



## COVID-19 Safe Workplace Plan

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Issue Date: 25/02/2022  
Document Owner: OHS Coordinator  
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# COVID-19 SAFE WORKPLACE PLAN

The objective of this document is to provide employees, volunteers and contractors with clear guidelines and expectations while working at the Nature Parks. The advice within this document is in line with current Government guidelines and will be updated as advice changes.

The objective is to:

- Ensure a safe workplace is provided to Nature Parks employees, volunteers, and contractors.
- Facilitate accurate, timely and helpful communications to staff and key stakeholders.
- Adapt and modify the current operational set-up to cater for restrictions
- Provide a clean safe venue for our visitors.
- Ensure compliance with current health directions.



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**1. Safe Workplace**

State Government health advice from the Premier, Victorian Health Minister, Department of Health (DH), Department of Environment Land Water and Planning (DELWP) and Safe Work Australia has been followed and communicated to the workforce via email, staff meetings, text messages, Yammer, intranet, and Safety Focus bulletins. Current directions have been implemented in line with the public health directions. Hierarchy of controls utilised included elimination, substitution, isolation, engineering, administration, and PPE. The rostered COVID-19 Incident Controller monitors Federal and State Government advice daily and provides updates to the CEO and Management Team as new advice arises.

Nature Parks will continue working with DELWP, the Department of Jobs, Precincts and Regions (DJPR) and the Victorian Tourism Industry Council to provide the relevant detail supporting safe business operation. We will follow all details provided by the VIC Department of Health that is relevant to Nature Parks' circumstances.

**2. Business Resumption**

It is the responsibility of the rostered COVID-19 Incident Controller from the Phillip Island Nature Parks to keep a watching brief on the situation until the pandemic has been resolved. This role is responsible for:

- Monitoring for outbreaks and changes in health directions.
- Communicating advice to the Nature Parks Management Team.
- Reviewing and revising plans to align with changing advice.

**3. Communications**

Communication with staff, the Board and external stakeholders is paramount throughout the COVID-19 pandemic. The communication of change continues to be a regular need which is likely to be years in duration.

All COVID-19 internal & external comms is developed by the Nature Parks communications team and approved by the CEO before distribution. In circumstances where the Nature parks are communicating significant business impacts as a result of COVID-19, the Nature Parks will need to liaise with the DELWP communications team to confirm key messaging. Communications regarding mandatory vaccinations also require approval through DELWP prior to distribution.

The Department of Health is the control agency for Pandemics. All information needs to be in line with their messaging to ensure consistent and up to date messaging. It is important to ensure information is in line with state and federal governments to ensure consistency. A COVID-19 content and whole of government style guide has been provided to assist with this consistency. Information sources are listed below:

Source	Website
Victorian State Government	<a href="https://www.health.vic.gov.au/covid-19/coronavirus-covid-19">https://www.health.vic.gov.au/covid-19/coronavirus-covid-19</a> <a href="https://www.coronavirus.vic.gov.au">https://www.coronavirus.vic.gov.au</a> <a href="https://www.premier.vic.gov.au">https://www.premier.vic.gov.au</a>
Chief Health Officer (CHO) Alerts	<a href="https://www2.health.vic.gov.au/newsletters">https://www2.health.vic.gov.au/newsletters</a>
Australian Department of Health	<a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-casenumbers">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-casenumbers</a>
Safe Work Australia	<a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces</a>



**4. COVID-19 Mandatory Vaccination Directions**


All Nature Parks visitor attractions will be only open to visitors (18 and above) who can demonstrate they are fully vaccinated for COVID-19 or have a medical exemption. Similarly, all staff, students, interns, volunteers and contractors undertaking work at any Nature Parks site (regardless of whether it is field or office based), must demonstrate that they are fully vaccinated or have a medical exemption. Children under 18 (17 and below) are no longer required to prove vaccination status. The Minister for Health has also declared a number of workers required to receive three doses of the COVID-19 vaccine, which includes emergency service workers. The Nature Parks has considered this requirement and determined that no staff within the Nature Parks team qualify under any mandatory third dose category.

Should Nature Parks employees, students, interns, volunteers, and/or contractors not be able to provide evidence of the above, or do not wish to comply with Mandatory Vaccination Directions, they will not be permitted to attend or visit any Nature Parks venues and a discussion must be had with their supervisor regarding future employment.

For the purposes of this direction, fully vaccinated means that the individual has received their first and second vaccinations.

Please visit the Coronavirus website for more information regarding industry and workers regarding vaccination requirements at <https://www.coronavirus.vic.gov.au/worker-vaccination-requirements>. The below posters are also available at <https://www.coronavirus.vic.gov.au/signs-posters-and-templates> & demonstrate what is required and how you can validate a vaccination status.

**Proof of vaccination status required**

-  **1.** Make sure you've added your COVID-19 digital certificate to the Service Vic app or have an alternative proof of vaccination status
-  **2.** Scan the Service Victoria QR code or show your alternative proof of vaccination status
-  **3.** Show staff the two green ticks — you're good to go!
-  **4.** Wait for a staff member to confirm it's OK to enter

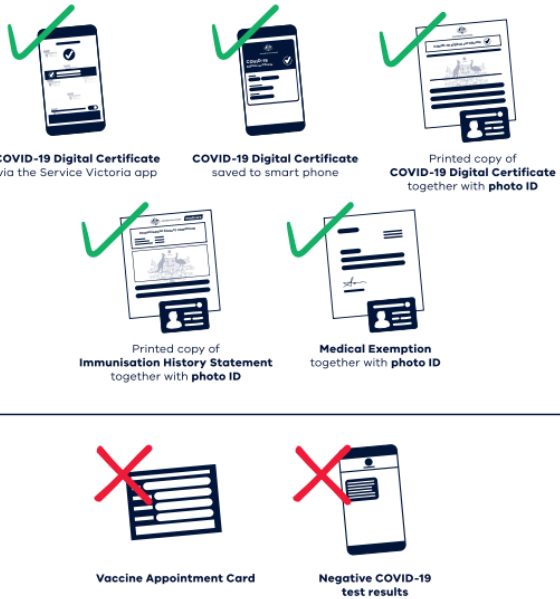
**Thank you for doing your part to keep us safe**

**For more information go to**  
**CORONAVIRUS.vic.gov.au**

Authorised by the Victorian Government, 1 Treasury Place, Melbourne  
 Poster updated October 2021



**Acceptable proof of your COVID-19 vaccination status**



The infographic shows acceptable proof of vaccination status with green checkmarks and unacceptable proof with red X marks.

- Acceptable (Green Checkmarks):**
  - COVID-19 Digital Certificate via the Service Victoria app
  - COVID-19 Digital Certificate saved to smart phone
  - Printed copy of COVID-19 Digital Certificate together with photo ID
  - Printed copy of Immunisation History Statement together with photo ID
  - Medical Exemption together with photo ID
- Unacceptable (Red X marks):**
  - Vaccine Appointment Card
  - Negative COVID-19 test results

**For more information go to**  
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## 5. Working From Home

In line with current guidance, fully vaccinated staff are now welcome to work in the office at all sites.

The Nature Parks acknowledge its support for flexible work to continue for those roles that can be undertaken remotely. This was documented as an extension to the Nature Parks Activity Based Working protocols which have been documented in the [Workplace Handbook](#) found on the intranet. Working from home ergonomic assessments are required to be completed for all staff who undertake work from home.

The Nature Parks has an Employee Assistance Program (EAP) in place to support the mental health of all staff, volunteers, and their families, including those requiring support whilst working at home.

## 6. Site Operation Plan – Density and Capacity Limits for Public and Staff

Effective at 6pm on the 18<sup>th</sup> February 2022, in line with Victorian State Government directions, density restrictions no longer apply to Nature Park's venues. Visitors are no longer required to wear masks indoors or outdoors and masks are no longer required by staff in office settings. Staff who are customer facing are still required to wear masks both in indoor and outdoor settings.

Some other COVID Safe measures will still apply, including enabling entry for vaccinated patrons only, COVID cleaning, signage, record keeping and other requirements.

### 6.1. Penguin Parade

Effective from 6pm on the 18<sup>th</sup> February 2022, the Penguin Parade is open 7-days a week with no capacity and density requirements.

The Penguin Parade will only be open to visitors who can demonstrate they are fully vaccinated for COVID-19, have a medical exemption or are under 18 years of age.

Indoor areas will be monitored by trained COVID marshals to ensure all visitors check-in via the Service Victoria App or a manual sign in sheet and are fully vaccinated. Should a visitor arrive at the venue and not be fully vaccinated, COVID-19 marshals must refuse them entry.

**Ticketing** – Tickets are recommended to be purchased online, however tickets are available onsite. A desk will be set up just inside the front doors to check tickets and ensure the visitors have checked in via the Service Victoria app. This is fitted with a Perspex screen to allow staff to check tickets and confirm vaccination status from behind the screen. A hand sanitising station is beside the tour desk to allow all visitors to sanitise prior to entry. All adult visitors who enter the visitor centre with a paper copy (or electronic copy as per vaccination directions) of their vaccination status need to be able to provide ID to confirm who they are.

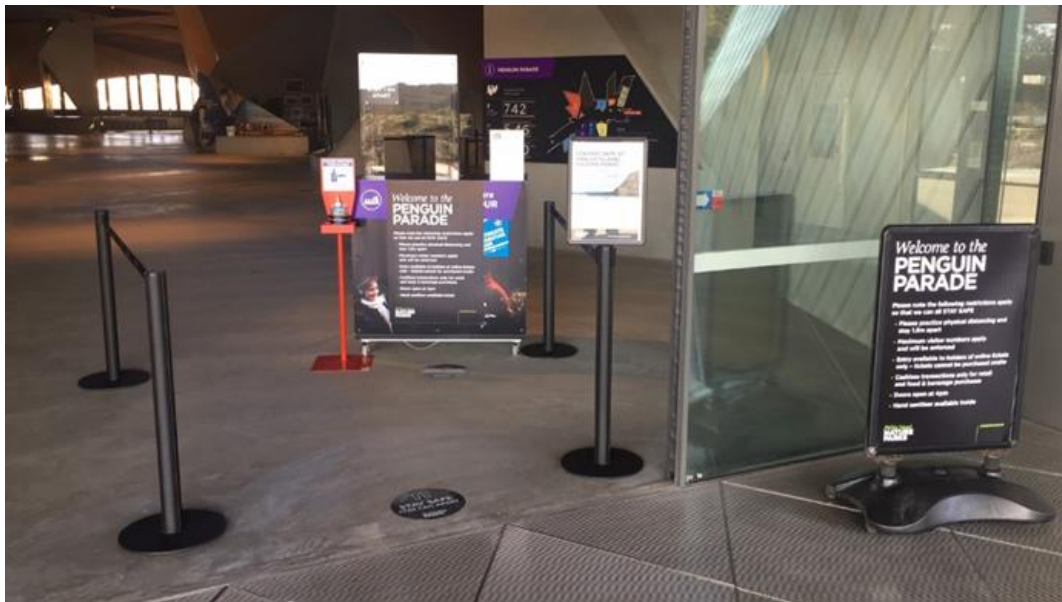
If a child under 4 arrives without a ticket, the site supervisor has the discretion to allow the child to attend site with their guardian but must add them to the visitor manifest.

**Evacuation to the PPVC** - If an evacuation to the Penguin Parade visitor centre is required due to severe weather or another type of emergency, the visitors should be spread throughout the building. Visitors can

leave to go home, evacuate to their cars, or can be distributed throughout the building until the emergency is over, depending on the safest action to take at the time.

**Carpark** – All visitors will park in the carpark. The bus park will only be opened when demand requires.

**Contact Tracing** - To assist in capturing our visitors’ details for the purpose of contact tracing we have introduced the Victorian Government’s QR Code Registration Portal (Service Victoria App) and be able to prove their vaccination status. These records help contact tracers in the event a positive case of coronavirus (COVID-19) is identified. The ticket purchasers’ details are also maintained on the Nature Parks ticketing system.



Meet and Greet/ Covid Check-in Marshals (also trained as COVID Marshals) are positioned at the entrance of the Penguin Parade to ensure guest details are captured and record keeping of every person that attends the venue is obtained. Staff explain to visitors how to scan the QR code, via a smartphone camera or QR code scanner app and help those who may be unfamiliar with QR code technology.



If staff can't register someone's attendance via QR code, they write down their contact name, phone number, time, and date of visit on the paper-based site manifest and email to [reception@penguins.org.au](mailto:reception@penguins.org.au) at the end of the shift. This is retained for 28 days in accordance with Record Keeping for Contact Tracing Information for Business ([coronavirus.vic.gov.au](http://coronavirus.vic.gov.au)).



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**Café & Restaurant** –The Little Penguin Café and Shearwater Restaurant opening will occur on a as needs basis. A basic food and beverage offering will also be available in Retail, including cold drinks, ice-creams, confectionary, and other basic non-perishables.

The coffee cart will remain closed. Staff and volunteer meals will be available.

**Toilets** – Toilets are open to the public in the Penguin Parade visitor centre, bus park and beach toilets. The Nature Parks Ground Services Team have a cleaner rostered on each night to ensure regular cleaning.

**Cleaning** It is expected that all staff will be spot cleaning and equipment cleaning in their work area. Especially items that come into regular contact. Cleaning will be conducted as per the Nature Parks Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006.

**Retail** – The main retail store will be open nightly. Perspex screens have been installed on counters, and direction arrows and 1.5m markers placed on the floor. All transaction will be contactless. Additional PPE and sanitiser will be available for staff as or if required.

**Theatre** – The theatre will be open.

**Interpretive Space and Activities** – Interpretive and interactive activities will be open. COVID marshals and Site Supervisors will monitor the area to encourage social distancing. Hand sanitiser will be readily available at all touch points.

**Security** – Security staff will be rostered each night. They will be onsite from 6pm daily and conduct patrols across the entire site.

**Buggy and Wheelchairs** – The buggy and wheelchairs are available for visitor use as per normal process. It is recommended that visitors sit in the back seat. Cleaning of seats, handles and other touch points must be undertaken after every visitor use.

**Back Doors and Stand / Sand Setup** – Front and back doors may be staggered in opening at the discretion of the Site Supervisor to manage the flow of visitors through the building from 6pm. When low tide permits access, staff will be required to set up the sand (beach) for visitors to observe the penguins.

**Stands and Boardwalks** – Staff will ensure visitors only attend the viewing area they are ticketed for. Visitors are no longer required to wear face masks.

## 6.2. Koala Conservation Reserve

Effective from 6pm on the 18<sup>th</sup> February 2022, the Koala Conservation Reserve is open 7-days a week with no capacity and density requirements.

The Koala Conservation Reserve will only be open to visitors who can demonstrate they are fully vaccinated for COVID-19, have a medical exemption or are under 18 years of age.

Indoor areas will be monitored by trained COVID marshals to ensure all visitors check-in via the Service Victoria App or a manual sign in sheet and are fully vaccinated. Should a visitor arrive at the venue and not be fully vaccinated, COVID-19 marshals must refuse them entry.



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**Ticketing** – Tickets are recommended to be purchased online, however tickets are available onsite. A desk will be set up just inside the front doors to check tickets and ensure the visitors have checked in via the Service Victoria app. This is fitted with a Perspex screen to allow staff to check tickets and confirm vaccination status from behind the screen. A hand sanitising station is beside the tour desk to allow all visitors to sanitise prior to entry. All adult visitors who enter the visitor centre with a paper copy (or electronic copy as per vaccination directions) of their vaccination status need to be able to provide ID to confirm who they are.

If a child under 4 arrives without a ticket, the site supervisor has the discretion to allow the child to attend site with their guardian but must add them to the visitor manifest.

**Contact Tracing** – The Koala Conservation Reserve has a unique QR code, and every visitor, contractor or delivery driver must sign in using the Service Victoria App and be able to prove their vaccination status. Meet and Greet/ Covid Check-in Marshalls staff (also trained as COVID Marshals) are positioned at the entrance to ensure guest details are captured and record keeping of every person that attends the venue is obtained. Staff explain to visitors how to scan the QR code, via a smartphone camera or QR code scanner app and help those who may be unfamiliar with QR code technology.

If staff can't register someone's attendance via QR code, they write down their contact name, phone number, time, and date of visit on the paper-based site manifest and email to [reception@penguins.org.au](mailto:reception@penguins.org.au) at the end of the shift. This is retained for 28 days in accordance with Record Keeping for Contact Tracing Information for Business ([coronavirus.vic.gov.au](http://coronavirus.vic.gov.au)).

**Carpark** – The carpark will be open between 10am and 4.30pm. If the carpark become overly congested the front gates can be shut as a traffic control measure.

**Toilets** – Toilets are open to the public. The Ground Services Team have a cleaner rostered on each day to ensure regular cleaning.

**Cafe** – The Café is currently closed. A basic food and beverage offering will continue to be available in Retail, including cold drinks, confectionary, and other basic non-perishables.

**Bush Bank** – The Bush Bank will be open to visitors between 9am and 3pm on Saturdays. Due to changes in vaccination requirements for Retail stores, staff will no longer be required to check vaccinations upon entry for public entering the Bushbank during retail opening hours.

**Cleaning** – The Ground Services Team have a cleaner rostered on each day from 6am to 2.30pm. The focus for this cleaner will be toilets and high touch points. It is expected that all staff will be spot cleaning in their work area and the Admissions and Retail staff clean the high touch areas in the retail store and interpretive area. Cleaning will be conducted as per the Nature Parks Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006.

**Retail** – The retail store will be open daily. Perspex screens have been installed on counters, and direction arrows and 1.5m markers placed on the floor. All transaction will be contactless. Additional PPE and sanitiser will be available for staff as or if required.

**Wheelchair** – The wheelchair is available for visitor use as per normal process. Cleaning of seats, handles and other touch points must be undertaken after every visitor use.

**Tracks and Boardwalks** – Tracks and boardwalks are open via the Visitor Centre.





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### 6.3. Churchill Island

Effective from 6pm on the 18<sup>th</sup> February 2022, Churchill Island is open 7-days a week with no capacity or density limits.

Churchill Island will only be open to visitors who can demonstrate they are fully vaccinated for COVID-19, have a medical exemption or are under 18 years of age.

Indoor areas will be monitored by trained COVID marshals to ensure all visitors check-in via the Service Victoria App or a manual sign in sheet and are fully vaccinated. Should a visitor arrive at the venue and not be fully vaccinated, COVID-19 marshals must refuse them entry. Due to the layout of the building and vaccinations no longer required in retail settings, if a guest wishes to use the toilets only and cannot show vaccination status, guests may enter at the discretion of the staff, as they will need to ensure they do not enter farm or café.

**Ticketing** – Tickets are recommended to be purchased online, however tickets are available onsite. A desk will be set up just inside the front doors to check tickets and ensure the visitors have checked in via the Service Victoria app. This is fitted with a Perspex screen to allow staff to check tickets and confirm vaccination status from behind the screen. A hand sanitising station is beside the tour desk to allow all visitors to sanitise prior to entry. All adult visitors who enter the visitor centre with a paper copy (or electronic copy as per vaccination directions) of their vaccination status need to be able to provide ID to confirm who they are.

If a child under 4 arrives without a ticket, the site supervisor has the discretion to allow the child to attend site with their guardian but must add them to the visitor manifest.

**Contact Tracing** – Churchill Island has a unique QR code, and every visitor, contractor or delivery driver must sign in using the Service Victoria App and be able to prove their vaccination status. Meet and Greet/ Covid Check-in Marshalls staff (also trained as COVID Marshals) are positioned at the entrance to ensure guest details are captured and record keeping of every person that attends the venue is obtained. Staff explain to visitors how to scan the QR code, via a smartphone camera or QR code scanner app and help those who may be unfamiliar with QR code technology.

If staff can't register someone's attendance via QR code, they write down their contact name, phone number, time, and date of visit on the paper-based site manifest and email to [reception@penguins.org.au](mailto:reception@penguins.org.au) at the end of the shift. This is retained for 28 days in accordance with Record Keeping for Contact Tracing Information for Business ([coronavirus.vic.gov.au](http://coronavirus.vic.gov.au)).

**Carpark** – The carpark will be open between 10am and 4pm. If the carpark becomes overly congested, the gates can be shut as a traffic control measure.

**Café** – From Monday to Friday the café will operate from 10am – 4pm, and on the weekends, the café will be open from 9am – 4pm. A la carte and take away will be available all week until 3pm, with cabinet food available until 4pm.

**Toilets** – Toilets are open to the public. Ground Services have a cleaner rostered on each day to ensure regular cleaning.



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**Cleaning** – The Ground Services Team have a cleaner rostered on each day from 6am to 2.30pm. The focus for this cleaner will be toilets, café, and high touch points. It is expected that all staff will be spot cleaning in their work area and the Admissions and Retail staff members will clean the high touch areas in the retail store. Especially items that come into regular contact. Cleaning will be conducted as per the Nature Parks Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006.

**Retail** – The retail store will be open daily. Perspex screens have been installed on counters and direction arrow and 1.5m markers placed on the floor. All transaction will be contactless. Additional PPE and sanitiser will be available for staff as or if required.

**Farm Precinct** – The farm precinct will operate daily between 10am and 4:30pm with the last entry at 4pm.

## 6.4. Nobbies Centre

Effective from 6pm on the 18<sup>th</sup> February 2022, the Nobbies Centre is open 7-days a week with no capacity or density limits.

The Nobbies will only be open to visitors who can demonstrate they are fully vaccinated for COVID-19, have a medical exemption or are under 18 years of age.

Indoor areas will be monitored by trained COVID marshals to ensure all visitors check-in via the Service Victoria App or a manual sign in sheet and are fully vaccinated. Should a visitor arrive at the venue and not be fully vaccinated, COVID-19 marshals must refuse them entry. Due to the layout of the building and vaccinations no longer required in retail settings, if a guest wishes to use the toilets only and cannot show vaccination status, guests may enter at the discretion of the staff, as they will need to ensure they do not enter Antarctic Journey or café.

**Ticketing** – Tickets are recommended to be purchased online, however tickets are available onsite. A desk will be set up just inside the front doors to ensure visitors have checked in via the Service Victoria app. This is fitted with a Perspex screen to allow staff to confirm vaccination status from behind the screen. A hand sanitising station is beside the tour desk to allow all visitors to sanitise prior to entry. All adult visitors who enter the visitor centre with a paper copy of their vaccination status need to be able to provide ID to confirm who they are.

If a child under 4 arrives without a ticket they must be added to the visitor manifest.

**Contact Tracing** – The Nobbies has a unique QR code, and every visitor, contractor or delivery driver must sign in using the Service Victoria App and be able to prove their vaccination status. Meet and Greet/ Covid Check-in Marshalls staff (also trained as COVID Marshals) are positioned at the entrance to ensure guest details are captured and record keeping of every person that attends the venue is obtained. Staff explain to visitors how to scan the QR code, via a smartphone camera or QR code scanner app and help those who may be unfamiliar with QR code technology.

If staff can't register someone's attendance via QR code, they write down their contact name, phone number, time, and date of visit on the paper-based site manifest and email to [reception@penguins.org.au](mailto:reception@penguins.org.au) at the end of the shift. This is retained for 28 days in accordance with Record Keeping for Contact Tracing Information for Business ([coronavirus.vic.gov.au](http://coronavirus.vic.gov.au)).

**Carpark** – The carpark will be open for visitors and staff.



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**Cafe** - The Café will be open 7-days a week from 10am – 5pm. A limited a la carte takeaway menu will be available between 11am and 3pm. Staff and volunteer meals will be available.

**Kiosk** - The Kiosk will remain closed until further notice.

**Toilets** – Toilets are open the public and staff.

**Cleaning** – The Ground Services Team have a cleaner rostered on each day. The focus for this cleaner will be toilets, café, and high touch points. It is expected that all staff will be spot cleaning in their work area and the Admissions and Retail staff members will clean the high touch areas in the retail store. Especially items that come into regular contact. Cleaning will be conducted as per the Nature Parks Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006.

**Retail** – The retail store will be open daily from the 9<sup>th</sup> of November 2021. Perspex screens have been installed on counters and direction arrow and 1.5m markers placed on the floor. All transaction will be contactless. Additional PPE and sanitiser will be available for staff as or if required.

**Boardwalks** – The boardwalks in the Nobbies area are public spaces that are free to access and do not require check in processes. Physical distancing signage has been installed at the head of the boardwalk advising to maintain 1.5m between visitors.

## 7. Physical Distancing Messaging

- All staff are encouraged to maintain physical and social distancing and must wear a mask if in customer facing roles as an additional control to reduce exposure.
- Zoom, MS Teams, Outlook Calendar, intranet, and phones are being used to enable work planning and instruction.

## 8. Field Work

Field staff activities will no longer have limits on group numbers. Staff will be rostered and QR code check-in using the Service Victoria App at an Office, or where staff/volunteers do not start at an office site, a manual contract tracing form must be used and then sent to [reception@penguins.org.au](mailto:reception@penguins.org.au) at the end of the shift to be file (as per guest manual contract tracing).

## 9. Office Spaces

As of 6pm the 18<sup>th</sup> February 2022, some restrictions in office environments have eased. QR code check-in is no longer required for staff working on-site.

In accordance with Regional Victoria's Roadmap directions, you can go to work if you are fully vaccinated. To ensure a hygienic workplace:

- All staff are required to send proof of full vaccination to People and Culture (if not done so already)
- Cleaning and sanitising of all touch points, workstations, and desks should occur before and after use
- Additional sanitiser and wipes are available in office spaces for individual cleaning of equipment.
- Heating/Cooling is set to 'fresh air mode' where possible, not 'recirculate'.
- Masks are no longer required for staff in office environments (unless in customer facing roles).



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- Staff and teams are welcome to work in office sites but are still encouraged to hold group meetings outdoors or online, in addition to implementing 'bubble' systems, to minimise exposure to others and reduce the spread of the virus through our organisation
- Staff are strongly encouraged to eat outdoors (weather permitting) or in a well-ventilated space.
- All staff are strongly encouraged to limit physical contact with others during work and should maintain social distancing where possible.

Whilst there is no longer any capacity, density or gathering limits for office areas, social distancing and practicing Covid Safety is encouraged.

Nature Parks still support working from home as a flexible work option for roles that can be undertaken remotely and where they are not required to support on site services. Team members are encouraged to discuss their needs with their manager.

## 10. Handwashing and Hygiene

Hygiene will be managed to the standards recommended by Safe Work Australia.

Key elements will be:

- Hand washing facilities will be available to everyone at all venues.
- Hand sanitiser will be available at key locations for staff and visitors.
- Physical contact will be discouraged.
- Cash handling has ceased. Electronic touch free transactions only.
- Hygiene messages will be communicated through posters, signage, and verbally at appropriate locations (e.g., toilets, staff rooms, admissions areas)
- Social distancing indicators within the visitor queuing area.
- Sanitiser and usage signage available in visitor spaces.
- Sanitisers located at all site entries and all food areas.
- Additional cleaning staff for disinfection of public area touch areas.

## 11. Face Masks

Effective from 11:59pm on Friday the 25<sup>th</sup> February 2022, Nature Parks employees, interns, volunteers and contractors are only required to wear a mask in the following circumstances (unless a lawful exemption applies):

- when undertaking an indoor or outdoor public / customer facing role or activity
- any time where social distancing cannot be maintained



## **Masks**

- on public transport, taxis / rideshare (uber), on planes or in airports
- workers undertaking an indoor or outdoor public / customer facing role or activity e.g., hospitality, retail, visitor experience, reception, ticketing, serving guests or compliance rangers
- for visitors / select workers in hospitals or care facilities
- for primary school staff, visitors & students in Years 3 to 6
- people working indoors at an event with more than 30,000 people
- in special circumstances, such as if you have COVID-19 or are a close contact and you're leaving home

Nature Parks employees, interns, volunteers and contractors no longer have to wear masks:

- in vehicles when travelling with others
- in offices settings

Visitors at Nature Parks venues no longer have to wear masks.

For the purposes of this guidance, the term face covering generally refers to reusable cloth masks, single-use face masks and face shields.

Nature Parks have supplied reusable face masks for each employee and food and beverage contractors that is approved/authorised to be in a Nature Parks workplace.

The requirement to wear a face covering does not apply to the following employees or other workplace participants:

- (A) with breathing difficulties; or
- (B) who is affected by a relevant medical condition, including problems with their breathing, a serious skin condition on the face, a disability, or a mental health condition.

In instances where a Nature Parks employee falls within the categories listed above, they must notify their manager and consult with the COVID-19 Incident Controller prior to entering a work location. Note – Employees who cannot wear a face mask and cannot work remotely (i.e., must work from a Nature Parks location) may be asked to provide a medical certificate to their manager prior to entering a work location.



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**12. Vehicle Use**

Required: For all trips that require more than one occupant (no matter the length), the air conditioning must be set to external airflow (fresh air) rather than to recirculation and/or windows should be opened for the duration of the trip. Masks are no longer required when travelling in vehicles with other staff.



Recommended: when travelling alone, set external airflow (fresh air) rather than to recirculation and/or windows opened for the duration of the trip.

**13. Cleaning**

Cleaning of all areas is in line with Safe Work Australia guidelines. A Nature Parks COVID-19 Cleaning Guideline document has been developed and must be referenced for all cleaning tasks (PRO-OHS-006). Cleaning frequency continues with a detergent or disinfectant solution or wipe in line with current government advice. Where tours are held, equipment shared between participants is cleaned between users.

Although the DH has confirmed that deep cleans are no longer required should a venue present with a positive case, Nature Parks will review cases individually to ensure all reasonably practicable measures are taken to control the spread of the virus.

**14. Contractors**

All contractors and their subcontractors are required to complete an induction program before starting works at the Nature Parks, this includes confirming their vaccination status, completion of COVID Safe modules and outlines the requirements for wearing a face covering when restrictions require, in addition to other task specific PPE to complete their task safely.

The Nature Parks have contractors that work nightly at the Penguin Parade site.

Food and Beverage (Delaware) comply with this plan and align with the hospitality guidance in the current Open Premises Directions and Public Events Framework. They only accept contactless payment and physical distancing messaging stickers are placed on the floor in queuing area.

Security contractors also comply with this plan.



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**15. Managing Positive or Suspected Cases in the Workplace**

Positive cases, household or household-like contacts, and workplace contacts are to be managed in accordance with the Following advice:

Type of contact	Health Advice	Nature Parks notification process
Household or household-like contacts*	<ul style="list-style-type: none"> <li>You have spent more than four hours with someone who has COVID-19 inside a house, accommodation or care facility (or similar environment).</li> <li>You must quarantine for 7 days.</li> <li>You must get tested on Day 1 of quarantine (or as soon as possible) and get tested again on Day 6 of quarantine – with a rapid antigen test (RAT), or a PCR test if you can't access a rapid antigen test.</li> <li>If you test positive on a rapid antigen test, you must report your result. Visit <a href="https://dhvicgovau.powerappsportals.com/rapid-antigen-test/">https://dhvicgovau.powerappsportals.com/rapid-antigen-test/</a></li> <li>Household or household-like contacts are also referred to as close contacts</li> <li>Further information is available at <a href="https://www.coronavirus.vic.gov.au/checklist-contacts">https://www.coronavirus.vic.gov.au/checklist-contacts</a></li> </ul>	<ul style="list-style-type: none"> <li>Advise Manager or Supervisor immediately regarding your situation.</li> <li>Complete the COVID-19 Notification Checklist (available on Intranet – OHS – COVID-19) and send to <a href="mailto:peopleandculture@penguins.org.au">peopleandculture@penguins.org.au</a>.</li> <li>Manager/Supervisor to keep regular contact.</li> <li>Rapid Antigen Tests will not be made available to staff in these circumstances unless there is a work related impact.</li> </ul>
Positive COVID-19 case	<ul style="list-style-type: none"> <li>Focus on your health and get help if you need it.</li> <li>Report your results (if you tested positive using a RAT) and immediately isolate for 7 days.</li> <li>Tell your household and household-like contacts to isolate for 7 days and get tested.</li> <li>Tell your social contacts they must get tested if they have symptoms.</li> <li>Tell your workplace and/or education facility.</li> <li>Further information is available at <a href="https://www.coronavirus.vic.gov.au/checklist-cases">https://www.coronavirus.vic.gov.au/checklist-cases</a></li> </ul>	<ul style="list-style-type: none"> <li>Advise Manager or Supervisor immediately of your situation.</li> <li>Assist Manager/ Supervisor to identify any workplace contacts.</li> <li>Complete the COVID-19 Notification Checklist (available on Intranet – OHS – COVID-19) and send to <a href="mailto:peopleandculture@penguins.org.au">peopleandculture@penguins.org.au</a></li> </ul>
Workplace contact	<p>The workplace must identify and inform other workers who are contacts (including sub-contractors, but not patrons).</p> <p>Testing requirements:</p> <ul style="list-style-type: none"> <li>If they have symptoms, they must use a rapid antigen test, or a PCR test if they cannot access a rapid antigen test</li> </ul>	<p>Managers</p> <ul style="list-style-type: none"> <li>Case management</li> <li>Completion of Steps 1 to 5 via <a href="https://www.coronavirus.vic.gov.au/case-workplace">https://www.coronavirus.vic.gov.au/case-workplace</a> email template for advising workplace contacts provided via email.</li> </ul>



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	<ul style="list-style-type: none"> <li>If they don't have symptoms, they are strongly recommended to use five rapid antigen tests (one per day)</li> </ul> <p>Use the matrix below to help you determine who is and isn't a contact.</p>	<ul style="list-style-type: none"> <li>Complete the COVID-19 Notification Checklist (available on Intranet – OHS – COVID-19) and send to <a href="mailto:peopleandculture@penguins.org.au">peopleandculture@penguins.org.au</a>.</li> <li>Daily employee check in</li> <li>Liaising with P&amp;C to confirm required actions taken</li> <li>Support P&amp;C with DHHS notification</li> <li>Supply RAT's to contacts for regular testing in accordance with advice.</li> </ul> <p>People &amp; Culture</p> <ul style="list-style-type: none"> <li>Maintain records of current cases</li> <li>Advice to managers regarding required steps</li> <li>Completion of Step 6 via <a href="https://www.coronavirus.vic.gov.au/case-workplace">https://www.coronavirus.vic.gov.au/case-workplace</a> (DHHS notification) for 5 or more cases in 7 days</li> </ul>
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\*Household or household-like contact = a person who has spent more than 4 hours in an indoor space at a private residence, accommodation premises, or care facility during the infected person's infectious period. For the purposes of the Nature Parks work, travelling in a vehicle with another person for over 4 hours (e.g. on patrols shift) or other activity confined to a small office is the only activity that may meet the definition of household or household-like contact.

Infectious period meaning:

- If the diagnosed person presented **with** symptoms, 48 hours prior to first experiencing symptoms until they have been given a clearance or have completed a 7-day isolation from the date the person was informed they had COVID.
- If the diagnosed person presented **with-out** symptoms, 48 hours prior to a confirmed diagnosis until they have been given a clearance or have completed a 7-day isolation from the date the person was informed they had COVID.





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**CONTACT ASSESSMENT AND MANAGEMENT MATRIX**

**Contact** = any staff member or contractor who has contact with a confirmed positive case of COVID-19 in a non-household setting.  
**Case** = any confirmed positive case of COVID-19.

EXPOSURE EVENT RISK ASSESSMENT				
An exposure event is contact with a confirmed case of COVID-19 during their infectious period.				
1. The business conducts a risk assessment for each exposure event using the contact assessment and management matrix. 2. Individuals are identified as contacts or low risk. Contact lists are managed by the workplace and are not provided to the Local Public Health Unit unless specifically requested (for example, during an outbreak). 3. Individuals must follow the testing and quarantine requirements for their assessed level of risk (low risk or contact).				
No exposure	Low-risk exposure scenario:	Medium-risk exposure scenario:	High-risk exposure scenario:	
	Contact with a confirmed case in their infectious period that is: • face-to-face (<1.5m) and transient (<1 minute) <b>OR</b> • distanced (>1.5m) and any duration in a large (>300m <sup>2</sup> ) indoor space or outdoors <b>AND</b> • does not meet the criteria for medium or high risk	Contact with a confirmed case in their infectious period that is: • face-to-face (<1.5m) and non-transient (1–15 minutes) <b>OR</b> • distanced (>1.5m) and very prolonged (>2 hours) in a medium-sized indoor space (100–300m <sup>2</sup> ) <b>AND</b> • does not meet the criteria for high risk	Contact with a confirmed case in their infectious period that is: • face-to-face (<1.5m) and prolonged (>15 minutes) <b>OR</b> • direct physical contact (for example, shaking hands, hugging, kissing) <b>OR</b> • distanced (>1.5m) and very prolonged (>2 hours) in a small indoor space (<100m <sup>2</sup> )	
Masks not worn*	Extremely low risk	Low risk	Contact	Contact
Masks worn	Extremely low risk	Low risk	Low risk (if vaccinated)	Contact (if unvaccinated)

\*Mask not worn by either the case or the person exposed. Incorrect mask use or a medical mask exemption is to be considered the same as 'no mask' for assessment and management.  
 Note: time periods are cumulative across a period of one day (for example, two separate 10-minute exposures should be assessed as a 'prolonged' (>15 min) exposure).

**QUARANTINE AND TESTING REQUIREMENTS**

What you need to do	Low risk (and extremely low risk)	Monitor for symptoms and get PCR tested if you have any symptoms, however mild.
	Contact	Daily rapid antigen testing for 5 days after contact notification. There are no ongoing quarantine requirements and contacts may return to work. If a rapid antigen test is positive or the contact develops symptoms, they must have a PCR test and isolate until they receive a negative result.

Note: a positive rapid antigen test must be confirmed by a PCR test.

**THE PRESENCE OF SYMPTOMS ALWAYS REQUIRES TESTING**

Should a guest present with symptoms, signs at all entry points request they do not attend and where appropriate, staff will request guests leave the premises. Should staff require an isolation area, a First Aid room is available at Penguin Parade with appropriate PPE, however in most circumstances we request guests immediately leave the premises, isolate, and get tested as per DH requirements. At Churchill Island, Koala Conservation Reserve and The Nobbies Centre, due to lack of isolation areas, we would encourage guests to immediately leave premises.

A guidance note has been provided by the Nature Parks, based on Department of Health information to process diagnosed cases of coronavirus. This will assist in contact tracing, isolation, and communication if a staff member is impacted. This Guidance Note sets out the approach to be taken for employees impacted by the coronavirus (COVID-19) relating to Scenario, Guidance and application of leave. Refer to **Appendix 1**.

**Please note** this guidance has been updated to reflect current Government Advice. To ensure you have the most current information, please refer to refer to <https://www.coronavirus.vic.gov.au/> .

This guidance has also been updated to reflect [advice](https://www.vic.gov.au/coronavirus-covid-19-guidance-note-victorian-public-service-and-sector) for the Victorian Public Service and Sector at <https://www.vic.gov.au/coronavirus-covid-19-guidance-note-victorian-public-service-and-sector>

Your Supervisor/Manager and People and Culture can provide direction and advice as required. If you need guidance with any scenarios not covered here, please email [peopleandculture@penguins.org.au](mailto:peopleandculture@penguins.org.au).



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**16. Reporting**

The Nature Parks may be required to report COVID-19 cases identified in the workplace to a number of authorities. The following reporting is currently required:

Agency	Reporting Requirements	Responsible role
Victorian Department of Health	Organisations must report an outbreak or suspected outbreak in the workplace, which is defined as 5 or more people who are diagnosed with COVID-19 within 7 days.  The reporting form is available at <a href="https://www.coronavirus.vic.gov.au/covid-outbreak-notification-form">https://www.coronavirus.vic.gov.au/covid-outbreak-notification-form</a>	Reporting will be undertaken by the People and Culture Team. It is the responsibility of the COVID-19 Incident Controller to ensure that reporting is completed in accordance with this plan.
WorkSafe Victoria	From 14 January 2022, employers and self-employed persons are no longer required to notify WorkSafe if they become aware on or after that date of a confirmed COVID-19 diagnosis attending the workplace, even if the attendance was before that date.	N/A

**17. Contacting Visitors**

A review of the ticket sale terms, and conditions and your privacy policy has been undertaken so we can request contact details to aid government contact tracing should it be necessary.

Contact details are captured for all ticket holders through the ticket booking system and DH QR code or site manifest. Any visitors to café spaces who are not ticketed visitors will be registered upon entry via QR code or site manifest.

We will continue to encourage staff and visitors to download the Australian Government’s COVID Safe app, should they not have it already. Workforce Management Software such as UKG for Nature Parks Staff and Time Target for Delaware staff can also be accessed to confirm shift times and location the of staff for contact tracing.

**18. Staff Training and Information**

Staff will continue to receive regular updates via staff meetings, email, Safety Alerts, COVID-19 intranet page and Yammer.

All customer service staff (including Delaware) have undertaken COVID-19 infection control training and First AID training as required. This includes Victorian Government online course for Hospitality & Local Government employees “Working in COVID environment training” or Commonwealth Department of Health online course COVID “Infectious Control Training”.



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## 19. COVID Marshals

It is the responsibility of the rostered COVID-19 Incident Controller from the Phillip Island Nature Parks to keep up to date with current government guidelines and update documentation and management.

The majority of Nature Parks Tourism Operations staff are first aid trained and are all responsible to be COVID Marshals. At the start of each shift the Site Supervisor briefs staff on COVID requirements for the day/ night, including any changes or areas of focus. The Nature Parks COVID-19 Incident Control and Chief Warden are on call and available to respond or provide advice 24/7.

All Customer Service, Ground Services & Food and Beverage team members have completed the Department of Health COVID-19 Infectious Control Training module.

COVID Marshalls are to ensure the following:

- Promote a positive culture and encourage COVID Safe practices
- Monitor compliance as per COVID Safe workplan and report non-compliance
- Consult with COVID-19 Incident Controller about COVID-19 issues or measures
- Notify management and Incident Controller about systemic behaviours or workplace practices that are non-compliant.

Any COVID-19 related incidents or near misses are also captured in our risk management system – Riskware.

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**20. Further Information**

Additional information on this document can be sought from:

Nature Parks Chief Warden      ☎ 0427 070 268      ✉ [ohs@penguins.org.au](mailto:ohs@penguins.org.au)

**Related Documents**

Legislation/Regulations	OH&S Act 2004 and OH&S Regulations 2017 Pandemic Workplace Order No.1 Pandemic Quarantine Isolation & Testing Order No.1 Pandemic Open Premises Order No.1 Pandemic COVID-19 Mandatory Vaccination – General Workers Order No.1
Policies	Occupational Health and Safety Policy POL-OPS-001
Procedures	Workplaces Business Industry Contact Management Guidance (20211118) Coronavirus (COVID-19) Cleaning Guidelines PRO-OHS-006
Forms	Incident, Injury, Near Miss and Hazard Form DOC-OHS-034

**Document reviewed by:**

- General Manger Tourism Operations
- People and Culture Manager
- Occupational Health and Safety Coordinator
- OHS Project Officer

**21. Reference Material**

1. Open Premises Order (OPO) No.5 / 6 (future OPO to be released on Feb 25<sup>th</sup> 2022)
2. COVID-19 content and whole of government style guide



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**22. Appendix 1 – Managing Exposure – Leave Guidance Note (as at 18<sup>th</sup> February 2022)**

This Guidance Note sets out the approach to be taken for employees impacted by the coronavirus (COVID-19) relating to Scenario, Guidance and application of leave.

<b>Definitions</b>	
<b>Special Leave</b>	<p>Employees are eligible for 25 days (pro rata for part time and casual employees) paid Special Leave. This is separate to accrued leave types (i.e. personal leave, annual leave, long-service leave).</p> <p>Paid special leave is a once-off allocation and does not accrue from year to year. Where an employee uses up all their paid Special Leave, they may access other accrued paid and unpaid leave entitlement</p>
<b>Household contact</b> (previously referred to as Close Contact)	A Household Contact is someone who has spent more than four hours with someone who has COVID-19 inside a house, accommodation, or care facility.
<b>Voluntary Travel</b>	<p>Where an employee chose to travel to or through any domestic or international destination for which restrictions apply after the destination was listed as 'do not travel' or 'exercise a high degree of caution' in the Commonwealth Government's advisory (or identified on the <a href="#">Smartraveller website</a>) or identified on the <a href="#">COVIDSafe travel in Victoria webpage</a>, it is expected that employees will use their personal/carer's leave or another type of accrued leave.</p> <p>Special leave is not considered appropriate in this circumstance, however consideration for Special Leave may be made on a case-by-case basis in exceptional circumstances.</p>

# COVID-19 Guidance Notes

**I am household or household-like contact of a positive case of Coronavirus (COVID-19)**

Household or household-like contact I have spent more than four hours with someone who has COVID-19 inside a house,

Contact and notify your Supervisor of your situation

Quarantine for 7 days from household positive test result

Get tested on Day 1 of quarantine (or as soon as possible) and get tested again on Day 6 of quarantine with a rapid antigen test, or a PCR test if you can't access a rapid antigen test.

Provide your Supervisor details to complete COVID notification checklist

Work from home if role allows

Day 6 test must be negative to enable return to workplace.  
If positive result refer to I have tested positive

**RAT TESTS**  
Nature Parks may provide RAT when available. Speak to your leader

**I have developed one or more symptoms of Coronavirus (COVID-19) but not yet been tested**

Contact and notify your Supervisor of your situation and immediately travel home, get tested for COVID -19 as soon as possible. Stay home and isolate until you receive your results

Provide your Supervisor details to complete COVID notification checklist to support contact tracing (when & with who you worked with in last 48 hours)

Supervisor notify the Covid Incident Controller and email COVID notification checklist through to [peopleandculture@penguins.org.au](mailto:peopleandculture@penguins.org.au)

Employee to contact supervisor advising of outcome of test results. Contact to be maintained between employee and organisation during unwell period

**If Negative**  
Maintain contact and return to workplace when well

**If Positive**  
Refer to I have tested positive

**COVID-19 Outbreak**  
Nature Parks (P&C) to contact Department of Health via the Covid-19 outbreak notification form if 5 or more persons are diagnosed with COVID-19 within 7 days

**I have tested positive to Coronavirus (COVID-19)**

Focus on your health and get help if you need it. COVID-19 can be a serious illness. Call a doctor if your COVID-19 symptoms worsen. Go to hospital if it's an emergency.

Contact and notify your Supervisor of your situation as soon as possible. If used RAT, report your result to DHHS through online portal and immediately isolate for 7 days from test date

Provide your Supervisor details to complete COVID notification checklist so nature parks can advise workplace contacts.

Work from home if able to and well enough to do so. If unwell, rest up. Inform your Supervisor of any support you may require during isolation period

Supervisor notify the Covid Incident Controller and email COVID notification checklist through to [peopleandculture@penguins.org.au](mailto:peopleandculture@penguins.org.au)

Supervisor to contact employees who have worked with positive employee and inform them that they may have been exposed and must use a RAT or PCR if they have COVID-19

Employee to contact supervisor of any changes in their condition. Contact to be maintained between employee and organisation

Immediately notify the Covid Incident Controller of any changes to your employees medical or health condition and status.

Employee is able to return to the workplace after 7 days isolation. No further test required.



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Scenario	Guidance	Leave provisions
<p>I am a household or household like contact of a positive case for coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> <li>Notify your supervisor of your situation</li> <li>Quarantine for 7 days from household positive test result</li> <li>Get tested on Day 1 of quarantine (or as soon as possible) and get tested again on Day 6 of quarantine with a rapid antigen test, or a PCR test if you can't access a rapid antigen test.</li> <li>Provide your supervisor details to complete COVID notification checklist</li> <li>Work from home if possible and role allows to do so</li> <li>Day 6 test must be negative to enable return to workplace</li> </ul>	<ul style="list-style-type: none"> <li>If working from home is not possible, Special Leave will apply to cover the required isolation period (except in cases of voluntary employee travel). Casual employees special leave will apply to cover required isolation period.</li> <li>Where you are on paid Special Leave and tested and found not to be infected with coronavirus (COVID-19), you can continue to access paid Special Leave for the balance of the isolation period.</li> <li>If during period of isolation you become unwell (whether with COVID-19 or another illness) or are required to care for a member of your immediate family or household member, Special Leave will cease and paid/unpaid personal/carer's leave is accessed</li> </ul>
<p>I am showing one or more coronavirus (COVID-19) like symptoms and waiting test results</p>	<ul style="list-style-type: none"> <li>Notify your Manager/Supervisor of your situation</li> <li>Work from home if possible and well enough to do so</li> <li>Isolate until test results received</li> <li>Provide your Supervisor details to complete COVID notification checklist to support contact tracing (when and with who you have worked with in the last 48 hours)</li> <li>Advise your Manager/Supervisor the outcome of your test results</li> <li>Focus on your health and get help if you need it.</li> </ul>	<ul style="list-style-type: none"> <li>Where you are not fit for work because unwell access your accrued personal/carer's leave entitlement. For casual employees personal/carer's leave without pay is applied</li> <li>If being tested because:             <ul style="list-style-type: none"> <li>requested by Nature Parks; or</li> <li>categorised as 'Contact' per the Contact Assessment and Management Matrix in COVID Safe Workplace Plan or</li> <li>Direction by DHHS</li> </ul>             and working from home is not possible, Special Leave will apply to cover the required isolation period until test results received. Casual employees special leave will apply to cover required isolation period.           </li> <li>If being tested for another reason (e.g. travel requirements or precaution) and if working from home is not possible, other paid and unpaid leave entitlements can be used (Annual Leave or Long Service Leave) for the isolation period until test results received</li> </ul>
<p>I have tested positive to coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> <li>Focus on your health and get help if you need it. COVID-19 can be a serious illness. Call a doctor if your COVID-19 symptoms worsen. Go to hospital if it's an emergency.</li> </ul>	<ul style="list-style-type: none"> <li>Where you are fit to work however unable to work from home, special leave will apply. Casual employees special leave will apply.</li> <li>Where you are <u>not</u> fit for work because infection with coronavirus (COVID-19) access your accrued personal/carer's</li> </ul>



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	<ul style="list-style-type: none"> <li>• Contact and notify your Supervisor of your situation as soon as possible.</li> <li>• If used RAT, report your result to DHHS through online portal and immediately isolate for 7 days from test date</li> <li>• Provide your Supervisor details to complete COVID notification checklist so nature parks can advise workplace contacts.</li> <li>• Inform your supervisor of any support you may require during isolation period</li> <li>• Work from home if able to and well enough to do so. if unwell, rest up.</li> <li>• Contact supervisor if any changes in your condition</li> </ul>	<p>leave entitlement. Casual employees unpaid personal/carers leave is applied</p> <ul style="list-style-type: none"> <li>• If personal leave is exhausted and you don't have enough to cover a period of absence association with coronavirus (COVID-19) infection other paid and unpaid leave entitlements can be used (Annual Leave or Long Service Leave)</li> <li>• Special Leave will be considered appropriately on a case-by-case basis</li> </ul>
I am having my COVID-19 Booster	<ul style="list-style-type: none"> <li>• Notify your Manager/Supervisor in advance of your booking or vaccination time</li> <li>• Provide proof of vaccination certificate through to <a href="mailto:peopleandculture@penquins.org.au">peopleandculture@penquins.org.au</a></li> </ul>	<ul style="list-style-type: none"> <li>• Apply for Vaccination Leave in UKG.</li> <li>• Casual employees add time to timesheet and inform your supervisor.</li> <li>• Vaccination leave can be applied for up to maximum half a day (3.5 hours)</li> </ul>
I am unwell following my COVID-19 Vaccination	<ul style="list-style-type: none"> <li>• Notify your Manager/Supervisor of your situation</li> <li>• Enter leave application in UKG</li> </ul>	<ul style="list-style-type: none"> <li>• Access your personal/carers leave entitlements. Casual employees access unpaid personal/carers leave.</li> <li>• If personal/carers leave entitlements is exhausted, other paid and unpaid leave entitlements can be used (Annual Leave or Long Service Leave).</li> </ul>
I am required to provide care & support for family to receive the vaccine or because they become unwell or experience adverse reactions as a result of receiving the vaccine	<ul style="list-style-type: none"> <li>• Notify your Manager/Supervisor of your situation</li> <li>• Enter leave application in UKG</li> </ul>	<ul style="list-style-type: none"> <li>• Access your annual leave entitlements. Casual employees access unpaid personal/carers leave.</li> </ul>
I would like to take leave	<ul style="list-style-type: none"> <li>• Standard leave request and approval processes apply</li> <li>• We know there is a range of comfort levels with the risks of COVID-19 in the workplace and based on personal circumstances, we will support staff on a case-by-case basis to take leave at full pay or half pay through January</li> </ul>	<ul style="list-style-type: none"> <li>• For part-time staff with no set/minimal hours leave applications are in line with calculation of your hours averaged over the past 3 months, this is because the way your leave is being accrued is the way that it should be taken whilst average hours apply</li> </ul>





#### COVID-19 Safe Workplace Plan

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Responsible Authority:	Chief Executive Officer
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**Please note** this has been updated to reflect current Government Advice. To ensure you have the most current information, please refer to the Australian Government Department of Health website, specifically Coronavirus (COVID-19) Advice. This has also been updated to reflect guidance note for the Victorian Public Service and Sector. For general and up-to-date advice regarding coronavirus (COVID-19), please visit the [www.coronavirus.vic.gov.au/coronavirus-covid-19-victoria](http://www.coronavirus.vic.gov.au/coronavirus-covid-19-victoria)

Your Supervisor/Manager and People and Culture can provide direction and advice as required. If you need guidance with any scenarios not covered here, please email [peopleandculture@penguins.org.au](mailto:peopleandculture@penguins.org.au)



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