



Communities
& Justice

Guidelines for COVID-Safe Workplace Operations

Information regarding ensuring and maintaining COVID safe workplaces



Document version control

Distribution:	DCJ Divisions and Workplaces
Document name:	Guidelines for COVID-Safe Workplace Operations
Trim reference:	TBC
Version:	Version 1.2
This document replaces:	Version 1.1
Document status:	Final
File name:	Guidelines for COVID-Safe Workplace Operations 1.1
Authoring unit:	Workplace Transformation, Infrastructure and Assets
Date:	10 September 2020
Next review date:	The document will be updated as required, to align with amended public health orders

Table of contents

1	Purpose of Guidelines for COVID-Safe Workplace Operations	4
1.1	Purpose	4
1.2	Background and policy links	4
2	Application of NSW Public Health Orders to DCJ workplaces	5
2.1	Ministers direction about place of work	5
2.2	General restrictions	5
2.3	Most DCJ workplaces are ‘essential gatherings’	5
2.4	Non-exempt DCJ workplaces	5
3	Physical distancing requirements	6
3.1	The four square metre rule	6
3.2	The 1.5 metre rule	6
4	Changes to office environments	6
5	Phased recovery of operational and office workplaces	7
5.1	Operational contexts	7
5.2	Office based contexts	7
5.3	Recovery phases	7
6	COVID-19 Workplace Safety Plans	9
6.1	Requirement to develop a COVID-19 Workplace Safety Plan	9
6.2	Assessment of large metropolitan office workplaces	9
6.3	Assessment of other office sites	9
6.4	Assessment of operational sites	10
6.5	Managing capacity in sites with multiple business units	10
6.6	Site Coordination	10
6.7	Where a team is located across multiple sites	10
6.8	Where there are multiple teams within a site	10
6.9	Support for development and implementation of plans	10
6.10	Staff consultation	11
6.11	Approval of plans	11
6.12	Record keeping	11
6.13	Review of COVID-19 Workplace Safety Plans	11
7	Assessing and preparing workplaces	12
7.1	Assessing COVID-Safe workplace capacity	12
7.2	Assessing workplaces that have remained operational	12
7.3	Assessing specific work activities or contexts	12
7.4	Ensuring physical distancing in all areas of the workplace	13
7.5	Clearing workplaces of unnecessary papers and personal items	14
7.6	Increasing environmental cleaning	14
7.7	Increasing workplace hygiene and installing dispensers	15
7.8	Installation of signage and decals	15
7.9	Preventing potentially infectious people attending the workplace	16
7.10	Managing client facing areas	17
8	Supporting and engaging staff	17
8.1	Enabling work from home	17
8.2	Supporting people at risk of serious illness	18
8.3	Supporting employee health and wellbeing, including mental health	18
8.4	Ensuring staff awareness of COVID-Safe workplace arrangements	19
8.5	Confirming workplace emergency arrangements	19
9	Managing suspected and confirmed infections	19
9.1	Use and procurement of PPE	19
9.2	Managing positive COVID-19 cases within the workplace	19
9.3	Positive case cleaning	20
10	Contact list	20
11	Feedback and questions	21
12	Document review	21

1 Purpose of Guidelines for COVID-Safe Workplace Operations

1.1 Purpose

This document provides information and guidance regarding recommissioning and operation of DCJ workplaces to ensure they are COVID-Safe.

1.2 Background and policy links

This document applies NSW Public Health Orders and other NSW Health advice to ensure COVID-safe operation of DCJ workplaces.

A key reference for this document is the *Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 4) 2020 under the Public Health Act 2010*. The order is available [here](#).

As the pandemic responses changes over time public health orders are being updated. Be sure to access the latest versions via <https://www.legislation.nsw.gov.au/###covid-19-legislation>.

This document will also be updated in line with revised public health orders. Access the document [here](#) to make sure you have the latest version.

The Guidelines link to the following templates and protocols:

- [DCJ COVID-19 Workplace Safety Plan](#)
- [DCJ COVID 19 Workplace Safety Plan Quick Reference Guide](#)
- [DCJ COVID-19 Workplace Blueprint](#) (publication pending)
- [DCJ COVID-19 Positive Test Protocol](#) and [flowchart](#)

Additional resources referred to in the document include:

- [DCJ COVID-19 Leave Entitlements](#)
- [DCJ COVID-19 Work from Home checklist](#)
- [DCJ COVID-19 Managing Dispersed Teams](#)
- [DCJ COVID-19 Remote Working Technology](#)
- [DCJ COVID-19 Working Remotely](#)
- [DCJ COVID-19 Health and Wellbeing](#)
- [DCJ COVID-19 Workplace Cleaning Arrangements](#)
- [DCJ COVID-19 Social Distancing and Workplace Safety](#)
- [DCJ COVID-19 Posters and resources](#)
- [DCJ COVID-19 COVID-Safe Workplace Signage](#)
- [DCJ COVID-19 Emergency Procurement](#)
- [DCJ COVID-19 When to wear PPE guide](#)
- [DCJ COVID-19 Temperature Screening Guide](#)
- [DCJ COVID-19 Frequently Asked Questions](#)

2 Application of NSW Public Health Orders to DCJ workplaces

The *Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 4) 2020* outlines restrictions on the gathering and movement of people in public and residential places.

2.1 Ministers direction about place of work

Under section 9 of the public health order the NSW Minister for Health has directed that an employer must allow an employee to work at the person's place of residence if it is reasonably practicable to do so.

While this order remains in place, DCJ Divisions should ensure staff who are able to work from home to continue to do so, while planning for staged return to DCJ workplaces as restrictions ease.

2.2 General restrictions

Section 8.1 of the public health order directs *that a person who is the occupier of premises must not allow persons on the premises if the size of the premises is insufficient to ensure there is at least 4 square metres of space for each person on the premises.*

2.3 Most DCJ workplaces are 'essential gatherings'

Importantly, section 8.2 of the public health order allows that the above restriction does not apply to essential gatherings that are listed in schedule 2 of the order.

A significant proportion of DCJ workplaces are currently categorised as essential gatherings. These include:

- a gathering at a **prison, correctional facility, youth justice centre or other place of custody**
- a gathering at a **disability or aged care facility** that is necessary for the normal business of the facility
- a gathering at a **court or tribunal**
- a gathering at **an office building** that is necessary for the normal operation of the tenants within the building
- a gathering to provide **a service to assist vulnerable members of the public**, including, for example, a food bank or a service providing for the needs of homeless persons

The essential gatherings listed in schedule 2 are subject to change, and if the incidence of COVID-19 increases in the community, restrictions may return to office and other spaces.

2.4 Non-exempt DCJ workplaces

Some DCJ workplaces may not fall into the category of 'essential gatherings' for example, a warehouse.

Non-exempt DCJ workplaces must apply the general restrictions in section 8.1 of the public health order.

3 Physical distancing requirements

Physical distancing is a key strategy to reduce the risk of infection from COVID-19.

Physical distancing means reducing the close physical contact we have with others. When physical distancing is combined with good personal hygiene, the spread of a pandemic through the community can be slowed.

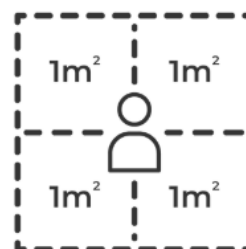
Physical distancing is necessary because the most likely way of catching the virus is by breathing in micro-droplets from another person sneezing, coughing, or exhaling.

3.1 The four square metre rule

The 'four square metres per person' rule means the workplace must not allow persons to enter or stay on the premises, outdoor or indoor, if the size of the premises does not allow for 4 square metres of space for each person.

The rule focusses on the overall space allowed per person, rather than the distance between people.

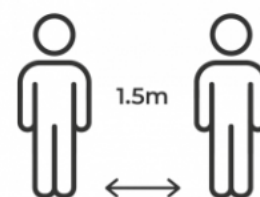
The 'four square metres per person' rule applies only in non-exempt DCJ workplaces



3.2 The 1.5 metre rule

This rule requires that a distance of 1.5 metres is maintained between people who are not from the same household. By maintaining a physical distance of at least 1.5 metres from others, we can reduce the likelihood of exposure to micro-droplets of others.

NSW Health has advised that where reasonably practical, DCJ should ensure staff maintain 1.5 metres physical distancing at all times.



4 Changes to office environments

To comply with public health orders and social distancing requirements DCJ will need to apply the principles of agile working to create a safe, flexible space. This will enable desk-based staff to feel safe to work at any desk, at any location.

Current challenges

- Physical distancing requirements make approximately 40% of desks unavailable for use
- Staff are currently using work computers and other items at home, but this means some desks are missing equipment, and there are connectivity and ergonomic issues
- Papers and other items on desks and shared work areas prevent them from being cleaned effectively
- Public transport capacity may be challenging, and staff may be exposed during travel to and from work

Future state

- ✓ COVID-Safe desks with the right equipment are clearly marked and available for anyone

to use

- ✓ Comprehensive cleaning daily of all working areas is undertaken daily.
- ✓ Staff can also clean desks on arrival and at departure and feel safe
- ✓ Staff can utilise any free desk, maximising capacity in COVID-Safe workspaces
- ✓ Working from home is common for many staff, as part of their normal routine.
- ✓ Staff may also be able to access alternate work locations closer to home and reduce travel / public transport impacts
- ✓ Connectivity allows teams to collaborate from multiple locations

To implement changes to office environments to ensure they are COVID safe, it will be necessary to ensure all surfaces can be thoroughly cleaned so that they can be used by any staff member. This will necessitate archiving or storing paper-based files and other materials, ensuring shared areas are free from clutter and removing papers and personal items from desks.

5 Phased recovery of operational and office workplaces

A phased approach will be taken to recovery of DCJ workplaces however this will vary in operational and office environments.

5.1 Operational contexts

Parts of DCJ remained in place and have continued to provide service to the public from DCJ workplaces during COVID -19. This includes operational teams as well as outreach and field work staff, and staff participating in new rostering and rotation arrangements because of COVID-19

Operational staff currently utilising DCJ workplaces should continue to do so, and a COVID-19 Workplace Safety Plan should be undertaken to review WHS and working arrangements.

Increased occupancy and resumption of normal working arrangements should occur only where a COVID-19 Workplace Safety Plan is in place with senior executive approval, and if social distancing and safe workplace occupancy can be maintained.

5.2 Office based contexts

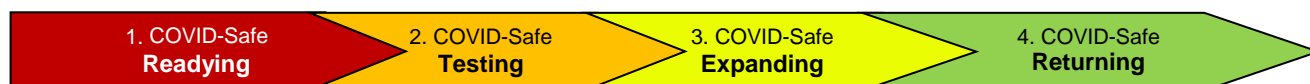
DCJ office-based workplaces will take a careful phased approach to return, as public health orders are updated. This will ensure that workplaces can be prepared, workplace controls tested and refined, and occupancy can be increased as public health orders allow.

The timing of each phase will be determined based on safety and public health advice, and will require Board endorsement. Business units can then begin to return within the parameters of each phase.

If the incidence of COVID-19 increases in the community, return to earlier phases may be necessary.

5.3 Recovery phases

The focus of each phase is outlined below:



Phase	Focus
<p>1. Readying workplaces</p> <p>We are currently in Phase 1</p>	<ul style="list-style-type: none"> ✓ COVID-19 Workplace Safety Plans are developed and actions implemented ✓ COVID-Safe workplace capacity is determined, based on 1.5 metres, and adhering to 4m² wherever possible ✓ Hygiene and capacity controls are implemented, and workspaces are made ready ✓ Priority business areas are identified for initial workplace re-entry ✓ Workgroups with specific office needs and security requirements are identified. ✓ Vulnerable staff are identified, and individual plans agreed ✓ Staff understand their COVID-Safe responsibilities and business unit plans ✓ Working from home remains primary workplace ✓ In workplaces where staff have remained, all controls are reviewed and documented
<p>2. Testing safety plans</p>	<ul style="list-style-type: none"> ✓ A small proportion of identified staff from priority business units return, but the majority of staff working from home continue to do so. ✓ COVID-19 Workplace Safety Plans and controls are tested and refined ✓ Hygiene and occupancy controls are in place, and physical distancing of 1.5 metres as always adhered to ✓ Risks and issues are identified and managed ✓ Booking systems are trialled in selected workplaces to manage capacity ✓ Staff are updated and engaged
<p>3. Expanding to safe capacity</p>	<ul style="list-style-type: none"> ✓ Building occupancy is increased in line with COVID-safe capacity, and in accordance with public health orders. ✓ Team working arrangements are reviewed to enable office based work within safe building capacity ✓ Hygiene and occupancy controls are in place, and physical distancing of 1.5 metres as always adhered to ✓ COVID-19 Workplace Safety Plans are monitored
<p>4. Returning to BAU</p>	<ul style="list-style-type: none"> ✓ Working from the office becomes primary workplace, while encouraging retention of flexible practices. ✓ COVID-19 Workplace Safety Plans are monitored, and controls are lifted when public health orders allow.

6 COVID-19 Workplace Safety Plans

6.1 Requirement to develop a COVID-19 Workplace Safety Plan

Safety planning includes identifying hazards within different workplaces and operational contexts, assessing risks, and applying controls and other actions to reduce and mitigate risks.

The DCJ Board has agreed that all DCJ workplaces should have a COVID-19 Workplace Safety Plan. Development of a COVID-19 Workplace Safety Plan is also consistent with DCJ's ongoing obligations under the Work Health and Safety Act 2011 to protect the safety and wellbeing of its staff, volunteers, clients and other visitors to the workplace.

A COVID-19 Workplace Safety Plan will be required for each workplace including operational and office based workplaces, using the template located [here](#).

The COVID-19 Workplace Safety Plan is to be completed by business units, to enable the plan to be tailored to the needs of the staff within that unit and its operating requirements. The plan focusses on two important aspects of planning: *Safe People*, and *Safe Places*.

A Workplace Blueprint, located [here](#) (publication pending), has been developed to provide a visual guide for the hygiene controls, including signage, decals and sanitiser dispenser requirements for each space type in the workplace.

6.2 Assessment of large metropolitan office workplaces

Infrastructure and Assets is completing site assessments at densely populated office workplaces, to address Safe Places aspects of the plan. For the following sites a copy of the COVID-19 Workplace Safety Plan, with pages 5 - 9 populated, can be accessed by emailing coronavirus.questions@justice.nsw.gov.au:

- 2 Cavill Avenue Ashfield
- 4-6 Cavill Avenue Ashfield
- 223 Liverpool Road Ashfield
- 320 Liverpool Road Ashfield
- 23-31 Moore St Liverpool
- 191 Cleveland Street Strawberry Hills
- 219 Cleveland St Strawberry Hills
- 20 Lee Street Henry Deane Building
- 50 Phillip Street
- 160 Marsden Street Parramatta Justice Precinct Offices.

The site assessments are limited to physical workspaces only. Safe People aspects of the plan including work, health and safety planning remain the responsibility of business unit managers. The plan should be further completed by business units and other controls implemented as needed.

6.3 Assessment of other office sites

In smaller metropolitan business sites and other areas of NSW, COVID-19 Workplace Safety Plan should be developed by business units. Infrastructure and Assets will provide advice to support assessments of other office workplaces and operational spaces

6.4 Assessment of operational sites

Many operational areas of DCJ have continued to provide onsite services, while adjusting working arrangements to ensure the safety of staff, clients volunteers and other workplace visitors.

Operational sites, including where services have been ongoing, should complete COVID-19 Workplace Safety Plan to review and refine their arrangements. Infrastructure and Assets can provide advice to support assessments of operational spaces if required.

6.5 Managing capacity in sites with multiple business units

Where there are multiple business units within a site, the business units should coordinate regarding assessment, planning and capacity.

The overall office occupancy will be limited throughout return phases, and each business unit within the site will be required to limit their occupation, in phase 2 up to 20 percent of current capacity, and in phase 3 up to the COVID- safe capacity of their current office footprint.

If there is critical need for one team to return because its operations have been severely impacted, and other teams are able continue to work remotely, adjustment to this may be negotiated in between business units, with approval of executive teams.

6.6 Site Coordination

It is recommended that a site coordinator be appointed to undertake the assessment, lead development and implementation of the plan, and liaise with Corporate Services, Infrastructure and Assets, and other business units. Please provide site coordinator contact details to coronavirus.questions@justice.nsw.gov.au, to receive updates and notifications.

6.7 Where a team is located across multiple sites

Business units may choose to review all workplace sites where activities associated with the unit are located.

The business unit should consider whether it is necessary to complete multiple Safety Plans for multiple sites, where for example business processes per site are very different, co-location occurs, or interactions with clients/public may be a factor.

Business Units should make this decision based on the level of risk and the potential difference in mitigations and controls to ensure safety in the workplace.

Where multiple locations are to be included in one plan, these are to be referenced within the Safety Plan under the 'Business Unit' section on page 1.

6.8 Where there are multiple teams within a site

Some DCJ sites include colocation of multiple teams. In sites with multiple teams that are not covered by the assessments outlined at 6.2, teams should engage with their site coordinator to complete the Safe Spaces aspects of the Safety Plan. Safe People aspects of the safety Plan remain the responsibility of team managers.

6.9 Support for development and implementation of plans

Corporate Services will be available to provide support and advice. Contact details are provided in section 10 of this document.

6.10 Staff consultation

Consultation should be undertaken with staff in the development of COVID Workplace Safety Plans. Staff should be aware of the arrangements that are to be undertaken to make workplaces COVID-safe and have the opportunity for input and feedback.

6.11 Approval of plans

COVID-19 Workplace Safety Plans should be approved as follows:

Context	Approver
Infrastructure and Assets site assessments at densely populated office workplaces	Director, Workplace Transformation, Infrastructure and Assets
Other aspects of COVID-19 Workplace Safety Plans at densely populated office workplaces	Director of the business area or equivalent
Office workplaces in smaller metropolitan sites and other areas of NSW	Executive District Director, Senior Registrar or equivalent
Operational workplaces	Director of Operations or equivalent

6.12 Record keeping

A copy of completed COVID-19 Workplace Safety Plans should be:

- sent to coronavirus.questions@justice.nsw.gov.au
- retained by the division/ business unit, (e.g. Local TRIM file)
- provided to the HR Business Partner/ District WHS team (See contacts at section 10)

6.13 Review of COVID-19 Workplace Safety Plans

COVID-19 Workplace Safety Plans should be reviewed periodically to ensure they are up to date and aligned with public health orders.

When public health orders change significantly, or the DCJ Board determines to initiate a change in the recovery phase the Workplace Transformation team will notify Site Coordinators and Divisional Leads, who should undertake and oversee the update of plans.

Guidance for management of COVID-Safe Workplaces

The following section provides information regarding the areas that should be addressed in the [COVID 19 Workplace Safety Plan](#). A [Quick Reference Guide](#) to the Safety Plan is also available.

More detailed guidance regarding each aspect can also be found in a range of resources that have been developed to assist DCJ staff and executive in their management of COVID-19. Links to these resources have been provided in each section.

The [COVID 19 Workplace Blueprint](#) (publication pending) provides detailed visual guidance regarding installation of hygiene controls and signage in DCJ workplaces, including in entrance, reception and frontline areas, lifts & stairs, bathrooms, kitchens, meeting rooms, workstations, general areas, basements, and fleet vehicles.

7 Assessing and preparing workplaces

7.1 Assessing COVID-Safe workplace capacity

In accordance with the NSW Health advice and the WHS Act, DCJ is required to manage the risk of COVID-19 to workers and others in the work environment including through physical distancing.

While the four square metre rule does not apply to some DCJ workplaces (as outlined at section 3.3 of this document), the 1.5 metre rule must still be applied wherever reasonably practical.

In sites that are essential gatherings (as outlined in section 2.3), overall COVID Safe Workplace capacity can be determined by the number of people who can safely undertake the normal activity of that workplace while remaining 1.5 metres apart.

This can be determined by, for example:

- The number of office desks that can be safely occupied where the seated occupants are 1.5 metres apart, or
- The number of people who can be seated in a courtroom or public waiting area while 1.5 metres apart.

In workplaces that are not considered essential gatherings the 4 square metres per person rule should be applied to determine safe occupancy. Physical distancing of 1.5 metres should also be maintained at all times in those workplaces.

7.2 Assessing workplaces that have remained operational

Some DCJ workplaces have remained operational during the pandemic, with managers and teams applying controls to ensure safety. These workplaces should be assessed to ensure they comply with physical distancing requirements including the 1.5 metre rule, and the four square metre rule where appropriate.

If current occupancy exceeds COVID-Safe workplace capacity, immediate action should be taken to reduce the level of occupancy. Safe levels of occupancy may be achieved by maintaining a proportion of staff that work from home or A team / B team or other rostering arrangements for example.

7.3 Assessing specific work activities or contexts

Given the wide range of work activity types that are undertaken by DCJ staff, it is important that COVID Safe workplace planning includes consideration a range of contexts.

Activities that include client contact or field work should be assessed to identify and mitigate risks, along with other situations that may pose a greater risk.

Context	Additional resources
Client home visits and fieldwork	Detailed information for frontline child protection and OOHC staff is on the Casework Practice intranet site including a Tip Sheet for home visits
Courts Tribunals and Juries	Detailed information can be found at https://www.coronavirus.dcj.nsw.gov.au/services/courts-tribunals-and-jury-services
Housing and	Detailed information for frontline housing staff is on the Housing

Homelessness services	Hub intranet site
Services to older people, people with disability and carers	Older people and people with disability may be at higher risk if they contract COVID 19. See https://www.coronavirus.dcj.nsw.gov.au/services/seniors-and-people-with-disability-and-carers
Therapeutic residential settings	See Guidelines: Residential Care Settings for Young People in Out of Home Care
Custodial settings	Detailed information for staff in custodial settings is available at http://intranet.internal.justice.nsw.gov.au/Divisions/Pages/divisions/corrective-services-nsw/COVID-19/COVID-19.aspx
Services to Aboriginal people	<p>Aboriginal people over 50 and those with ongoing health conditions may be more vulnerable to COVID-19 . See https://www.coronavirus.dcj.nsw.gov.au/services/information-for-aboriginal-people#resources</p> <p>Particular care should be taken when providing services to members of Aboriginal communities. Visits to remote communities should also be avoided unless absolutely necessary, to reduce the risk of spreading illness.</p>

Additionally, answers to frequently asked questions, including about home visits, fieldwork and travelling, are available [here](#).

7.4 Ensuring physical distancing in all areas of the workplace

In addition to determining the overall capacity of a workplace, care should be taken to ensure that physical distancing is maintained in areas such as lifts, meeting rooms, kitchens, vehicles and bathrooms. Controls and other actions should be applied to ensure distancing is maintained.

Physical distancing in...	Challenges	Safety controls
Offices	<ul style="list-style-type: none"> Some desk configurations don't allow for 1.5 metres distance to be maintained 	<ul style="list-style-type: none"> Use decals to identify which desks are safe to be occupied Reconfigure desks where possible
Lifts	<ul style="list-style-type: none"> Lift occupancy is restricted due to 1.5M distancing requirement Lift buttons are high touch areas In larger offices, queues may form 	<ul style="list-style-type: none"> Identify safe occupancy that allows for 1.5 metres between people Provide signage regarding maximum occupancy, and apply floor decals to show where people should stand Allow staff to use fire stairs (up or down) to avoid lifts (where buildings allow) Provide distance markers on/near speed stiles and lifts. Increase cleaning of lifts and provide sanitizing stations close by Modify start and finish times to reduce peak periods where possible

Meeting rooms	<ul style="list-style-type: none"> • Current meeting room occupancy levels don't comply with distancing requirements 	<ul style="list-style-type: none"> • Identify safe occupancy that allows for 1.5 metres between people • Provide signage regarding maximum occupancy • Remove extra chairs to storage • Utilise online meeting platforms wherever possible
Kitchens	<ul style="list-style-type: none"> • Kitchens include many touch points and staff often congregate 	<ul style="list-style-type: none"> • Place signage on entrance to the kitchens limiting the number of people, and use decals to remind people to stay 1.5 metres apart. • Increase cleaning in kitchens
Vehicles	<ul style="list-style-type: none"> • Vehicle size does not allow for distancing • Vehicles include many high touch points. 	<ul style="list-style-type: none"> • Limit the number of occupants per vehicle where possible • Utilise rear seats to maximise distancing • Introduce cleaning protocols for pool vehicles
Bathrooms	<ul style="list-style-type: none"> • Bathroom size does not allow for distancing • Bathrooms include many high touch points 	<ul style="list-style-type: none"> • Where practical, limit use to every second stall • Leave bathroom doors ajar where line of sight allows. • Position hand sanitiser near entrance/ exit.

7.5 Clearing workplaces of unnecessary papers and personal items

To enable workplaces to be cleaned thoroughly it will be necessary to ensure that offices and other areas are free of unnecessary files and papers. Official records will need to be archived or stored, and papers required for use by office based staff will need to be stored overnight so that cleaning can occur.

Additionally, to enable all desks to be used by staff who have booked desks or are rotating through offices, all desks will be required to be cleared so they can be cleaned daily. All personal items will need to be removed including personal papers and other items. Personal items can be packed and removed by staff or packed on their behalf and stored or sent to them if necessary.

NB - further Information on clearing workplaces and requirements for the retention of official records is being developed – Link will be added.

7.6 Increasing environmental cleaning

Since the COVID-19 workplace cleaning has increased, facilitated by Infrastructure and Assets, and is a critical element of COVID-safe workplaces.

Cleaning is focused high traffic areas including:

- counters, tables, chairs and benches
- high touch-points such as door handles, railings and balustrades, lift buttons, keypads, vending machines, public touch screens
- surfaces and touch-points in public kitchenettes
- computer stations, printers, office furniture, meeting rooms and phones
- public toilets – floors, doors, cistern pans and seats, sinks and tapware, paper towel dispensers, air dryers and other touch-points.

COVID-19 Workplace Safety Plans should include a review of cleaning arrangements, and if necessary, workplaces should consult with Infrastructure and Assets for additional cleaning.

Detailed information is available at [COVID-19 Workplace Cleaning Arrangements](#)

7.7 Increasing workplace hygiene and installing dispensers

Maintaining workplace hygiene is an important strategy in preventing the spread of COVID-19 and other illness in workplaces.

Key elements of workplace hygiene include increased handwashing, preventing the spread of infection by limiting the use of shared items such as cutlery and stationery, and adopting cough etiquette.

Actions to increase workplace hygiene include:

- ensuring the widespread availability of hand sanitiser and washing facilities,
- using signage to remind staff of handwashing and cough etiquette.

Infrastructure and Assets have arranged for the installation and maintenance of hand sanitiser dispensers throughout many DCJ sites. Building managers can also arrange this.

If needed, additional handwashing and other hygiene supplies can be ordered through [COVID-19 Emergency Procurement](#)

A range of resources have been developed including downloadable signage on hygiene etiquette, handwashing, hand rub, protect yourself from viruses, etc. these are available at [COVID-19 Resources](#)

Information on workstation hygiene is available at [COVID-19 Sharing Workstations](#)

7.8 Installation of signage and decals

A range of signage and decals have been developed for installation in DCJ workplaces and sites. This includes:



Downloadable workplace capacity posters

<https://intranet.dcj.nsw.gov.au/covid-19-resource-hub/working-safely/covid-safe-workplace-signage>



Online order form for printed signage, decals and floor stickers

https://intranet.dcj.nsw.gov.au/covid-19-resource-hub/working-safely/covid-safe-workplace-signage/covid-safe-workplace-signage/_nocache



Printable resources for client facing areas, including in community languages and easy English

https://www.coronavirus.dcj.nsw.gov.au/coronavirus-information-for-staff/resources/_recache

Detailed guidance regarding the installation of signage can be found in the [COVID-Safe Workplace Blueprint](#) including what is required in each area.

Installation and supply arrangements are as follows:

- **In Central Offices** (Parramatta Justice Precinct, Phillip Street, Henry Deane Building, Strawberry Hills, Ashfield (all), and Liverpool (all)), Infrastructure and Assets **will supply and install** signage and decals relating to safety and distancing.
- **In all other offices, operational sites and District Offices** – Infrastructure and Assets **will supply to order**, and local business managers should arrange installation.
- **Additional printable resources and posters** can be downloaded and installed at any time by business centres.

Infrastructure and Assets are able to support any office or workplace that need assistance and advice, and can help with installation where required. Please contact coronavirus.questions@justice.nsw.gov.au

Business units should also ensure signage in each workplace to ensure it is up to date and relevant. Check the workplace signage against the current versions of the posters in the attached brochure or available on the COVID-19 Resources Page. Please remove any outdated posters/signage from the workplace and replace as needed.

7.9 Preventing potentially infectious people attending the workplace

Attending the workplace while unwell is a key risk in the spread of COVID-19. Staff and other workplace visitors should be given clear instruction not to attend the workplace if they are unwell or have symptoms, including mild symptoms of COVID -19. These include fever, sore or scratchy throat, shortness of breath, and coughing.



Signage requesting people not to enter if they are unwell should be provided at building entrances. Signage has been developed for this purpose and can be accessed at [COVID-19 Do Not Enter Building Poster](#)

Information posters have also been developed in English and a range of community languages, available on the [COVID-19 Resources Page](#)

Temperature testing is being conducted in selected settings where there may be a higher risk of the spread of illness, such as correctional centres, detention facilities, youth justice centres, residential care, courts and tribunals

as appropriate. See the [COVID-19 Temperature Screening Guide](#)

7.10 Managing client facing areas

While many DCJ workplaces are essential gatherings, public facing areas of DCJ buildings may be considered higher risk environments, given the high volume of people who enter and may spend time there.

NSW Health has recommended physical distancing of 1.5 metres must be maintained at all times.

Additionally, the following controls should be considered:

- Minimising the need to attend in person by promoting online and telephone interactions
- Limiting occupancy to the number of people who could safely occupy a space while maintain 1.5 metres distance in seated waiting areas, queues and other areas.
- Providing signage warning against entry if symptoms of COVID-19 are present
- Triaging visitors at front of house, to determine if they need to enter or can be assisted quickly
- Use of signage to remind clients and customers of physical distancing requirements
- Changing seating arrangements to allow for physical distancing in waiting areas, and use of decals to identify safe seats
- Use of sneeze guards at counters
- Providing hand sanitiser at entry points, throughout waiting areas and at counters
- Frequent cleaning
- Single use or cleaning of pens and other high touch items.

Detailed guidance regarding hygiene controls in client facing areas can be found in the [COVID-Safe Workplace Blueprint](#) (publication pending).

8 Supporting and engaging staff

8.1 Enabling work from home

The public health orders include the minister's direction that an employer must allow an employee to work at the person's place of residence if it is reasonably practicable to do so. This direction remains current until revoked by the public health orders. Staff who are able to work from home should do so.

Working from home also reduces overcrowding in workplaces and allows teams to maintain social distancing, and enables staff to manage caring responsibilities that may have increased during COVID-19. At the same time, working from home may be unsuitable or unsafe for some staff.

Consultation should be undertaken with staff regarding work from home arrangements. A [COVID-19 Work from Home Checklist](#) has been developed to support this process.

Information and support for managers has also been developed including: [COVID-19 Managing Dispersed Teams](#); [COVID-19 Remote Working Technology](#) and [COVID-19 Working Remotely](#)

8.2 Supporting people at risk of serious illness

Managers should ensure that specific plans are in place for people who are at higher risk from COVID-19. Those at higher risk include:

- Aboriginal and Torres Strait Islander people if they are aged 50 years and over with chronic medical conditions, have a weakened immune system, or are aged 70 years and over
- People aged 70 years and over, people aged 65 years and over with chronic medical conditions, and
- People with chronic conditions or compromised immune systems, including some people with disability

Managers should initiate conversations with staff who have greater risk, or who provide care for a person who is at risk, to develop a plan that will address safety risk. This can include for example, partial or full work from home, staggered start/finish to avoid travel at peak times on transport, variation to office layout to reduce exposure risks or use of appropriate barriers, variation to duties or specific controls that address medical advice, and provision of PPE. For further information see [NSW Health Information – Vulnerable persons](#)

More information about leave entitlements for staff, including those who are at higher risk, is available on the intranet at <https://www.coronavirus.dcj.nsw.gov.au/coronavirus-information-for-staff/leave-entitlements>

8.3 Supporting employee health and wellbeing, including mental health

During COVID-19 significant changes to workplace arrangements, as well as other aspects of our lives, can be anticipated to have impacts on mental health and wellbeing. Supporting staff to manage these impacts is a key role of managers.

It is important that managers maintain regular contact with each staff member to ensure they are aware of their wellbeing and able to offer support.

DCJ's Employee assistance providers are as follows:

- For former Family and Community Services staff - Converge phone 1300 687 327 or email eap@convergeintl.com.au
- For former Justice staff - Benestar phone 1300 360 364 or email eapcentre@benestar.com
- Manager assist is available from both providers.

Other resources

A range of resources has also been developed to support staff wellbeing available at [DCJ COVID-19 Mental Health and Wellbeing](#).

Leave entitlements

During the coronavirus pandemic employees may be unable to work and need to access leave. For example, employees may need to access leave if they:

- have travelled overseas prior to 18 March 2020 and are required to self-isolate
- are unwell, being tested for coronavirus or have tested positive for coronavirus and need to follow medical and health advice
- are caring for sick family members
- are caring for family members due to closure of schools and caring facilities (Special leave applies where the school or caring facility is formally closed due to COVID-19)

and there is no ability for a child or person to attend. Special leave does not apply for usual school closures such as school vacation dates.); or

- are unable to attend work due to transport disruptions.

The information on [Employee Arrangements during COVID-19](#) provides guidance on leave entitlements.

8.4 Ensuring staff awareness of COVID-Safe workplace arrangements

Staff should be provided with information regarding COVID-19 workplace safety plans as well as briefings regarding workplace controls and etiquette.

This should be provided before staff return to workplaces, or for staff who have remained in place, as soon as possible after COVID-19 Workplace Safety Plans have been developed.

8.5 Confirming workplace emergency arrangements

Given that a large number of staff are working from remote locations, safety planning should include a review of arrangements for managing workplace emergencies. This includes:

- Reviewing arrangements and identify alternate arrangements in consultation with first aiders, wardens, etc.
- Updating workplace signage to reflect current arrangements
- Reviewing Personal Emergency Evacuation Plans (PEEPS) to support those who have a disability or mobility issues, in consult with worker, workplace wardens and first aiders
- Maintaining a list of staff contact details for use in emergencies

9 Managing suspected and confirmed infections

9.1 Use and procurement of PPE

Unless staff are interacting with a person with a confirmed or suspected case of COVID-19, use of PPE is not recommended. A decision tree has been developed based on NSW Health guidance regarding when to wear PPE. [COVID-19 When to wear PPE guide](#)

DCJ workplaces should maintain stock of PPE for use where necessary. PPE can be ordered through a central procurement process. Detailed information and order forms can be found at the [Emergency Procurement page](#) on the Justice Intranet.

The NSW Health Clinical Excellence Commission has also prepared video guidance regarding the safe use of PPE. [PPE for combined contact, droplet and airborne precautions video](#).

9.2 Managing positive COVID-19 cases within the workplace

Clear processes have been established to manage confirmed cases of coronavirus infection, including initial actions by DCJ staff, the role of NSW Health, contact tracing, communication with staff, managing privacy, changes to working arrangements, internal and SafeWork NSW reporting requirements, and managing infections in custodial settings.

See the [COVID-19 Response to Positive Tests](#) protocol. It includes checklists for impacted workplaces, and resumption of normal work, as well as correspondence templates.

For assistance with the management of a suspected or positive case call your division's HR Business Partner/ District WHS team. See section 10 for contact details.

[NB – the Positive test protocol is being reviewed, and this this section will be updated. Access the latest version [here](#)]

9.3 Positive case cleaning

In the event of a suspected case of COVID-19 infection in a DCJ workplace, specialist cleaning services have been secured to rapidly undertake a deep clean.

Senior staff should contact Infrastructure and Assets who will organise cleaning. The cleaners will undertake an immediate full-day deep clean, using high-strength anti-bacterial products, in all areas of the affected site. This will include office areas, and operational and public spaces.

Executive staff should direct teams to vacate the building and maintain operations through either working from home arrangements or an alternate location, in accordance with business continuity plans.

For **suspected or positive case cleaning contact the** Infrastructure and Assets COVID-19 Response Team. See section 10 for contact details

10 Contact list

For questions about...	Contact
General Inquiries	coronavirus.questions@justice.nsw.gov.au
PPE procurement	Procurement-Covid19@justice.nsw.gov.au
Signage	coronavirus.questions@justice.nsw.gov.au
Sanitiser	coronavirus.questions@justice.nsw.gov.au
Suspected or positive case cleaning	Property Management – Ivan Hibble Infrastructure and Assets COVID-19 Response Team – Justin Doyle
General cleaning	Court Services – Tod Brealey Communities and Housing – Briony Foster Office Property Management – Ivan Hibble Infrastructure and Assets COVID-19 Response Team – Justin Doyle
Communications assistance	MACS business partners
Work Health and Safety	See list below
Division	WHS Business Partner / District WHS team
Child Protection and Permanency, District and Youth Justice Services	Darren Waring – Youth Justice Leanne Gorton – District MNCN James Sheather - District MNCN Natalie Lewis – District SWS Wendy Lobley – District WSNBM

Housing, Disability, District Services and Emergency Management	Jenna Breaden – District HCC Darren Waring – Youth Justice Jennifer Walker – District ISS Briony Mills – District MFWW Jo-Anna Villaroman – District SSESNS
Strategy, Policy and Commissioning	Gary Muter – Corp Services Antoinette Ricaud – Corp Services
Corrective Services	Rob Gleeson – CSNSW
Courts, Tribunal and Service Delivery	Joanne O’Keefe – CATS
Law Reform and Legal Services	Joanne O’Keefe – CATS
Corporate Services	Gary Muter – Corp Services Antoinette Ricaud – Corp Services

11 Feedback and questions

Feedback on this document is welcome, along with suggestions for other aspects of workplace return that should be addressed. Please direct feedback and questions to coronavirus.questions@justice.nsw.gov.au

12 Document review

This document will be updated as public health orders change. Access the latest version [here](#).

Review date	Summary of changes
24 July 2020	Updates to section 6 to provide additional guidance regarding teams located in multiple sites, and sites with multiple teams

-Ends-