

Be Kind Yarra Ranges

Be Kind Yarra Ranges is a platform for businesses, groups and individuals to access current services, programs and initiatives Council is supporting, to assist in the recovery effort from COVID-19.

- **Be Kind to Business** engages and supports local businesses who have been trading during restrictions, have adapted their business to continue limited trading or are scheduling to reopen their business as restrictions are eased.
- **Be Kind to Yourself** promotes mental health and awareness programs, community support groups and networks and provides self-care guidance for residents living in Yarra Ranges.
- **Be Kind to Others** encourages and inspires local residents to connect and support each other as the state enters the recovery phase of the COVID-19 pandemic.

For more information, including business support and public health advice, visit www.yrc.vic.gov.au/BeKind.



Management of Critical Actions

- A centralised business action plan is being used (e.g. Business re-open)
- Action plan outlines actions to be implemented prior to operational activity
- Action list is reviewed and updated regularly
- Action list incorporates roles and responsibilities of critical teams and restart timelines
- Liaison with appropriate external and government organisations to ensure all appropriate control measures are implemented into business operations before restart
- A systematic review of all legal obligations required to be implemented is undertaken with all appropriate documentation
- Ensure loans with creditors and investors are reviewed to the Terms and Conditions of contracts etc., that may impact business operations in the longer term
- Consult with legal advisors, as necessary, for interpretation of, and potential liability for, shortfalls with governments or regulators

Prepare Site for Re-Opening

- Hygiene stations provided
- Employee inductions and refreshers include updated information related to current operations and legal requirements to ensure health and safety of all staff.
- There is a documented contractor management plan or system in place that includes a risk assessment prior to commencing
- One-way walkways are determined and marked accordingly
- 1.5 metre distance marking is placed on floors
- Where possible, ensure workstation users are 1.5 metres apart
- Consider organisational modifications such as some employees working from home ongoing, every other day or ½ day every day.

Management of Site Disinfection prior to and during Operation

- Please refer to our 'Public Health Advice for Cleaning Standards' resource document www.yrc.vic.gov.au/BeKind
- Prior to re-opening, sites will be thoroughly cleaned and disinfected. This must include all floors, hard surfaces e.g. cupboards, desktops, toilets, showers, taps, door handles, handrails, reception, training rooms and client service areas.
- Meeting rooms provided with hand sanitiser, anti-bacterial wipes and a disposal bin
- Employees provided with ongoing information regarding hygiene and cleaning/disinfection rules while on-site and when using pool or rental cars

Communications

- Notify all employees of the re-opening program
- Notify employees of any introduction of new physical changes
- Notify employees of any changed processes and operating procedures, including infection control processes
- Communicate with customers and suppliers regarding the re-opening impacts on delivery of services
- Remain open and transparent in communicating with all suppliers, creditors and community stakeholders
- Changes to processes are displayed on a noticeboard for employees to action

Employee Re-Open Process

- Essential employees notified and commence, beginning with induction
- Sites cleaned, disinfected, prepared for re-opening and risk assessed. Please see our 'Public Health Advice for Cleaning Standards' resource document www.yrc.vic.gov.au/BeKind
- Changes to maintenance processes and operating procedures are risk assessed and documented
- Hygiene and infection control processes reinforced throughout business operations. Please see our 'Public Health Advice for Cleaning Standards' resource document www.yrc.vic.gov.au/BeKind

Customer and Client Services

- Where possible and practicable, ensure facilities and appropriate technology are available to provide your customers with required services online
- Should customer visits be necessary, ensure employees are aware of the procedures put in place for customer/client visits to ensure employee and customer/client safety

Hygiene Procedures

- Where appropriate arrangements are in place to ensure all personnel entering worksites are temperature checked. All staff should be well aware of rules if they are feeling unwell
- Ensure all employees are thoroughly aware of and following all hygiene and social distancing rules, including those for travelling to and from work and during the use of work vehicles or rental cars

Vulnerable Employees

- Identify all vulnerable employees
- Appropriate measures to protect vulnerable employees have been discussed by HR or relevant managers and are in place
- Managers ensure that vulnerable people working in their areas of control are complying with the measures put in place to protect their health

Action on Suspected or Confirmed Case(s) of COVID-19

- Those who work in the same area must leave the work area, wash their hands and wait while desks, associated equipment and surfaces in the work area are being cleaned and disinfected
- List the names of those employees who were in the work area or who may have had close contact with the person who is suspected of being infected or is infected during the previous 48 hours
- Employees who have been in contact with someone who has contracted COVID-19 either at work or outside of work must be required to work from home and isolate, returning when tests clear them to do so
- Inform People and Culture if a staff member has been tested for COVID-19

Wellbeing

- Employees are given the EAP provider's contact details
- Employees are encouraged by their managers and HR to openly communicate and express their feelings
- Appropriate health promotion information about the risks of COVID-19 and their management are provided. Encourage staff to visit the Be Kind to Yourself tab for health promotion and services at www.yrc.vic.gov.au/BeKind.

Effective and Continuous Change Management

- The awareness of measures to combat COVID-19 is raised and reminders are provided to employees; with the aim that employees are motivated to adapt to the new rules
- Implement, as appropriate, new strategies throughout the organisation and monitor their effectiveness
- Review existing emergency responses and Business Continuity Plan to include new strategies and new control measures
- Prepare the workforce regarding decisions and actions to be taken to aid the recovery of business operations
- Appropriate health and safety personnel are contacted to ensure health hazards are clearly controlled in the workplace and compliant with all legal requirements
- Health promotion communications will be updated regularly to continue to ensure known hazards and risks are well controlled and properly reported
- Regular employee refresher training sessions and/or communication sessions are planned and delivered to ensure hygiene and social distancing measures are effective
- Government and health authority recommendations on COVID-19 are displayed in staff lunch and meeting rooms

For more information

About COVID-19	Department of Health and Human Services (DHHS)
Easing of restrictions	Website: https://www.dhhs.vic.gov.au/coronavirus Hotline: 1800 675 398 (24/7)
Speak to an Environmental Health Officer	Yarra Ranges Council
Be Kind enquiries	Call: 1300 683 333 or 9294 6905 Email: bekind@yarraranges.vic.gov.au
To report non-compliance with restrictions	DHHS Hotline: 1800 675 398 (24/7) Police Assistance Line: 131 444