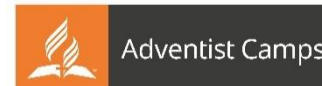


Covid-19 Customer Roadmap Risk Assessment

The risks associated with the re-engagement of Staff within Camp Somerset and Watson Park



North New South Wales Conference

Seventh-day Adventist Church (North NSW Conference) Ltd 112 Lake Road, Wallsend NSW 2287 - PO Box 7 Wallsend NSW 2287 - Telephone (02) 4951 8088

Process Name:	Staged Roadmap of Customer Re-engagement
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Site Names:	Stuarts Point Convention Centre and Yarrahapinni Adventist Youth Centre		
SPCC Address:	250 Grassy Head Rd, Stuarts Point NSW 2441	Approving Person (Safety Coordinator):	Glenn Houssenloge
Yarra Address:	366 Grassy Head Rd, Grassy Head NSW 2441	Approving Person (Safety Coordinator):	Glenn Houssenloge

DETAILS OF PERSON COMPLETING RISK ASSESSMENT

Full Name:	Glenn Houssenloge	Ph:	(02) 4944 3285	Mob:	0419 224 371
Address:	250 Grassy Head Road, Stuarts Point NSW 2441		Email:	glennhoussenloge@adventist.org.au	

DETAILS

Date(s) of Activity:	Stage 1: 15th May, Stage 2: 12th June, Stage 3: 10th July. Dates may vary under review to coincide with the NSW State Governments restriction guidelines.		
Description:	The Re-engagement of Customers into the Sites.		
Venue/Location:	Stuarts Point Convention Centre	Site Telephone (if applicable):	(02) 6569 0576
Venue/Location:	Yarrahapinni Adventist Youth Centre	Site Telephone (if applicable):	(02) 6569 0730

MINIMUM STANDARDS

<input checked="" type="checkbox"/> Customer Has a signed booking form and has received Conditions of Hire Doc.	
Communication system.	
<i>The following communication equipment should be carried as appropriate for the activity and area of operation:</i>	
<input checked="" type="checkbox"/> telephone line at location <input checked="" type="checkbox"/> mobile phone (coverage may vary onsite) <input checked="" type="checkbox"/> UHF radio <input type="checkbox"/> other (please specify)	
Customer has been advised to bring and use Hand Sanitizer (also provided)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Sanitizer and cleaning equipment for workspace/Accommodation (if applicable)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Customer to provide own First Aid kit suitable for activity (site emergency backup)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Customer to provide Sun safety equipment if outdoors (hat, sunscreen, shirt etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Customer to provide Insect repellent (site provided as emergency backup)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Drinking water (drinking containers should not be shared)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
All equipment and facilities comply with relevant safety standards	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Emergency management plan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Customers should have the following:	
<input type="checkbox"/> Personal food and water where applicable (Stage 2: Ability to store, cook and consume without the need for communal facilities wherever possible)	
<input type="checkbox"/> Protective clothing suitable to tasks associated with planned activities and sessions	
<input type="checkbox"/> Personal Hand Sanitizer, insect repellent and hygiene items	

EMERGENCY RESPONSE DETAILS – YARRAHAPINNI ADVENTIST YOUTH CENTRE			
Person Responsible for Coordinating Emergency Response Procedures at Site		Offsite Person Responsible in assisting Emergency Response Procedures	
Name: Glenn Houssenloge		Name: Jodie Bird	
Contact Number: 0419 224 371		Contact Number: (02) 4951 8088 (BH) 0415 571 188	
VENUE – SPECIFIC INFORMATION			
Address: 366 Grassy Head Road, Grassy Head NSW 2441			
Contact Name: Glenn Houssenloge		Telephone (if applicable): 0419 224 371	
Emergency Assembly Area: Basketball Court in main complex			
LOCAL EMERGENCY SERVICE CONTACTS & LOCATIONS			
Police Station:	Police Link (nonemergency line) Macksville Kempsey	Contact Numbers:	131 444 (02) 6560 7799 (02) 6561 6199
Hospital:	Macksville Kempsey	Contact Numbers:	(02) 6568 0666 (02) 6561 2600
EMERGENCY RESPONSE DETAILS – STUARTS POINT CONVENTION CENTRE			
Person Responsible for Coordinating Emergency Response Procedures at Site		Offsite Person Responsible in assisting Emergency Response Procedures	
Name: Glenn Houssenloge		Name: Jodie Bird	
Contact Number: 0419 224 371		Contact Number: (02) 4951 8088 (BH) 0415 571 188	
VENUE – SPECIFIC INFORMATION			
Address: 250 Grassy Head Road, Stuarts Point NSW 2441			
Contact Name: Glenn Houssenloge		Telephone (if applicable): (07) 3204 6544	
Emergency Assembly Area: East of Dining Room on Grassed Area			
LOCAL EMERGENCY SERVICE CONTACTS & LOCATIONS			
Police Station:	Macksville	Contact Numbers:	(02) 6560 7799
Hospital:	Macksville Kempsey	Contact Numbers:	(02) 6568 0666 (02) 6561 2600
APPROVAL			
I have received and assessed the information required in relation to this program/event. I am satisfied that this risk assessment is appropriate to be given approval.			
Date risk assessment received:			
Outcome:	<input type="checkbox"/> Approved	Date approved:	
	<input type="checkbox"/> Not approved	Reason:	
Name:			Signature:

Risk Matrix

Use the Risk Matrix below to score the level of risk.

Consequences	Likelihood				
	Rare (RA) Could only occur in exceptional circumstances.	Unlikely (UNL) Small chance of occurring at some time.	Possible (POS) Might occur at some time.	Likely (LIK) Will probably occur.	Almost Certain (AC) Expected to occur in most circumstances or occurs regularly.
Catastrophic (CAT) Loss of life, permanent disability or injury or multiple serious injuries. Financial impact on >10% of budget.	High (H) Urgent Board decision required		Extreme (EXT) ACT NOW Take immediate action		
Major (MAJ) Serious injury (injuries) requiring specialist medical treatment or hospitalisation or lost time of greater than four days. Financial impact on 5% - 10% of budget.	Tolerable (TOL) Decision required at the next Board meeting		High (H) Urgent Board decision required	Extreme (EXT) ACT NOW Take immediate action	
Moderate (MOD) Injury requiring medical treatment or lost time of four or fewer days. Financial impact on 2% - 5% of budget.	Low (L) Record and review if conditions change	Tolerable (TOL) Decision required at the next Board meeting		High (H) Urgent Board decision required	
Minor (MIN) Minor injury requiring first aid treatment (e.g. minor cuts, bruises, bumps). Financial impact on 1% - 2% of budget.	Very Low (VL) Review at the specified interval	Low (L) Record and review if conditions change		Tolerable (TOL) Decision required at the next Board meeting	
Insignificant (INS) No treatment required. Financial impact on less than 1% of budget.	Very Low (VL) Review at the specified interval			Low (L) Record and review if conditions change	

Risk Assessment

		Initial Risk Assessment				Final Risk Assessment			
HAZARD (What could potentially cause harm, e.g. ladder)	RISK (The harm that could be caused by the hazard e.g. falling from a ladder.)	Likelihood	Consequences	Risk Rating	Corrective Action / Controls (These actions will reduce the risk score in the Final Risk Assessment, on the right)	Likelihood	Consequences	Risk Rating	Evaluation or Comment
Guest attends workplace whilst Covid-19 positive	Other Guests or Staff becoming infected with COVID-19 (could result in serious illness or death).	POS	MAJ	H	<ul style="list-style-type: none"> Groups co-ordinators informed of symptoms of COVID-19 Hand sanitiser readily available. Instructions given to group co-ordinators that no guest is allowed to enter the facility if they demonstrate any COVID-19 symptoms All adults given appropriately spaced accommodation. Group Co-ordinators asked to confirm (sign off) that no one in their group, to their knowledge: <ol style="list-style-type: none"> 1. Demonstrates a temperature above the normal range (recorded on Contactless Thermometer) within last 24 hours) 2. Had no known personal contact with a COVID-19 carrier (last 14 days) 3. Are awaiting a test result for COVID-19 4. Has exhibited any COVID-19 symptoms in last 2 days Posters prominently displayed outlining COVID-19 symptoms ¹ 	UNL	MAJ	TOL	

					<ul style="list-style-type: none"> Waterfront Camping: Only one booking per camping location stopping shared facilities (Stage 2) 				
Staff Member attends workplace whilst Covid-19 positive	Guests or other Staff becoming infected with COVID-19 (could result in serious illness or death).	POS	MAJ	H	<ul style="list-style-type: none"> Staff complete online hospitality focused training prior to commencing back with guest groups Staff are screened and asked to sign Covid19 Workplace screening form at beginning of each week Frequently touched surfaces including handrails, doors, have all been identified for regular cleaning. Contact the Department of Health to ensure they are aware of the diagnosis, and seek their advice as to which employees are at risk of contracting coronavirus and whether the workplace needs to be shut down. If the employee was present in the workplace immediately prior to the diagnosis, take the below additional steps: - Notify your remaining employees that there has been a confirmed case of coronavirus in the workplace. Do not disclose who the employee is. Also, notify customers, clients of the risk. Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. 	UNL	MAJ	TOL	

					<ul style="list-style-type: none"> • Staff don't have contact with delivery drivers, all paperwork is completed electronically. • Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, break rooms. • All staff temperatures checked before they start a work shift and log of results maintained. Alcohol based hand sanitiser is also available in all staff areas including bathrooms, break rooms. • Where staff meetings are required, social distancing principles enforced 				
Clients arriving and leaving assigned Accommodation or Camping area/s and/or gathering.	Increased risk of the spread of COVID-19	UNL	MAJ	TOL	<ul style="list-style-type: none"> • Clients are limited to one booking per waterfront location (Stage 2) and Family Hire of Accom to have empty accommodation between each booking (Stage 2). • Clients are advised of plans surrounding each stage. • Staff will continue to reinforce the importance of social distancing and not gathering • Communal ablution block will remain closed in Stage 2. 	UNL	MOD	TOL	
Transmission from delivery drivers and Contractors	Guests or other Staff becoming infected with COVID-19 (could result in serious illness or death).	POS	MAJ	H	<ul style="list-style-type: none"> • Contactless delivery of all goods. • All contractors to be temperature tested before they are allowed to work on site and log of results maintained • Social distancing procedures in place. • During site induction, contractors are informed of symptoms of COVID-19 and asked if they have any flu like symptoms • Contractors who display flu like symptoms are isolated until they can be sent home. 	UNL	MAJ	TOL	
Spread of COVID-19 within the venue	Staff and / or guests may become infected	POS	MAJ	H	<ul style="list-style-type: none"> • Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority referencing school cleaning 	UNL	MAJ	TOL	

	with COVID-19 (could result in serious illness or death).				<p>guidelines as issued by relevant Department of Education.</p> <ul style="list-style-type: none"> • Frequently touched surfaces cleaned in line with relevant Department of Education Guidelines for cleaning protocols for schools. • Hand washing facilities are provided and kept clean, properly stocked and in good working order. • Waste bins provided in communal areas emptied regularly • Physical distancing – where appropriate and practical. • Sanitiser is provided near entry to communal areas (out of reach of children). • Posters on hand washing are prominent in all public areas, toilets and bathrooms. • Adults are provided appropriately spaced accommodation. • Staff break times are staggered to minimise the number of staff using break room at one time. • Where staff meetings are required, social distancing principles enforced. • Activity equipment wiped down with disinfectant between uses – activity equipment not shared between guests unless sanitised first. • Self-Catered groups to sign declaration committing to adhere to all COVID-19 social distancing and hygiene requirements 				
Infection due to sleeping arrangements – students / groups	Other students could become infected	POS	MAJ	H	<ul style="list-style-type: none"> • No guest permitted on camp if they display symptoms of COVID-19. Any student who displays symptoms during camp immediately 	UNL	MAJ	TOL	

					<p>isolated and COVID-19 quarantine procedures put in place</p> <ul style="list-style-type: none"> All guests to bring own bed linen, including pillow Mattress covers cleaned/sprayed with disinfectant at end of each use. 				
Infection due to sleeping arrangements – teachers/carers	Other teachers/carers could become infected	POS	MAJ	H	<ul style="list-style-type: none"> No guest permitted on camp if they display symptoms of COVID-19. Any student who displays symptoms during camp immediately isolated and COVID-19 quarantine procedures put in place Provide resources for daily cleaning of room and associated bathroom/s All staff to have appropriate space between them for sleeping arrangements Any staff who are deemed high risk due to existing underlying medical conditions given separate sleeping quarters. 	UNL	MAJ	TOL	
Social Distancing in Dining Room/Halls	Cross Contamination Infection Spread of Covid-19	POS	MAJ	H	<ul style="list-style-type: none"> If more than one group present all groups to have separate dining space and/or dining times staggered Teachers/carers to have separate dining space with appropriate social distancing provided Limit space numbers to 1 person per 4m following social distancing guidelines 	UNL	MAJ	TOL	
Spread of infection due to serving of food	Cross Contamination Infection Spread of Covid-19	POS	MAJ	H	<ul style="list-style-type: none"> All food is appropriately covered, including considering the use of sneeze guards All food served by Catering/Venue staff who have access to appropriate PPE 	UNL	MAJ	TOL	

					<ul style="list-style-type: none"> All food Self Catered served by servers trained in food safety and who have access to appropriate PPE All plates, cutlery, etc cleaned in appropriate manner to meet HACCP standards or are environmentally friendly disposable 				
Transmission of COVID-19 via use of outdoor equipment	Cross Contamination Infection Spread of Covid-19	UNL	MAJ	H	<ul style="list-style-type: none"> All equipment wiped down with disinfectant between uses Equipment not shared between guests unless sanitised first 	RA	MOD	L	
Persistent use of latex gloves	New or aggravated latex sensitivity	POS	MIN	L	<ul style="list-style-type: none"> Remove gloves when not necessary Source latex free options 	UNL	MIN	L	
Persistent use of hand sanitiser	Dermatitis	POS	MIN	L	<ul style="list-style-type: none"> All onsite are encouraged to wash hands with soap and water for 20 secs where possible as first preference to hand sanitiser. Ask Staff if they have a history of dermatitis or allergy to alcohol 	UNL	MIN	L	
Poor hand hygiene	Cross Contamination Infection Spread of Covid-19	POS	MAJ	H	<p>Hand Hygiene practices</p> <ul style="list-style-type: none"> Hand washing facilities with soap and hot water in place. Stringent hand washing taking place for both staff and students. Paper towels/ for drying of hands See hand washing guidance. Alcohol based sanitisers be made available in areas where washing facilities not readily available <p>Additional Controls: Staff to be reminded on a regular basis to:</p> <ul style="list-style-type: none"> Follow the correct hand hygiene practices 	UNL	MOD	TOL	

					<ul style="list-style-type: none"> • Catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it. • Avoid touching face, eyes, nose or mouth 				
Shared Equipment	Cross Contamination Infection Spread of Covid-19	LIK	MAJ	EXT	<p>Cleaning of equipment</p> <ul style="list-style-type: none"> • Equipment will be issued/collected by staff/clients from stores if not at their work location. • Clear instruction will be given to staff on the sanitisation process and demonstrated to show the correct process 	POS	MOD	TOL	
Touchpoints and hard surfaces not sufficiently sanitised	Hard surface to person contact resulting in possible transmission of virus.	LIK	MOD	H	<p>General Cleaning of equipment & surfaces:</p> <ul style="list-style-type: none"> • Increased cleaning regime has been implemented and specialised cleaning in high risk areas has been implemented. • Frequently cleaning and disinfecting of objects, surfaces and touchpoints (handles, water fountain, sanitiser bottles) • Provision of sanitiser for equipment and disinfectant wipes. • Hand washing facilities available • Increased cleaning of external areas that staff will be utilising for breaks will be implemented 	POS	MOD	TOL	
Cooking areas	Sharing of utensils and equipment to cook transmitting virus	POS	MAJ	H	<ul style="list-style-type: none"> • Sanitiser provided in the cooking area • Staff/Clients are instructed on the requirement to sanitise touchpoints before and after use • Reinforcing the need to practice social distancing in these areas 	UNL	MOD	TOL	
Buses	Social Distancing is not required on buses or public transport for school travel	POS	MAJ	H	<ul style="list-style-type: none"> • Suggest to clients they engage with their preferred transport supplier on their COVID-19 practices of disinfecting between uses. • Suggest students sanitise and temp check prior to entering the bus 	UNL	MOD	TOL	
Activity harnessing	Social distancing and close contact to check and	POS	MAJ	H	<ul style="list-style-type: none"> • Staff are encouraged to wash hands with soap and water for 20 secs where possible as an 	UNL	MOD	TOL	

	setup harness. Spread of COVID-19				<p>alternative to hand sanitiser in non-medical situations.</p> <ul style="list-style-type: none"> • All equipment wiped down with disinfectant between uses. Equipment not shared between guests unless sanitised first • Check staff before working. • Staff to use gloves. • Student to get in own harness with limited help, Staff to intervene if unsafe or incorrectly fitted. 				
Non-compliance to COVID-19 WHS risk control measures	Increased spread of Covid-19 Breach of Code of Conduct	POS	MOD	TOL	<ul style="list-style-type: none"> • Staff found not complying with COVID-19 WHS risk control measures may be issued an instruction not to attend site. • Supervisors will immediately escalate any WHS concerns to the Manager • Managers will review the risk management controls on a daily basis. • Managers will complete “walk arounds” to observe risk management controls are implemented, effective and being complied with. • If advised that a staff is confirmed to have Covid-19 and were recently on our premises contact your Manager 	UNL	MOD	TOL	

Sign off

Site Name:	Stuarts Point Convention Centre & Yarrahapinni Adventist Youth Centre
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Return to Work:		Stages 1-3				
Venue/Location & Address: Yarra: 366 Grassy Head Road, Stuarts Point NSW 2441. SPCC: 250 Grassy Head Road Stuarts Point NSW 2441.						
Date(s) of Program: From 15 th May 2020						
Risk Assessment Completed by						
Name:	Glenn Housenloge				Date:	
Approved by the CMT:		Date:				
Sign off: This risk assessment has been read, understood and agreed to by the following staff and volunteers:						
Name:		Signature:		Date:		
Name:		Signature:		Date:		
Name:		Signature:		Date:		
Name:		Signature:		Date:		
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