



## COVIDSAFE PLAN August 2021

### *Statement of Commitment to keeping workers safe*

Encore recognises that the COVID-19 pandemic is a public health emergency and that all actions in respect to COVID-19 should be founded in expert health advice. At all times this Plan is subject to all regulations, guidelines and directions issued by the Australian Government and relevant Public Health authorities.

This Plan must and will remain flexible and readily adaptable to any changing circumstances of the COVID-19 threat during each phase of restrictions as directed by local and federal governments. As such, the implication is that all workers must also remain flexible and adaptable to any changing circumstances of the COVID-19 pandemic.

### **Communication is key**

#### *Providing relevant information*

Encore understands that regular communication with all workers is the key to ensuring that we are all able to continue to work safely. Communication is undertaken via group email updates, one-on-one conversations by phone and email and includes:

- Passing on relevant information from government clients regarding individual workplace requirements, protocols and instructions to comply with all such applicable directives;
- Reporting requirements in the case of a confirmed or suspected case of COVID-19;
- Information on working from home safely and self-assessment check lists;
- Mental health self-care and resources.

All workers have been provided with a copy of this COVIDSafe Plan which is also available on our website ([www.encoreit.com.au](http://www.encoreit.com.au)).

#### *COVIDSafe Contact Officers*

Natalie Rule has been appointed as Encore's COVIDSafe Officer as the first point of contact for COVID enquiries and reporting. Either labour hire workers or head office staff may be contact her at any time, including after hours, regarding COVID related matter by phone on 0412 061 603 or email at [natalie@encoreit.com.au](mailto:natalie@encoreit.com.au). In the event that workers are unable to reach Natalie, they should contact Director, Shelley Uebergang by email [shelley@encoreit.com.au](mailto:shelley@encoreit.com.au) or mobile 0402 056 579.

## **COVID-Safe requirements**

### **Labour Hire staff**

#### *Mutual Responsibilities*

Encore, as a labour hire agency, has a joint responsibility with host employers for the Health and Safety of labour hire workers under the WHS Act.

Labour hire workers have the same legal rights and responsibilities regarding health and safety as other employees. They have a duty to take reasonable care of their own and others' health and safety in the workplace.

#### *Workplace COVID Risk Assessment*

Encore and its host organisations must identify hazards and assess the likelihood of risk to the Health and Safety of labour hire workers, including risk from exposure to COVID-19 at their workplace. COVID-19 risks for labour hire workers could include risks specific to the host workplace and also risks that come from the nature of labour hire work in the current circumstances.

Where a risk to health or safety is identified at a workplace, host employers must eliminate the risk so far as is reasonably practicable. When elimination is not possible, they must reduce the risk so far as is reasonably practicable.

The types of control measures required depends on the likelihood of risk as well as the availability and suitability of controls for each workplace, including individual work areas.

#### *Working Remotely*

As part of their risk assessment, host employers may require either some or all of their labour hire workers to perform their duties remotely. Encore will support such decisions and provide information to these workers about setting up a safe home working environment and how to care for their mental wellbeing during these times.

#### *Attending Encore Head Office*

The majority of interaction with labour hire staff and government host agencies has traditionally been conducted by email/phone and this business model will continue. Labour hire staff are asked not to attend the office premises.

### **Head Office Staff**

#### *Consultation*

All members of Encore's small head office team have had the opportunity to share concerns and be involved in developing a plan to ensure a COVID-Safe working environment.

#### *Working from home/ rotating staff*

All staff can work from home and are instructed to do so in the event of territory lock-down or stay-at-home directives. Information on safe home workplace set up has been provided along with a self-assessment checklist. At other times, Encore's head office staff are small in number, located in a fit-for-purpose suburban location with ample space to physical distance. Workstations have been rearranged to make maximum use of the available area for the purposes of physical distancing.

## *Hygiene*

Sanitiser has been provided for use upon entry/exit of office space. A daily cleaning regime has been set up for desks/break-out space/bathrooms with appropriate products and equipment. Posters have been hung throughout the office space reminding of the importance of hand washing, physical distancing and cleaning protocols.

## **All Workers**

### *Adherence to current public health and government regulations guidelines*

For their own safety and the safety of others in their workplaces, all workers are required to monitor and adhere to current public health and government regulations and guidelines such as lockdowns, travel to and from hotspots, testing, quarantining, mask wearing and use of check-in apps.

### *Reporting of Illness*

Encore understands the critical nature of following a strict reporting procedure in the event that one of its workers tests COVID positive or has had contact with a COVID positive case. To ensure the safety of the workplace, both at head office and on site at government clients, as well as the community as a whole and as such has put the following measures in place:

- Encore workers, both labour hire and head office staff, are directed to advise Encore's COVIDSafe Officer immediately if they suspect or have received confirmation that they have contracted COVID-19 OR they have come into contact with a suspected or confirmed case of COVID19.
- Labour hire workers must also report to their client workplace manager if they suspect or have received confirmation that they have contracted COVID-19 OR they have come into contact with a suspected or confirmed case of COVID19.
- If Encore receives advice that a labour hire worker has tested positive, Encore will immediately advise the relevant COVID-19 officer/team of the government client where the worker is out placed;
- Encore will also report positive test cases to the relevant WHS regulator in the jurisdiction concerned as per each State and Territory's Work Health and Safety requirements.

### *Support for workers during illness*

Encore understands that receiving a positive test is likely to be an anxious time for a worker. Encore's COVIDSafe Officer will maintain regular contact with the worker by means of a combination of phone and email communication to check on the well-being of the worker and to provide access to helpful resources. Encore will also provide access to leave entitlements (where applicable).

### *Returning to work after a positive test*

Encore will monitor and ensure that workers do not present at the workplace after a positive test until they have completed the mandatory 14 day quarantine period and have obtained medical clearance to do so.

## **Monitor and Review**

As the COVID-19 situation is an evolving one, changing sometimes on a daily basis, Encore will monitor all relevant and government and health authority communications with a view to their impact on Encore's workers. This COVIDSafe Plan will be regularly reviewed and updated as applicable.