



COVID-19 SAFE PLAN





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PURPOSE/ MINIMIZING RISK

The purpose of this COVID-19 Safety Plan is to provide a plan for the implementation and management of procedures by DVJS to support staff at our workplace. For the purpose of this Plan, the term staff includes employees, and others at the workplace including, but not limited to Participants, contractors, employers and visitors.

Management of DVJS will do everything reasonably practicable to ensure staff can undertake their work in a healthy and safe manner.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among staff and the broader community. This Plan will help every person in the workplace to identify exactly what actions we will need to take to put in place suitable and effective controls to manage COVID-19 in the workplace. Any person, who identify as high risk will be encouraged to stay home, and management will work with them to manage their requirements.

Under the health and safety legislation as a business, we understand that we have a duty of care to manage the risks of COVID-19 entering or spreading in our workplace. We understand that we may not be able to eliminate the risk completely, instead we will consider other ways to reduce the risk as far as reasonably practicable. This may involve the use of substitution, isolation or administrative controls. Reducing the risk by using personal protective equipment (**PPE**) is the lowest level of control.

At all times the Plan is subject to all regulations, minimum standards, guidelines and directions of jurisdictional Government and public health authorities. This Plan will be updated in accordance with any changes to public health directions.

We will also maintain and regularly review our control measures to ensure they remain effective. We will complete risk assessments to help identify what changes we need to make to manage them and we will consult with our workers throughout the risk assessment process.

Responsibilities

CEO & Operation Management Team will:

- Report all confirmed cases to WorkSafe and Department of Health
- Contribute to the development and approval of COVID-19 risk assessments
- Communicate updates relating to COVID-19

Site Management and Staff

- Ensure the requirements of this plan are adhered to in within the DVJS Team
- Provision of suitable PPE including face masks, gloves and sanitiser.
- Ensure that any visitors to DVJS office are pre-screened for COVID prior to attending their appointment.
- Assist with the COVID screening of visitors when attending offices
- Adhere to Participant and employer-specific rules relating to Covid-19 when visiting Employers.
- Immediately advise CEO if a site, staff member or Participant has been exposed to COVID.

ALL staff MUST get tested and STAY home if experiencing any symptoms or risks relating to COVID:

- Unwell or experiencing symptoms of respiratory illness (fever, chills, dry cough, sore throat, muscle pain or having trouble breathing).
- returned from international travel in the last 14 days.
- Come into contact with someone who has the COVID

DVJS is an Essential Service

DVJS is deemed an essential service and will continue to be open and operate unless advised by State or Federal government directives.

In the interests of public and staff health & safety during COVID-19, DVJS practises social distancing. DVJS discourages face to face (F2F) contact unless necessary. DVJS offices will be closed to the general public during COVID-19 but accepts there are circumstances when F2F may be required or office attendance. Preferred contact is undertaken by telephone, email and Video Conferencing such as Zoom (or similar) in line with Vic Health Policy.

FLEXIBLE WORK ARRANGEMENTS POLICY & PROCEDURE

Purpose

The purpose of this policy is to outline for employees and managers the right of employees to request access to flexible working arrangements and the roles and responsibilities of each person in the application and approval process. NB This process is not applicable when DVJS staff are required to work remotely as instructed by the State Government and/or medical advice relating to COVID 19.

Principles

DVJS holds to the view that our best work is done in a team environment where face to face interactions are possible, however we also recognise that flexible working arrangements may be beneficial to the company and assist employees to balance their work, personal and family needs, including meeting competing commitments. This policy has been developed to support the implementation of flexible working arrangements.

It is also recognised, in the case of pandemics or other disasters, working from home may be imposed upon staff by external authorities, by DVJS Management or by extenuating catastrophic circumstances to allow the business to continue operating.

Flexible working arrangements may vary across and within work groups according to particular work demands and service requirements.

Whilst flexible working arrangements are intended to accommodate employees' needs, employees are also expected to consider the needs of DVJS to ensure the proper and efficient operations of the company.

Policy

Who is entitled to request flexible working arrangements?

All employees may request flexible working arrangements however, consideration of the application will be in conjunction with DVJS' responsibility under the Fair Work Act, 2009, which states that employees who have worked for DVJS for at least 12 months can request flexible working arrangements if they:

- Are the parent, or have responsibility for the care, of a child who is school aged or younger;
- Are a carer (under the Carer Recognition Act 2010);
- Have a disability;
- Are 55 or older;
- Are experiencing family or domestic violence, or;
- Provide care or support to a member of their household or immediate family who requires care and support because of family or domestic violence.

Assessing Requests for Flexible Work Arrangements

DVJS is obliged to consider each request on its merit and respond formally within 21 days. DVJS may only refuse a request on reasonable business grounds which may include:

- The effect on the workplace;
- Work Health and Safety requirements;
- The financial impact. The request would result in a significant loss of productivity or have a significant negative impact on customer service;
- The ability of the employee to meet the requirements of their job;
- The practicality. It may be impractical to change other employees' working arrangements or hire new employees to accommodate the request;
- The nature of the work for example, the new working arrangements requested by the employee may have a significant negative impact on customer service;
- The ability of the requesting employee to self-manage;
- The ability of the team to remotely collaborate. Other employees' working arrangements can't be changed to accommodate the request;
- The security requirements;
- The requested arrangements are too costly.

Trial Periods of Flexible Work Arrangements

Any Flexible Work Arrangement approved under this policy should undergo a trial period of up to three months to ensure the arrangements meet the business requirements of DVJS and the flexibility required by the employee.

If the trial is successful and Flexible Work Arrangements are adopted, managers must review these work arrangements on a regular basis to ensure:

- All deliverables are being met;
- The quality, quantity and timeliness of the work performed is to the standard required;
- The impact on other members of the work team is not detrimental to the overall performance of the team and company;

- The operational requirements of the area are being met;
- The employee is complying with the terms of the agreement;
- The Flexible Working Arrangements is continuing to meet the needs of the employee;
- DVJS policies and procedures are being adhered to.

Cancellation of Flexible Work Arrangements

DVJS reserves the right to cancel any Flexible Working Arrangement with an employee, following a discussion with the employee and providing four weeks' notice.

3.2.3.1 Types of Flexible Work Arrangements

The following flexible working arrangements that may be available to a staff member include:

- Permanent Home-Based Worker
- Office Based Home Worker - i.e. office is the primary work location
- Ad Hoc Working from Home
- Any other agreed flexible working from home arrangement.

Permanent Home-Based Worker

Employees may request to perform all work from home where they have special circumstances e.g. a requirement to move to a remote location due to family reasons. The arrangement is to be formalised in a letter or email of agreement, if it is not covered in the employment contract.

With the exception of a portable laptop, DVJS will not be responsible for providing or paying for any other facilities/equipment required for an employee to conduct such working from home arrangements.

What happens in the event of an accident at home during working hours?

The workplace must be approved as safe by the CEO in consultation with the worker and the incident will be treated as though it happened at the office.

Office Based Home Worker

Employees may request to perform the majority of work in the office environment but have regular periods of working from home where they work part of the week in the office and part at home. The arrangement is to be formalised in a letter or email of agreement, if it is not covered in the employment contract.

With the exception of a portable laptop, DVJS will not be responsible for providing or paying for any other facilities/equipment required for an employee to conduct such working from home arrangements.

What happens in the event of an accident at home during working hours?

If formal approval by the CEO has been provided, the incident will be treated as though it happened at the office provided the workplace has been approved as safe by the CEO in consultation with the worker.

Ad Hoc Working from Home

DVJS recognises that it may be necessary for an employee to work from home as required on an ad hoc basis for the occasional day or days.

At times of sickness the health and well-being of the employee is paramount and time should be taken to ensure a speedy recover. There may be times where Ad-hoc days working from home at times of sickness of the employee (where any such sickness permits such working and does not cause detriment to an employee's health) and in such a case an employee will require the approval of the line Manager. The employee should contact the line Manager to advise either by phone or by email of their illness to inform that they will not be in the office. Sick leave forms in Xero should be submitted to DVJS within 24 hours of returning to work.

DVJS will not be responsible for providing or paying for any facilities required for an employee to conduct ad hoc working from home.

What happens in the event of an accident at home during working hours?

Formal approval by the employee's manager is required for 1 day's requests but by the CEO for requests of more than 1 day at a time request.

Procedure

Flexible Work Arrangements Application Process

A staff member should discuss their intention to apply for a Flexible Work Arrangement with DVJS, with their manager. Following discussion, a formal request for flexible working arrangement is required. A template for requests is available on the Fair Work website

[HTTPS://WWW.FAIRWORK.GOV.AU/ARTICLEDOCUMENTS/766/MAR-FLEXIBILITY-REQUEST-RESPONSE-TEMPLATE.DOCX.ASPX.](https://www.fairwork.gov.au/article/documents/766/mar-flexibility-request-response-template.docx.aspx)

Requests for flexible working arrangements need to:

- Be in writing;
- Explain what changes are being asked for;
- Explain the reasons for the request;
- Specify if the requested change is to be ongoing or for a fixed period of time, and the proposed date for a review of the arrangements.

Review of application

The employee's manager will provide a written response to the request within 21 days advising whether the request is granted or refused. If the application meets the criteria of the Fair Work Act, the manager may only refuse a request on reasonable operational grounds and if the request is refused, the response will include details of the reasons for the refusal.

Trial period and ongoing evaluation

The manager is responsible for reviewing the effectiveness of the flexible work arrangement. These reviews will take place:

- 3 months after the flexible work arrangement begins;
- As part of the employee's annual performance review.

Reviewing and modifying flexible work arrangements

Employees who wish to modify their flexible work arrangements can do so at any time by following the procedure for application (1. above). Managers will follow the review procedure and respond within 21 days. Managers can also request a modification as operational circumstances change. Managers must:

- Discuss the proposed change with employees;
- Provide a written explanation for the change;
- Provide no less than 4 weeks' notice of the change.

KPI's & Performance Reviews

KPI's relating to sourced vacancies will be removed from performance reviews. We still encourage you to continue to contact employers as job seekers will require assistance and we need outcomes!

Staff will continue to be reviewed each quarter relating to their caseload and administration. Staff will be required to ensure their administration is done each day. Given that most telephone appointments will not take 1 hour, we expect that the file note will be completed within the hour, and all admin up to date by end of each workday.

PHYSICAL DISTANCING

One way to slow the spread of COVID-19 is physical distancing. The more space between you and others, the harder it is for the virus to spread.

DVJS has implemented the below measures to minimise the risk of infection:

- At the discretion of each staff manager, they may introduce a rotating roster for staff, so they can work from home some days each week to avoid over-crowding at each office.
- maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation, where possible.
- avoid handshakes or other physical contact
- change venue layout and move tables and seating to comply with physical distancing (1.5 metres separation)
- adhere to density requirements based upon the size of the workplace (eg one person per 4 square metres).
- minimise mixing between separate rooms or groups of people as much as possible

- Screen staff and visitors at the venue for COVID symptoms and deny entry if they are unwell or have COVID-19 symptoms.
- encourage online appointments where practicable
- floor or wall markings and signs have been placed to identify 1.5 metres distance between people, particularly for queues and waiting areas
- Stagger face to face appointment times to ensure reception area and corridors have less people attending at one time.
- Encourage staff to download COVID Safe App
- Staff to minimize visiting multiple offices and be restricted to only attending 1 or 2 worksites.

PERSONAL HYGIENE

DVJS is committed to observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace. This procedure includes how to address the hand cleaning by staff and other people in the workplace.

Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If paper towels are unavailable, other methods such as electric hand dryers can be used, however, hands will still need to be dried completely.

Everyone must wash and dry their hands:

- ✓ before and after eating
- ✓ after coughing or sneezing
- ✓ after going to the toilet and
- ✓ when changing tasks and after touching potentially contaminated surfaces.

Hand sanitisers are to be located at the entry and in each office.

Good hygiene also requires everyone at the workplace to, at all times:

- ✓ cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- ✓ avoid touching their face, eyes, nose and mouth
- ✓ wash and dry their hands completely before and after smoking a cigarette
- ✓ clean and disinfect shared equipment after use
- ✓ wash body, hair (including facial hair) and clothes thoroughly.
- ✓ have no intentional physical contact, for example, shaking hands and patting backs.
- ✓ Face masks worn as per DHHS recommendations. If a short break from your mask is required, please ensure that you are not near other people and this is for a short time only. Staff with exemptions must wear their badge identifying they have an exemption.

Staff are encouraged to provide their own cups, plates and cutlery to avoid cross contamination.

CLEANING

DVJS offices will prepare, implement and maintain a schedule for cleaning, and where appropriate disinfecting, that ensures the workplace is routinely cleaned. This must include furniture, equipment and other items. The cleaning schedule will be in writing so everyone is aware of the requirements. The schedule will take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace. This schedule sets out both the frequency and method that cleaning and disinfecting is to be done.

DVJS will provide all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace can be complied with.

When cleaning, attention is given to frequently touched surfaces. Examples of frequently touched surfaces and objects that require routine disinfection following reopening are:

- ✓ tables, desks and countertops

- ✓ doorknobs and handles
- ✓ light switches
- ✓ phones
- ✓ keyboard and mouse
- ✓ personal devices, including keyboard, on/off switch.
- ✓ toilets
- ✓ Taps and sinks
- ✓ touch screens

DVJS Site managers will assess the different surfaces and fittings that are frequently touched by multiple people and ensure these surfaces and objects are disinfected appropriately and more frequently.

DVJS Site Managers will assess the need for items to be kept out on display that may be frequently touched and remove those not considered essential (eg magazines, pamphlets).

Gloves are to be worn when cleaning. Gloves will be discarded after each clean. If it is necessary to use reusable gloves, gloves will only be used for COVID-19 related cleaning and will not be used for other purposes or shared between workers. Clean hands immediately after removing gloves using soap and water or hand sanitiser

The following steps to clean an environment will be followed:

1. thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs
2. if you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant. A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing and
3. allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

Where practicable, enhance air flow by opening doors and windows rather than using central heating and air conditioning units.

RESTRICTIONS ON ENTRY TO THE WORKPLACE

DVJS will take all reasonable steps to ensure that a worker or others do not enter or attend the workplace if they display symptoms associated with COVID-19 or a staff/other has been required to isolate or quarantine.

Appointment Telephone Pre-Screening

Participants will be pre-screened prior to attending their appointments via telephone by a dedicated Appointment Pre-screener (position newly created) and asked the following questions:

1. Are you unwell or experiencing symptoms of respiratory illness (fever, chills, dry cough, sore throat, muscle pain or having trouble breathing).
2. Have you returned from international travel in the last 14 days.
3. Have you come into contact with someone who has the Novel Coronavirus.

Temperature checking on arrival at the Office.

Before entering an office, a temperature check is taken. If the temperature reading is above 37.5°C, they will be required to wait outside for 15 minutes before being retested. If the follow up temperature check still exceeds 37.5°C, they will be asked to return home and seek medical advice. A medical clearance in writing will be required before returning.

CORONAVIRUS DIAGNOSIS OR EXPOSURE

DHHS HOTLINE/WEBSITE <https://www.dhhs.vic.gov.au/coronavirus>

i) If you contract the virus

If you begin to display symptoms of the virus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify your manager at the earliest opportunity. In order to protect your fellow colleagues, you are required to remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

ii) If you have contact with a confirmed case of the coronavirus

If you have been in contact with someone who has a confirmed case of the coronavirus, you are required to notify management immediately. In order to protect your fellow colleagues, we ask you to seek medical attention and remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

iii) If you have contact with a suspected case of the coronavirus

If you have been in contact with someone who has a suspected case of the coronavirus, you are required to notify management immediately. Even if you are not displaying any symptoms, we may take the decision to send you home and require you not to attend work as a safety precaution

SELF-ISOLATION

Staff must not attend the workplace during any self-isolation period that the Government, medical authority or medical practitioner requires you to undertake.

If staff are unwell during this self-isolation period, they should follow the usual sickness procedure to notify DVJS that they require personal leave and obtain a medical certificate in support of leave. They are required to get a medical clearance from their doctor prior to returning to the workplace.

If staff are well during this period of isolation, DVJS will consider any available type of leave that may be taken to cover the absence or give approval to work from home (if able).

CONTACT TRACING & RECORD KEEPING

In the event of a case of COVID-19 being detected at the workplace, it will be important to be able to trace people who have been at the workplace. Contact tracing is a way of slowing the spread of infections by identifying people who have been in contact with an infected person.

Therefore, DVJS will adopt record keeping and contact tracing requirements that complies with the relevant Government or Public Health order.

A contract tracing register will record details for all workers, visitors and patrons who enter the business.

Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. The information must be made available to public health officials on request.

- Please Refer to Appendix 1 – COVID PPS/EE Register
- Please Refer to Appendix 2 - COVID Office Register

Registers should be completed by DVJS to avoid cross contamination of pens etc.

RESPONSE TO COVID (Confirmed or Suspected Case)

DVJS will respond if there is a suspected or confirmed case of COVID-19 associated with business in the following ways:

1. Notify CEO or an Operations Manager immediately.
2. keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately
3. if the person is at an office when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek Government health advice
4. if well enough, ask the person to go home, seek medical advice and testing for COVID-19 if they meet the requirements, and self-quarantine until a result is returned
5. close the premises, ask all staff and visitors to leave and arrange for a full environmental and disinfection clean. Open doors and windows to increase airflow

SPOTLESS SURFACES LYNBROOK – 0404 505 323

6. notify health authority so that they can trace any contacts of this person and contain the spread. They may ask for any attendance records you may have kept to assist.
 - ✓ Vic Department of Health and Human Services: <https://www.dhhs.vic.gov.au/coronavirus>
 - ✓ WorkSafe: <https://www.worksafe.vic.gov.au/coronavirus-covid-19>
7. the health authority will assess whether others may have been exposed to COVID-19, and direct them to self-quarantine at home. In the event of the office being required to close, impacted staff are to self-isolate and where practicable continue to work from home until clearance from Medical Test. Impacted staff must not work at another DVJS site until cleared.
8. If the office shares common areas with other businesses in the building, notify other tenants.

WORKING FROM HOME POLICY

1. Preamble

Remote working is not usually part of DVJS employment offering given the difficulty of applying fairly and universally to all. However, given the unprecedented circumstances associated with the current COVID-19 global pandemic, these temporary Remote Working Guidelines have been developed as a way to facilitate our business continuity strategy.

2. General Guidelines

Employees are only able to work remotely

- on appropriate occasions, as deemed necessary by the Company,
- if they have adequate IT infrastructure in their place of remote work e.g. wifi modem.
- If they can perform the key functions and responsibilities of their role by remote.

If an employee has any concerns about their ability to work remotely, they should speak with their Manager.

3. Expectations and Responsibilities of employees when working remotely

It is the responsibility of employees working from home to:

- comply with these guidelines;
- comply with all Company policies and procedures, including those relating to work health and safety, use of information technology and anti-discrimination;
- take reasonable care of personal health and safety at home and follow directions from the Company relating to work health and safety;
- **work their scheduled hours and days;**
- **remain contactable during their scheduled work hours and days;**
- **comply with the usual procedures where the employee is unable to perform work to due to personal/carer's leave, including notification and evidence requirements;**
- maintain accurate and up to date records of hours worked at home, should these be required;
- perform all duties and deliver on agreed work outcomes on a consistent basis;
- attend meetings at the Company's premises as requested by their Executive Manager;
- keep up to date with developments and information relevant to the workplace;
- take reasonable precautions necessary to protect the Company's equipment and information.

4. Specific Guidelines

4.1 Dependent care

Remote working arrangements are not a substitute for childcare and employees must ensure that they are able to do so in a conducive environment without frequent interruptions.

A remote working arrangement should enable the employee to work as effectively as an equivalent employee at the Company's premises.

Employees who work remotely will need to ensure that they have suitable childcare/carer arrangements in place.

4.2 Equipment

Any equipment supplied by the Company remains the property of the Company.

Equipment provided by the Company should only be used for work purposes, unless otherwise agreed by the employee's Manager.

Employees will notify the Company if any problems or difficulties arise with the operation of the Company's equipment and return the equipment to the Company when required to replace, service or repair the equipment.

4.2 Security & Protection of IP and Confidentiality

Employees who work remotely must comply with confidentiality obligations in relation to the Company's information and intellectual property. Employees should take appropriate precautions to maintain confidentiality when working at home including:

- restricting access to the Company's work-related information by family members, friends or other persons;
- locking filing cabinets (if used to store confidential Company information);
- using passwords to control access to computers and other devices that contain the Company's information;
- maintaining appropriate home security.

4.3 Insurance

The Company has no special insurance arrangements in place covering remote working and is not liable for any loss or damage to property or third parties arising from such work.

It is recommended that employees check their insurance policies to determine whether working from home invalidates their policy.



4.4 Work-related expenses

The Company will not normally meet the costs of home-based utilities such as electricity, water or gas, internet access or telephone access or expenses.

If an employee believes they have extenuating circumstances as to why this should not be the case, this must be detailed in writing and forwarded to their Manager.

4.6 Work health and safety

Employees who are working remotely are required to:

- comply with all the Company's work health and safety policies and procedures;
- take reasonable care for the health and safety of themselves and others; and
- follow directions from the Company relating to work health and safety.

Employees who are working remotely must notify their Executive Manager of any accident, injury or near miss resulting from carrying out duties necessary to fulfill the requirements of the position.

5 Considerations for Remote Working

- It helps to maintain daily routines and schedules in your life such as waking up at the same time every day, and going to bed at the same time,
- Work your scheduled working hours,
- You might not get dressed in your usual work clothes each day, but it's a good idea to change out of your PJs into "day" clothes – this can help to psychologically switch you into "work" mode,
- Create your workspace in a quiet part of your home away from high traffic areas – this will help you focus and concentrate on your work,
- Tell friends and family that you're "at work" during your working hours,
- Take similar breaks to those that you would when working in the office,
- Use electronic means to stay in touch with your co-workers such as Team Viewer video calls, emails etc. Being able to feel connected to your workmates is a vital part of any remote work arrangement – over communication is better than under communication!
- Stay professional when participating in work video calls or meetings - dress appropriately and do your best to minimize background noise (or mute yourself when you aren't speaking).
- Since you don't need to commute, take advantage of the extra time to stay healthy! Catch up on sleep, build exercise into your day, or cook healthy meals from scratch.
- Try to compartmentalize your work day from your usual family activities, and don't forget to switch off at the end of the day.

6 Recommended Remote Workspace Considerations

GENERAL

1. Is there a separate area available to work in?
2. Is the workstation segregated from other hazards in the home?
3. Is the lighting in the room adequate for the tasks being performed?
4. Are there any sources of excessive or disruptive noise?
5. Is the room temperature comfortable?
6. Are walkways and floors clear of trip hazards?

ELECTRICAL

7. Are safety switches or circuit breakers installed?
8. Are electrical leads or extension cords used in good condition?

WORKSTATION SET UP

9. Is there adequate leg space under the workstation?
10. Does the layout of the workstation allow easy access to equipment without stretching?
11. Can the screen be placed at a comfortable reading distance from you (350mm to 750mm)?
12. Are the monitor and keyboard aligned and directly in front of you, so you don't have to twist to reach the keys?
13. Is the keyboard in close proximity to your body so you do not have to overreach to key?
14. Is the top of the monitor at your eye level or just below when seated looking directly ahead?
15. Can you include micro pauses as a deliberate attempt to relax muscles between keyboard operations? (e.g. relaxing hands in lap while waiting for document to save as opposed to leaving them in position on the keyboard)
16. Can you change your visual focus at least every hour during computer operation? (i.e. focus on something in distance)

CHAIR

17. Is the chair adjustable?
18. Does the chair have a 5-star stability base?
19. Can the chair move freely?

INTAKE REGISTRATION PROCESS DURING COVID-19

Until notified by Government, please continue to open DESI. Due to COVID many Participants are losing their jobs and need a service to support. DSS has relaxed policy relating to face to face intake appointments and DESI paperwork being completed immediately.

Proof of ID

Request ALL Participants to provide copy of POI and forward with their paperwork or confirm when contacting via video conference or telephone.

Commencement

Given we cannot commence a Participant until a Job Plan has been agreed and signed upon, please follow the instructions as provided by the department on Question Manager:

Job Plan

Given the current circumstances surround COVID-19, providers are encouraged to undertake all contact with participants via telephone. Job Plans, in the first instance, DES providers should send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App.

The Participant may review and agree to the Job plan online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and knows how to agree to it.

For other documents that normally require a signature, or where the participant or the provider is unable to agree to the Job Plan using the App or website, documentation may be agreed to via email or an exchange of text messages. Evidence of this exchange will be considered to meet the requirement for the participant's signature.

Thus, if the Participant is unable to sign their Job Plan via the Job Seeker App, please include all correspondence (Texts/ Emails) in the DESI Template at the bottom after Staff Allocation.

Tick Approve based on the correspondence and evidence provided.

Staff may have to send all paperwork via post in order for signatures where a Participant is unable to digitally (online) sign.

In the event of a lockdown, DVJS mail will be redirected to the CEO home address. Any DESI mail redirected to the CEO shall be scanned and uploaded onto Buddy Note and the staff member will be notified that the it has been received.

Pending List Management

1. Contact Participants on your pending list via telephone and converse as you would if F2F.
2. Ask if they have access to email, scan and printer so registration paperwork can be sent.

If Yes, proceed to email them the Registration paperwork. Have them print, sign and email back. NB if no scanner, happy for them to take photo and send via their mobile phone.

If No, send Registration Pack to their nominated address with self-addressed return envelope so that they can sign all paperwork and return.

3. If the Participant is unable to undertake point 2, then invite them to come to the office and get them to sign paperwork at reception and LEAVE.

DESI Management

1. Open DESI on ESS.
2. Once DESI is filled, contact Participant via telephone and converse as you would if F2F.
3. Ask if they have access to email, scan and printer so registration paperwork can be sent.

If Yes, proceed to email them the Registration paperwork. Have them print, sign and email back. NB if no scanner, happy for them to take photo and send via their mobile phone.

If No, send Registration Pack to their nominated address with self-addressed return envelope so that they can sign all paperwork and return.

How do we deliver initial appointments and complete Privacy Consent Forms? (created v1.1)

Initial appointments can be held via phone or online options, including video-conferencing.

Employment Services Providers can process Privacy Consent Forms via phone or online.

Providers should:

- If the Initial Interview is being held online or via a telephone call and the jobseeker has access to emails, send the Privacy Consent form to the job seeker and seek their consent to the collection of their sensitive information. Obtain consent from the job seeker via email, where possible.
- If the Initial Interview is being held via a telephone call and the job seeker, does not have access to emails, read out the Privacy Consent Form and seek the job seeker's consent to the collection of their sensitive information verbally. If consent is received verbally, the department suggests providers immediately make a file note of the consent provided by the job seeker, including the circumstances surrounding why the manual signature could not be obtained (e.g. COVID-19 health crisis). Where possible, the department also recommends providers email the jobseekers acknowledging that consent was provided verbally.
- Ensure that the Privacy Consent form is subsequently signed by the relevant job seekers when the department advises that job seekers are able to attend the provider's premises.
- Identity may be confirmed via phone or video conference based on the information recorded in the registration screen by Services Australia. Providers are to add a comment in the system that the Initial Interview was done via phone or video conference.

Registration Pack – To be Posted and then filed and uploaded once signed and returned.

Please post/ hand deliver the registration pack upon completing the DESI initial call.

- **DES Privacy Consent Form** – for participants referred to DVJS via Human Services Centrelink

- **DES Direct Registration Form** – for those participants who directly approached DVJS for DES Services.
- **DVJS Rights and Responsibilities**
- **DSS DES Service Guarantee**
- **DSS DES Code of Practice**
- **Job Plan (if unable to approve on Job Seeker App)** – Print 2 copies; 1 for Participant (Keep) the other to be signed and returned.
- **JSCI** – If reviewed, print and get Participant to sign.
- **Return Envelope** – stamped with Dandenong office address. Once returned, will be scanned and uploaded to Buddy Note and staff member informed.

NB: If working from home, please take copies for Registration Packs, envelopes and stamps so you can send to Participants or request Dandenong reception to do on your behalf before 1.30pm.

EMPLOYMENT ASSISTANCE PROCESS DURING COVID-19

Participants must continue to be contacted via telephone / email/ video conferencing NOT F2F unless needing assistance attending a job interview and social distancing regulations and hygiene must be applied where practicable.

What must I do if a participant wants face to face contacts? (updated v1.1)

While DES providers should try to deliver DES in a way that suits the needs of each participant, during the COVID-19 pandemic providers should not offer unnecessary face to face contacts. Only in exceptional circumstances where it is necessary for the participant to receive face-to-face servicing should this occur.

It is business as usual but without the F2F contact.

We encourage that Participants are contacted each week rather than fortnightly to ensure their well-being and reduce isolation.

During COVID-19, those Participants with mutual obligations may be considered voluntary at some stage by DSS. Until notified formally the targeted compliance framework will need to continue be utilised. Staff need to maintain reading bulletins on the ESS and emails from management should this change.

Given some Participants will not be wishing to maintain contact or participate in program, to identify those, please make note under Job Seeker section in Buddy Note and contact on FN basis;

Jobseeker Information:

Home: [REDACTED]
 Mobile: [REDACTED]
 Email: [REDACTED]
 DoB: [REDACTED], Age: 51, Gender: M

BEST Contact Number:
 Transport:
 Marketing Email:

Important Information:

Click Edit to Add

Site Code: FBZZ
 Primary Disability: Unknown/Not Stated
 Allowance Type: JSP
 ESL Participant: N
 Voluntary/Compulsory: **COMPULSORY**

MID Loading: N
 Eligible for SWS:
 WISC Score:

Interpreters

DVJS cannot afford interpreter services during these times. All correspondence should be via email and file noted as per normal with email chain as evidence of support.

How can we assist Participants that require interpreters? Most appointments are over telephone and funds are limited (created v1.1)

Teleconferencing, video conferencing or relay services are practical solutions to the example provided. The department understands that some of the measures put in place to slow the spread of COVID-19 present challenges to the day-to-day delivery of the DES program.

Progress Meter:

Work Preparation Progress

31%

5/16

Print Copy Excel CSV PDF

N/A	YES	TASK	Date Completed	Note	Save
<input type="checkbox"/>	<input type="checkbox"/>	Disability & Barriers Understood			Save
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work Options	25/03/2020	Hospitality no money handling	Save
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Compliance & Reporting	25/03/2020	Has been informed	Save
<input type="checkbox"/>	<input type="checkbox"/>	General or Skills Assessment			Save
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview Preparation	25/03/2020	Presents well for interview	Save
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Police/ WWC Check	25/03/2020	No Criminal Record	Save
<input type="checkbox"/>	<input type="checkbox"/>	Presentation & Hygiene			Save
<input type="checkbox"/>	<input type="checkbox"/>	Qualifications Verified			Save
<input type="checkbox"/>	<input type="checkbox"/>	Reference Check			Save
<input type="checkbox"/>	<input type="checkbox"/>	Reliability / Punctual			Save
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Resume	25/03/2020	Uploaded with Disclaimer	Save

An item is not applicable when our support will be ineffective such as Disability & Barriers Understood. Staff can tick NA when the Participant does not want to work. Thus, NA is NO (we have asked developers to change).

Job Interviews

We need to restrict F2F contact to only when essential. This may come when a Participant will need to attend a job interview and may also need assistance getting to the job interview.

To ensure well being and safety of all, please ensure the following;

1. We will request all Participants wash their hands in the rest room, or use hand sanitiser on the reception desk, upon entering and exiting the office.
2. If Participant shows flu like symptoms (fever, cough, cold) they cannot attend the office or interview and should see their doctor.
3. Maintain Social distancing and hygiene.

Car Travel

If staff are using their car to take Participant to interview etc:

1. Wipe down your car with antiseptic wipe before Participant enters car and once they leave.
2. Participant to sit in the rear seat diagonally away from driver to maintain social distancing.
3. Ensure all travellers are wearing face mask.

EMPLOYER ENGAGEMENT PROCESS DURING COVID-19

These are hard times with non-essential businesses are forced to close, meaning there are less employment opportunities and more people are becoming unemployed.

Knocking on an employer door unannounced is no longer an option...we should be very sensitive in these trying times that employers are required to keep their workplaces safe as well. Check on old and current employers to ensure they are OK and our workers are secure. If our workers are not secure, invite them to get in touch...some may have to re-register again if they were previously independent workers.

We must continue to seek employment opportunities for our Participants. All contact with employers should be via telephone or email and where possible video conference.

We encourage staff to contact all businesses that are currently employing DVJS workers or have in the past. Check on them to see how they are going and offer support if they are considering letting DVJS workers go or need staff if their business has picked up due to COVID-19 (there are some that have!).

Non-essential businesses have been shut down so approach opportunities where there is work; Manufacturing, Packing, Logistics & Warehousing, Cleaning, Fast Food and Take-away, Supermarkets, Centrelink, Health etc.

Contact should be file noted under the employer in Buddy Note.

We encourage you to allocate at least 1-2 hours each day to keep up to date with employers and understand the market.

Should staff meet with employers, they must complete a COVID PPS/EE Register for track and trace purposes. These should be submitted to the Site Manager at end of each week.

PPS PROCESS DURING COVID-19

PPS is business as usual without the F2F contact. Knocking on an employer door unannounced is no longer an option...we should be very sensitive in these trying times that employers are required to keep their workplaces safe as well.

Staff are expected to maintain and upload documentation for supporting evidence to claim outcomes and use the Outcome Tracker on Buddy Note so that management can easily identify they have everything under control. Any concerns, PPS staff must contact Laurianne.

- Outcomes are still expected to be claimed for those workers who remain employed.
- PPS should be contacting all current employers and DVJS workers each week to ensure job retention.
- Non-disclosure workers should be contacted each week to ensure job retention.
- File Notes must be entered.
- ESS calendar must be entered and attended.

PPS COVID SAFE PRACTICES

To minimize risk of cross contamination between PPS staff and those they support and work with, PPS staff must ensure the following at all times...

1. PPS to remain at "main" site and encourage not to travel to different office (unless absolutely necessary).
2. PPS to call Site Manager ahead to ensure that the site/ employer is not over staffed and able to accommodate (they cannot just 'pop-in').
3. PPS to schedule day(s) to work from home to complete admin. Please refer to point 4, if cannot be avoided.
4. Limit unnecessary travel ... if unable to complete duties at home, PPS to have a nominated office for the purpose of admin (scanning/printing / gathering evidence/job plan).
5. PPS visiting employers must complete the COVID PPS Register (refer Appendix 1). Managers to keep weekly copies.
6. PPS should have the COVID safe app on their phone
7. Mask and PPE's must be worn at all times (mask is compulsory)
8. Job interviews/ Work Trials ... Clients in the car must be recorded. Again masks / gloves must be worn at all times. windows down and no air conditioning. Touch areas to be cleaned after travel.

If there are issues and you do need to meet with an employer, it is preferable that you video conference but failing that, please ensure you practise safe distance in line with Vic Health Policy.

Should PPS staff visit workplaces, they must complete a COVID PPS Register for track and trace purposes. These should be submitted to Laurianne at end of each week.

OSA

An OSA can be performed over the phone and file notes as evidence.

Can Ongoing Support Assessments be conducted by telephone? (created v1.0)

Yes. For an initial period of three months from 1 March 2020 automatic approval is granted for all Ongoing Support Assessments to be conducted by telephone, where appropriate. The department will review this policy before the end of the initial period on 1 June 2020, and providers advised of continued or ceasing arrangements.

Job Plans

As per DSS Guidelines...

Providers should review Job Plans for all participants to ensure that participants undertake only those activities that are appropriate to local conditions and the participant's circumstances. This may include setting job search requirements to zero and cancelling activities that are unable to continue in line with prevailing conditions. Providers must continue to offer regular contacts to participants as set out in the DES Grant Agreement but can deliver all contacts by telephone or video chat. This includes those contacts which must normally be delivered face to face.

Job Plans can be updated for remote servicing by an exchange of emails or texts to accept the changed Job Plan. Retaining evidence of this exchange will be considered to meet the requirement for participants to sign the Job Plan.

PPS Handover for New Employers

To minimize unnecessary F2F contact, we encourage the EC who already knows the employer and Participant to undertake PPS with new employers.

We encourage that ongoing PPS contact is still via telephone / email/ video conference.

If practicable and to ensure support is maintained should an EC require self-isolation whilst conducting PPS, we encourage them to arrange a video conference with PPS so that a non-F2F handover is completed.

PPS Training will be provided to all EC's.

Loss of Job

When a PPS (<26 weeks) is stood down due to COVID 19 and has a job to return to, then Laurianne will enter a Permissible Break.

When a PPS (<26 weeks) is terminated, then advise Laurianne who will assess if we return to EA or maintain in PPS to keep tracking towards outcome.

When an OGS or PPS (>26 weeks) Participant is let go and does not have a job to return to, it is most important that they are exited and recommenced (Direct Reg) with DVJS so they have access to employment support from a DES provider.

The Participant will require an ESAT given they have completed their 26 week outcome.

OGS PROCESS DURING COVID-19

Will Ongoing Support Fees continue to be paid for participants not currently working? (created v1.0)

Yes. For an initial period of three months from 1 March 2020, the requirement that a participant must work an average of at least 8 hours per week will be relaxed. Providers can deliver Ongoing Support to a participant who remains employed, even if they are not currently working any hours, and can claim the appropriate fees. The Ongoing Support can be delivered remotely, and should focus on ensuring that the participant receives the support they require to be ready to resume work, once available. The department will review this policy before the end of the initial period on 1 June 2020, and providers advised of continued or ceasing arrangements.

Further clarifying advice regarding Ongoing Support (created v1.1)

The department is adapting the arrangements of the DES Grant Agreement and Guidelines to allow providers deliver services to participants under the challenges presented by COVID-19, where possible. The Ongoing Support Guidelines, as published, allow for some flexibility in regards to the delivery of Ongoing Support where a participant is not working at least 8 hours per week, similarly there is flexibility regarding permissible breaks for participants tracking towards an outcome.

The DES Grant Agreement and Guidelines specify that Ongoing Support is available for participants working a minimum of 8 hours per week, and that participants working less than this amount for an extended period of time must be suspended or exited. The department recognises that there is a need to continue to provide support to participants impacted personally or economically by

COVID-19. For an initial period of three months from 1 March 2020, DES providers can continue to deliver Ongoing Support for a participant who remains employed but is unable to work 8 hours per week. This approach recognises that participants will require support while not working to have every opportunity to succeed in the workplace when work resumes.

The department will review this policy before the end of the initial period on 1 June 2020, and providers advised of continued or ceasing arrangements. Where a participant has lost their job and will not return, they should be exited from the program. The DES provider will need to keep appropriate documentary evidence to demonstrate the continued support being provided. There is an expectation that the required number of contacts is maintained.

How do I keep claiming ongoing support if the average hours drop below 8 hours per week for an extended period? I have to put 0-7 hours in ESS – which then says I am not eligible to claim ongoing support? (new v1.3)

The department is exploring a permanent system fix to allow providers to use the normal claims functionality when a participants work hours drop below eight hours per-week. In the interim, where a participant does not meet the minimum eight hours per-week work requirement, the DES Provider can submit a special claim override request in the Department's IT systems for the relevant Ongoing Support claim. The Overrides and Special Claims functionality can be accessed from ESSweb > Payments > Overrides & Special Claims.

When an OGS or PPS (>26 weeks) Participant is let go and does not have a job to return to, it is most important that they are exited and recommenced (Direct Reg) with DVJS so they have access to employment support from a DES provider.

The Participant will require an ESAT given they have achieved their 26week outcome.

APPENDIX 1

DVJS PPS/EE COVID SAFE REGISTER: Staff Member: _____

Date	Company	Person Meeting	Person Meeting	Person Meeting	Time In	Time Out

COVID Symptoms/ Risk Check – Please do not contact employers / participants if experiencing any of the following...

- You are unwell or experiencing symptoms of respiratory illness (fever, chills, dry cough, sore throat, muscle pain or having trouble breathing).
- You have a temperature over 37.5
- You have returned from international travel in the last 14 days.
- You believe you may have been in contact with someone who has the COVID.

APPENDIX 2

DVJS OFFICE COVID SAFE REGISTER: Office _____ Staff: _____

Date	Name	Contact Number	Address	Time In	Temp	COVID Symptoms Risks Check	Time Out

COVID Symptoms/ Risk Check – Please answer YES in above box if experiencing any of the following...

- You are unwell or experiencing symptoms of respiratory illness (Temperature over 37.5 fever, chills, dry cough, sore throat, muscle pain or trouble breathing).
- You have returned from international travel in the last 14 days.
- You believe you may have been in contact with someone who has the COVID.

These forms are available on the DVJS Web Site Staff Forms Section



SITE / DEPARTMENT MANAGER ACKNOWLEDGEMENT

I confirm that I have read and understood the guidelines as outlined in this document (COVID-19 SAFE PLAN) and will adhere to these guidelines so far as is safe and practicable.

Manager Name:

Manager Signature:

Site/ Department:

Date: