existing faults to earth wiring may be present

Recommended ways to control risks

1. **Develop a safe work method statement (SWMS)** for the electrical work.
   Electrical installation work is high risk construction work (HRCW) when it is conducted on or near energised electrical installations or services.
   An employer or self-employed person must prepare a SWMS for high risk construction work (HRCW) before the work commences. The work must be performed in accordance with the SWMS. If the HRCW changes or if there is an indication that control measures are not adequately controlling the risks, the SWMS must be reviewed and, if necessary, revised.
   Note: The preparation of a SWMS meets the AS/NZS 4836 'Safe working on or near low-voltage electrical installations and equipment' requirement to carry out an assessment of risks that have the potential to cause harm or damage at the work site.

2. **Identify and assess** the scope of works and assess the work area for electrical cables. Visually check the work area for any cables to ensure they appear to be in good condition and that there are no exposed connections or cables.

3. **De-energise the installation or part of the installation** to eliminate the risk of an electrical shock, for example by removing the electricity service fuse. The removal and replacement of the service fuse should be done in accordance with Energy Safe Victoria (ESV) guidelines.

4. **Use appropriate signage** - Once the service fuse is removed, lock out/tag out the main switch(es) or isolation devices.

5. **Verify the installation is de-energised** - Treat the electrical installation as energised until testing confirms that de-energisation has been achieved. If the de-energised installation is left unattended, it is recommended that it is re-tested to ensure it is still de-energised before recommencing work.

6. **Use a safe system of work** - Safe systems of work should be developed and followed along with risk controls, to reduce the risk to people undertaking:

   - removal and replacement of the service fuse

   - lock out and tag out of the main switch(es) and isolation points

   - verification of de-energisation process

Legal Duties

Under the Occupational Health and Safety Act, employers must:

- so far as is reasonably practicable, provide and maintain a working environment that is safe and without risks to the health of employees and independent contractors

- provide or maintain plant or systems of work that are safe and without risks to health, so far as is reasonably practicable

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- provide employees with the necessary information, instruction, training or supervision to enable them to do their work in a way that is safe and without risks to health

- ensure, so far as is reasonably practicable, that people other than employees are not exposed to risks to their health or safety arising from the employer's conduct

Self-employed persons must ensure, so far as is reasonably practicable, that persons are not exposed to risks to their health or safety arising from the conduct of the undertaking of the self-employed person.

Employers and self-employed persons have additional duties under the Occupational Health and Safety Regulations 2017 including preparing and following a safe work method statement for high risk construction work.

Electricity safety law, which is regulated by ESV, requires all electrical circuits or electrical equipment handled during electrical work to be disconnected from the electricity supply, unless adequate precautions are taken to prevent an electrical shock or other injury.

Resources

- **Australian Standard AS/NZS 4836** - Safe working on or near low-voltage electrical installations and equipment.

Further information

- **Electrical installations at construction sites: Industry standard**

  https://www.worksafe.vic.gov.au/resources/electrical-installations-construction-sites-industry-standard

- **Preventing electric shocks to electricians**

  https://www.worksafe.vic.gov.au/preventing-electric-shocks-electricians

- **Preventing electric shocks when working in ceiling spaces**

  https://www.worksafe.vic.gov.au/preventing-electric-shocks-when-working-ceiling-spaces

- **Energy Safe Victoria**

  https://www.worksafe.vic.gov.au/resources/energy-safe-victoria

Electrical hazards working with metallic and plastic pipework

Background

An Apprentice Plumber and his boss received a severe electric shock after cutting through a steel water pipe. The Apprentice's injury proved fatal, whilst his boss was treated for internal burns.

Hazard

An electrical hazard is caused by the use of an outdated practice of earthing electrical installations to metallic pipes, such as gas and water systems. The current flow from an electrical fault can be constant, or intermittent, and come from either the premises the Plumber is working at, from an adjoining premises, or the main supply with the current flow travelling through the water/gas main. **Turning off the premise's main supply switch will not always isolate the electrical current.**

When working with piping constructed of plastic, measures shall be taken to discharge static electricity that may be present, or become present, during work. This is to remove any ignition source when working on gas installations. (AS5601)

Risk

Serious injury or death may result when contact is made with the pipework. The human body acts as a pathway for the flow of electrical current. Fire or explosion may occur also when working on gas installations.

Risk Controls

BONDING STRAPS (Metallic Pipework):

The only recommended way to avoid the possibility of an electric shock or electrocution from an electrical current when working on gas installations, or plumbing systems, is to provide a temporary electrical path around any proposed break in the pipework. A temporary electrical path can be achieved by fitting **BONDING STRAPS.** Bonding straps **MUST** be fitted whenever any of the following work is being done:

- Cutting or disconnecting gas service pipes and fitting lines (AS5601)
- Disconnecting appliances or changing gas controls
- Cutting or disconnecting water service lines
- Connecting or disconnecting water meters

Bonding straps must be fitted wherever there is any possibility of breaking an unsuspected electrical path.

Bonding straps must be attached to each side of the proposed work and must not be removed until the work has been completed.

Plastic Pipework

A method of discharging the static electricity related to plastic pipework is to wet the ground and dampen the pipe at the work area with a wet cloth. Then drape the cloth from the pipe to the ground to provide a path to earth. Under these conditions any static electricity should now have been discharged safely. (AS5601)

Neon Testers

A neon tester is a tool that can be used to detect if there is electrical voltage present. If electrical voltage is detected, an electrician must be notified and the fault corrected before any work is carried out.

A neon tester will not show neutral current, i.e., current using the pipework as a neutral return.

A bridging device (100 amp bonding strap) **must always** be attached to clean areas of both sides of the intended pipe cut, as an electrical current may not always be detected, and can be intermittent.

Incorporating these guidelines in a Safe Work Method Statement and implementing them will reduce the risk of electrical incidents when working on metallic and plastic plumbing systems.

S Rocco V2 2016

Danger in the water pipe

This fact sheet is a guide for plumbers undertaking works on residential properties to highlight the risks of receiving an electric shock through metallic water pipes due to faults occurring at the customer's private property, the neighbouring property or from the main power supply in the street.

Metallic water pipe systems are used extensively as a means of earthing the electricity supply system, even in properties built after 1976 which are required to have the main earth wire connected to an earthing electrode (rod) driven into the ground.

If an electrical fault occurs the water pipe can become live and dangerous.

Your safety is our priority

There may be jobs that you do every day, but basic plumbing jobs like cutting water pipes, removing a water meter or using electrical tools could end in disaster if certain electrical safety precautions aren't considered before you tackle the job.

Electrical incidents involving plumbers, hot water repairers and other contractors still occur each year. So, as part of our commitment to electrical safety in the community, Power and Water has put together this fact sheet to remind you of the potential hazards that can occur, and importantly, what you can do to stay safe and avoid injuries.

Be aware

When an electrical fault occurs, water pipes can become 'live' resulting in an electric shock which could be fatal.

The risk increases if you:
- cut a water pipe
- remove a water meter
- disconnect the main earth wire from the water pipe

The danger

If a fault occurs at the customer's private property, the neighbouring property or in the main power supply in the street, the electricity may not be able to follow its normal course and may flow along metallic water pipes instead. Such faults may remain undetected for prolonged periods of time, especially if nobody has received a shock or noticed a tingling sensation from taps or pipes. Under these conditions the pipe can be energised and cause dangerous shocks if appropriate safe work processes are not applied prior to and during any work on the pipe.

In emergencies call 1800 245 092 (24 hours a day, 7 days a week).

PowerWater

On site – bridge the gap

If there is a fault you may feel a tingle from pipes or taps. If so, **stop working immediately and seek the advice and expertise of a qualified electrician or Power and Water.**

When cutting water pipes, removing the meter or disconnecting the main earth wire from a pipe, remember to always use a bridging conductor across the cut/break before cutting and keep it in place until the pipe or earthing wire is permanently rejoined. **Only those qualified to work with the appropriate bridging conductor (in accordance with AS/NZ 3500 Part1) and those with the appropriate personal protective equipment should undertake this work.**

How can you help?

Think first – Be aware of the dangers

1 If you are replacing all or part of the metallic water system with a plastic pipe, ask a qualified electrician to check the installation to ensure the plumbing system is still effectively earthed.

2 Under normal circumstances do not disconnect the earth connection from the water pipes. If it is necessary to do so, ensure that a bridging conductor is connected to the earth wire before it is disconnected from the pipe. If in doubt call a licensed electrical contractor.

3 Stop immediately if you feel a tingle or see electrical arcs. Contact Power and Water immediately on 1800 245 092.

More information

If you have any questions about Power and Water's safety plan for plumbers, please call 1800 245 092 or visit us at powerwater.com.au

Emergency & Important Numbers *24 hours unless otherwise indicated*

EMERGENCY SERVICES/INFORMATION	
Ambulance, fire, police	000
Emergency Vic *For up to date information on incidents/warnings: https://www.emergency.vic.gov.au/respond/*	
Victorian CFA Emergency Hotline - Monday to Friday, 8.00am - 6.00pm	1800 226 226
Victorian State Emergency Services (SES)	132 500
Environmental Protection Agency (EPA) - *https://www.epa.vic.gov.au/EPAAirWatch*	1300 372 842
Bureau of Meteorology – National Weather warnings - *http://www.bom.gov.au*	1300 659 210
National Security Hotline	1800 123 400
Ask Izzy *For support/material aid of all kinds – https://askizzy.org.au*	
CRISIS LINES	
Victorian Suicide line *Telephone, video and online counselling support to people at risk of suicide, people concerned about someone else's risk of suicide and people bereaved by suicide.*	1300 651 251
Suicide Call Back Service *Professional telephone counselling support to people impacted by suicide or suicidal thoughts and who are unable to access supports. Up to six 50 minute telephone counselling sessions provided.*	1300 659 467
Lifeline *Access to crisis support and suicide prevention services for people experiencing a personal crisis.*	13 11 14
Poisons Information Service *Advice about what to do if a person has been poisoned, has overdosed, has made a mistake with medicines or has been bitten/stung by a snake, spider, bee, wasp etc*	13 11 26
Crisis Accommodation – 24 hour state wide services *Advice and support for people needing accommodation escaping family violence, homeless or at risk of homelessness and other emergency. The 1800 number will direct the call to the service closest to you or if the call is outside business hours, to the Salvation Army Crisis Service*	1800 825 955
Child Protection Crisis Line *Concerns about child abuse (emotional, physical or sexual).*	13 12 78
MENTAL HEALTH SERVICES	
Anxiety Recovery Centre - Monday to Friday, 10:00am to 4:00pm *State-wide, specialist mental health organisation, providing support, recovery and educational services to people and families living with anxiety disorders*	1300 269 438 9830 0533

✳ INCOLINK COUNSELLING: 24/7   1300 000 129

Reconnexion - Monday to Friday, 9:00am to 5:00pm *Telephone support and information for people experiencing tranquiliser dependency, anxiety disorders and depression.*	1300 273 266
Mental Health Legal Centre - Monday to Friday, 9:00am to 5:00pm *Legal advice, information and referral to people who have experienced or been labelled with mental illness and other related legal issues associated with mental health*	1800 555 887 9629 4422
Post and Antenatal Depression Association (PANDA) - Monday to Friday, 10:00am to 5:00pm *Supports women and their families who are suffering from antenatal and postnatal anxiety or depression.*	1300 726 306
Eating Disorders Foundation of Victoria - Monday to Friday, 9:30am to 5:00pm *Free and confidential service providing information peer support for people experiencing eating disorders or related issues.*	1300 550 236
MEDICAL SERVICES	
Nurse on Call *Immediate, expert health information and advice from a registered nurse.*	1300 606 024
Medicines Line - Monday to Friday, 9:00am to 5:00pm *Independent, up to date and evidence-based medicines information from a pharmacist.*	1300 633 424
Adverse Medicine Events Line - Monday to Friday, 9:00am to 5:00pm *An avenue for discussing adverse effects with medicines – NOT FOR EMERGENCIES.*	1300 134 237
TRAUMA SERVICES	
Centre Against Sexual Assault (CASA) *Information, advocacy and services for people who have experienced sexual assault, their families and friends.*	1800 806 292 9635 3610 (BH)
Blue Knot (formerly Adults Surviving Child Abuse: ASCA) - Mon to Sun, 9:00am to 5:00pm *Support, information and referral to survivors of all forms of child abuse and neglect.*	
1800 RESPECT *National sexual assault domestic family violence counselling service.*	1800 737 732
CHILDREN'S SERVICES	
Kids Helpline *Free, private and confidential phone and online counselling service for young people aged 5 to 25*	1800 551 800
Youth Substance Abuse Service (YSAS) - Monday to Friday, 9am to 8pm *Contact for young people experiencing serious disadvantage to access resources and support*	1800 458 685
WOMEN'S SERVICES	
WIRE Women's Information - Monday to Friday, 9:00am to 5:00pm *Support, information and referrals for women on any issue.*	1300 134 130

FAMILY VIOLENCE SERVICES

Service	Phone
Safe Steps Family Violence Response Centre *Information, support, referral and access to emergency accommodation/refuge for women subjected to domestic violence in Victoria.*	1800 015 188 9322 3555
1800 Respect *Support for people impacted by sexual assault, domestic or family violence and abuse*	1800737732
Aboriginal Family Violence Prevention & Legal Service - Monday to Friday, 9am to 5pm *Legal advice, counselling, information, referral and support to Aboriginal victims/survivors or people at immediate risk of family violence and sexual assault as well as to parents/carers of Aboriginal children.*	1800 755 988 9244 3333
In Touch – Multicultural Centre Against Family Violence - Monday to Friday, 10am to 4pm *Services, programs and responses to issues of family violence in migrant and refugee communities*	1800 755 988
Withrespect - Mon, Tues, Fri, 9am to 5pm, Wed 9am to 11.00pm, Sun 10.00am to 10pm *Prevention, early intervention and tertiary specialist service for LGBTIQ people, and their children, who experience or perpetrate family violence.*	1800 542 847

MEN'S SERVICES

Service	Phone
Mensline Australia *Assistance for men dealing with family and relationship issues and women/family members concerned about the welfare of their partners or family members.*	1300 789 978
Men's Referral Service - Monday to Friday, 9:00am to 9:00pm *Information, counselling and referral for men taking their first step towards ending abusive/violent behaviour in the home.*	1300 766 491

PARENTING SERVICES

Service	Phone
Parentline *Information and referral on parenting issues relating to parents of children 0 – 18 years.*	13 22 89
Maternal and Child Health Line *Assistance, information and referral for mother and/or child issues.*	13 22 29

GRIEF SERVICES

Service	Phone
Griefline - Monday to Sunday, 12:00pm to 3:00am) *Grief and loss and associated distress and sadness.*	9935 7400
Compassionate Friends Victoria *Support for bereaved family members after the death of a son or daughter of that family at any age and from any cause.*	1800 641 091 9888 4944

ADDICTION SERVICES

Service	Phone
DirectLine *Counselling, information & referral re drug and alcohol issues for affected people, their family and friends.*	1800 888 236

Service	Phone
Family Drug Help - Monday to Friday, 9:00am to 5:00pm *Support for families and friends of drug users.*	1300 660 068 9573 1780
Gambler's Helpline *Service for people who are affected by gambling.*	1800 858 858
WORKPLACE RIGHTS AND ADVICES	
Young Workers Centre *Information & legal assistance for workers 30 or under living in Victoria*	1800 714 754
Migrant Workers Centre *Helps migrant workers in Victoria connect with other migrant workers, understand their rights and get empowered to enforce them.*	9659 3516
We are Union Women *Provides workplace training re family violence/gendered violence, campaigns on issues for women at work*	9659 3511
Ask Renata (Vic Trades Hall) *For OH&S information & support to HSR's*	9659 3511
We are Union Pride *Campaigns on issues impacting LGBTIQ workers in Victoria*	9659 3511
Union Assist *Information/support for injured unionists on WorkCover who wish to challenge a decision by their insurer*	9639 6144
WorkCover Assist *Information and support for workers on WorkCover who wish to challenge a decision by their insurer*	9941 0537
Jobwatch - Monday to Friday, 9:00am to 5:00pm (closed Tuesday 12:00pm – 2:00pm) *Providing information and assistance about legal rights at work.*	1800 331 617 9662 1933
OTHER SERVICES	
Carers Victoria - Monday to Friday, 9:00am to 5:00pm *Support to carers who support family/friends with a disability, mental illness, chronic condition, terminal illness, or who are aged and frail.*	1800 242 636
Emerge Australia *Information, support and advocacy for people living with chronic fatigue & their carer's.*	9529 1600
QLife *Counselling and referral for people who are gay, lesbian, bisexual, trans, and/or intersex.*	1800 184 527 9663 2939
Translating and Interpreting Service *National telephone interpreting service available in over 130 languages.*	13 14 50