

FACTSHEET

Create a COVID-safe environment for your workers



Everyone has a role to play in creating a safe working environment. As an employer, you need to provide a safe workplace for workers and eliminate or reduce workplace risk.

You should encourage your workers to raise work health and safety issues with you, and work with them to address them.

Anyone who is unwell should not be at work. If anyone develops symptoms at work such as fever, cough, sore throat or shortness of breath, you should ask them to seek medical advice.

Physical distancing for workers

Workers should be physically distanced where possible in both the front of house customer facing areas, and back of house areas (such as behind the counter and kitchens etc).

Workers will not always be able to keep 1.5 metres apart. For example, workers may have to work closely with each other because of the nature of the task and some tasks require workers to be in close proximity to be carried out safely.

For example:

- › Chefs in a small kitchen
- › Supporting an apprentice to safely perform a new skill
- › Lifting heavy objects

If close contact between workers is unavoidable, you should implement other control measures such as:

- › Minimising the number of people within an area at any time
- › Staggering start, finish and break times where appropriate
- › Moving work tasks to different areas of the workplace or off-site if possible
- › If possible, separating workers into dedicated teams and have them work the same shift or work in a particular area and consider whether these dedicated teams can have access to their own meal areas or break facilities
- › Ensuring each worker has their own equipment or tools.

Looking after your workers' mental health

Under Work Health and Safety laws, you must eliminate or minimise the risk to psychological health and safety arising from the work carried out by your business as much as you reasonably can.

COVID-19 is a stressful time for many people. Your workers might be impacted in a number of ways, such as:

- › Concerns they will be exposed to COVID-19 at work
- › Exposure to customer violence or aggression
- › Increased workloads or time at work
- › Fatigue
- › Poor environmental conditions.

Workers may be feeling anxious about coming into their normal work setting or undertaking their normal duties. It is important to regularly check in with workers and support their wellbeing. If work hours have increased it's important to monitor and manage fatigue issues.

Tips for managing stress from COVID-19:

- › Be well informed with information from official sources and regularly communicate with workers
- › Consult your workers on any risks to their psychological health
- › Provide workers with a point of contact to discuss their concerns
- › Inform workers about their entitlements
- › Proactively support workers and regularly ask if they are ok

In order to be best positioned to support your workers, it's important that you look after your own wellbeing too.

Resources

Beyond Blue Coronavirus Mental Wellbeing Support Service -
1800 512 348

www.coronavirus.beyondblue.org.au
www.health.act.gov.au/services-and-programs/mental-health/mental-health-and-wellbeing-during-covid-19



Handwashing and hygiene

Good hygiene is necessary to stop the spread of COVID-19. This means:

- › Frequent hand washing with soap (for 20-30 seconds) or hand sanitising.
- › Limiting contact with others
- › Not touching your face
- › Covering your mouth when you cough or sneeze with a clean tissue or your elbow
- › Putting used tissues straight into the bin

You should talk to your workers about the importance of good hand hygiene and provide access to soap, warm water, paper towel and hand sanitiser on the premises.

Ask workers to minimise contact with others where possible, such as through cashless transactions.

Cleaning and disinfecting

Ensure your workers know how to implement appropriate cleaning and disinfecting measures at work.

Your business should be cleaned at least once a day using a detergent or a 2-in-1 detergent and disinfectant solution.

More frequently touched surfaces should be cleaned and disinfected more often, such as:

- › Benches, tabletops and counters
- › Door and cupboard handles
- › Changeroom doors
- › Fridge and cool room handles
- › Condiment bottles
- › EFT machines

For more information on cleaning your workplace, visit
www.safeworkaustralia.gov.au

For detailed information about supporting workers in different industries and workplaces, visit

www.worksafe.act.gov.au
www.safeworkaustralia.gov.au

For more information and the latest updates, visit www.covid19.act.gov.au