



Workplace  
Health and Safety



Queensland  
**Baptists**  
*following Jesus*

# Tin Can Bay Community Church

## COVID SAFE Plan

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## Purpose

“To implement protocols that allow our church to have the congregation seated and separated to minimise the chance of infection.”

This document is designed specifically for Tin Can Bay Community Church. At all times we must meet the Queensland Chief Health Officer’s (CHO) current Public Health Directions. While Queensland Health are the lead agency for the declared health emergency, Workplace Health and Safety Queensland (WHSQ) also provides further advice and guidance.

## KEY PRINCIPLES

The two key points for any COVID Safe Plan for Places of Worship in Queensland are a **commitment to follow health advice** and to **direct workers and community members to stay home if they are sick**.

**If any staff, volunteers, attendees, or community members display symptoms of COVID-19 ask them to call 13HEALTH (13 43 25 84)**

For **severe symptoms** such as shortness of breath at rest or difficulty breathing, **dial 000**.

Key outcomes for our church must be based on the major mechanisms to reduce transmission. Wherever the below terms are mentioned the following definition and requirement is applied. The plan constantly addresses the following key principles that are critical in reducing the risk of transmission of COVID 19. They will be referred to throughout the document.

- Social Distancing – ***Social distancing*** includes remaining at least 1.5 metres away from other persons where possible, regular washing of hands and avoiding handshaking.
- Maximum occupancy – **maintain 4 square metres per person in an area. No more than 100 congregants and staff are permitted in a defined area in Stage 3.**  
*The auditorium has a floor area 480 sq. metres and can accommodate the maximum 100 persons.*
- Personal Hygiene and Infection Control – Environmental cleaning and disinfection is increased and maintained. Cleaning measures utilised are based on information provided by Queensland Health and Workplace Health and Safety Queensland.
- Following the published Queensland Chief Health Officer’s Public Health Directions. These may change over time and may vary the conditions established in this plan.

## CHECKLISTS

We will utilise checklists to evaluate the known risks and proposed methods of control.

### Checklists:

- COVID Safe Checklist for preparation prior to service.
- COVID Safe Checklist for entry.
- COVID Safe Checklist for conduct of service.
- COVID Safe Checklist for conclusion of service.

The checklists cover (as applicable):

- Social Distancing
- Record Keeping
- Hygiene and cleaning

COVID SAFE CHECKLIST FOR DUTIES PRIOR TO SERVICE		
<b>Social Distancing</b>	Staff are to practice social distancing by maintaining the 1.5m rule.	<input type="checkbox"/> Yes
	Tape markings on floor to be placed outside and near register tables.	<input type="checkbox"/> Yes
<b>Record Keeping</b>	Nominated person to organise the tables for record keeping. Pens/pencils to be sanitised prior to re-use.	<input type="checkbox"/> Yes
<b>Hygiene and cleaning</b>	Hand sanitiser stations will be placed at entry point (both inside and outside), at register tables, and at three other positions in the auditorium and one in the Lorikeet Room for the Lighthouse Kids.	<input type="checkbox"/> Yes
	All regular use items (seats, tables, lectern, door handles, sound equipment etc.) to be sanitised.	<input type="checkbox"/> Yes
	Toilets to be sanitised.	<input type="checkbox"/> Yes
<b>Auditorium</b>	Nominated person to ensure posters and information are displayed.	<input type="checkbox"/> Yes
	Nominated person to ensure social distancing rules are followed.	<input type="checkbox"/> Yes

COVID SAFE CHECKLIST FOR ENTRY OF CONGREGANTS		
<b>Social Distancing</b>	<b>Signs at entry points to instruct congregants not to enter the venue if they are unwell or have COVID 19 symptoms.</b>	<input type="checkbox"/> Yes
	Nominated persons inside and outside venue to ensure 1.5m distance rule is maintained as congregants arrive.	<input type="checkbox"/> Yes
	Congregants reminded to refrain from shaking hands and hugging.	<input type="checkbox"/> Yes
	1.5m marks on floor outside entry doors and near register tables.	<input type="checkbox"/> Yes
<b>Record Keeping</b>	Nominated person to ensure all persons entering the venue have completed the required information in the record book. Pens/pencils to be sanitised prior to re-use. Congregants to initial their details.	<input type="checkbox"/> Yes
	Nominated persons to ensure safe distance rule is maintained at record tables.	<input type="checkbox"/> Yes
<b>Monitoring number of Persons</b>	Designated person to count number of congregants (incl. children) to ensure maximum of 100 people.	<input type="checkbox"/> Yes

COVID SAFE CHECKLIST FOR CONDUCT OF SERVICE		
<b>Social Distancing</b>	Ensure social distancing by reminding congregants verbally, and by signage that they must keep 1.5 metres distance between persons for queues and seating. This does not apply to those in the same family.	<input type="checkbox"/> Yes
	Tables at rear of hall will be signed "Families Only".	<input type="checkbox"/> Yes
	Worship team and staff to maintain social distancing.	<input type="checkbox"/> Yes
	There will be no Morning tea, Communion, Name badges, Library or Bulletins.	<input type="checkbox"/> Yes
<b>Record Keeping</b>	Contact information must be kept for <i>all persons</i> entering the venue, and will include name, address and mobile phone number, for a period of at least 56 days.	<input type="checkbox"/> Yes
<b>Hygiene and cleaning</b>	Staff will be instructed to practice good hygiene by frequently cleaning their hands by washing or using an appropriate sanitiser.	<input type="checkbox"/> Yes
	Congregants reminded to utilise hand sanitiser stations.	<input type="checkbox"/> Yes

COVID SAFE CHECKLIST AFTER SERVICE		
<b>Social Distancing</b>	Deacons to ensure social distancing rules adhered to. No grouping of congregants unless in one family.	<input type="checkbox"/> Yes
<b>Hygiene and cleaning</b>	All seats, door handles and equipment to be sanitised prior to putting away.	<input type="checkbox"/> Yes

## BEST PRACTICE GUIDELINES

- In implementing this plan, the church will ensure compliance with all existing Workplace Health and Safety Queensland requirements as prescribed by the Act.
- The plan may be amended (as required) to reflect any changes in CHO Directions.
- Staff and designated persons will report to the CovidSafe Warden periodically to identify and rectify system failures so any reoccurrence may be avoided.
- Control measures identified in the Covid-19 Risk Assessment will be adhered to.
- Signage will be displayed throughout the venue regarding COVID Safe practices.
- Congregants will be encouraged to download the CovidSafe App if they haven't already done so.

### MANAGING ENTRY, EXITS, AND AUDITORIUM

#### Risks

1. Area of entry or exit may not allow congregants to enter or egress whilst practising appropriate social distancing.
2. People may congregate in the entry area while waiting to sign the record book and not maintain social distancing or require 1 person per 4 square metres.
3. People may congregate in the auditorium prior to or at the conclusion of the service and not maintain social distancing or require 1 person per 4 square metres.
4. *Taking communion is a high risk activity.*

## Control Measures

Risks 1-3	Control measures for these risks are addressed in the appropriate checklist.
Risk 4	Communion is suspended for present time.

## MANAGING EMERGENCY EVACUATION

The church will follow the established emergency evacuation procedures as per the WH&S Document and Queensland Fire and Rescue service protocols.

## ADDITIONAL INFORMATION

### 1. Incident Response and Recovery

If anyone suspects that someone may have the virus, or has been exposed to it, it is important that they notify the COVIDSafe Warden immediately.

The COVIDSafe Warden is responsible for overseeing the Outbreak / Incident Response Plan.

The Safe Work Fact sheet for this situation is on page 13 of this document.

*The process for a COVID incident notification is:*

1. Notify the COVIDSafe Warden on duty immediately
2. Secure the site as outlined on the Safe Work Australia information sheet process
3. Complete normal incident reporting process and notify relevant government authority immediately
4. Notify your Baptist Union Qld Union office

### 2. **Announcements** are to include reminders regarding CovidSafe practices –

- Social distancing - Gatherings after service must adhere to social distancing
- No physical greetings such as handshakes or hugs
- Maintain good hygiene practices (sanitising, washing hands)
- Sneezing/coughing into your elbow
- Download CovidSafe App

### 3. Pastor to inform congregation of CovidSafe Warden

### 4. **Training**

Rostered teams/designated persons will be trained by CovidSafe Warden prior to taking up duties.

## Covid-19 Risk Assessment

Hazard	Who might be harmed	Controls Required	Additional Information	Action by who?	Action by When	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Congregation</li> <li>• Visitors</li> <li>• Cleaners</li> </ul>	<p>One point of entry to the church building clearly identified.</p> <p>Seats to be cleaned prior to and after service</p> <p>Hand sanitiser available for staff and congregation at entry and various places in auditorium</p> <p>Greeters to advise attendees of social distancing rules</p> <p>Ensure form to record contact details of people entering the building is initialled prior to entry.</p> <p><b>Cleaning of:</b></p> <ul style="list-style-type: none"> <li>• Toilets</li> </ul> <p>• Frequently touched surfaces e.g. seats, doors, sound equipment, computer, light switches etc.</p>	<p>Suitable resources to be purchased</p> <p>Posters available for display.</p> <p>Greeter to ensure information recorded before seating</p> <p>Sufficient soap and disposable hand towels available</p>	<p>WHS Officer</p> <p>Rostered team</p> <p>Karen Van der Heijde</p> <p>Glenn Batchelor</p> <p>Rostered persons</p> <p>Cleaner</p> <p>Rostered team and worship team</p>	<p>5 June</p> <p>Before Service</p> <p>10 July</p> <p>10 July</p> <p>Before Service</p> <p>Before Service</p> <p>Before Service</p> <p>Before and after Service</p>	<p>5 June</p> <p>Before Service</p> <p>Before Service</p> <p>Before Service</p> <p>Before Service</p> <p>Before Service</p> <p>Before and after Service</p>

		<ul style="list-style-type: none"> <li>• Kitchen/servery area if it is necessary for these to be used</li> </ul> <p>All waste receptacles to have disposable liners (e.g. polythene bin bags) to reduce the risk of those responsible for removing them being exposed</p> <p>Direct all users to leave the building by one exit only, avoiding bottlenecks.</p> <p><b>Social Distancing</b> Ensure congregation complies with the 1.5m rule</p>	Families may sit together	<p>Rostered team</p> <p>Cleaner</p> <p>Pastor/Leader</p> <p>Rostered Deacon</p>	<p>Before and after Service</p> <p>Before Service</p> <p>Conclusion of service</p> <p>Before Service</p>	<p>Before and after Service</p> <p>Before Service</p> <p>Conclusion of service</p> <p>Before Service</p>
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# Appendices



## Fact Sheet: Collecting and storing customer information during COVID-19

Collecting and storing information about customers is a standard practice for many businesses. For example, businesses commonly store and collect information when taking reservations, fulfilling orders, taking payments and confirming appointments.

Businesses are required to collect and store information in a way which complies with Australia's privacy laws.

Additionally, the Queensland Chief Health Officer has powers under the *Public Health Act 2005* to make any directions necessary to assist in containing, or responding to, the spread of COVID-19 within the community.

### Collecting information

Under the Queensland Government's approach to easing restrictions for COVID 19, some businesses are required to collect contact information for all customers, workers and contractors for a period of at least 56 days if they wish to re-open their business or offer their services to an increased number of customers.

The *Restrictions on Businesses, Activities and Undertakings Direction* specifies that this information includes:

- name
- address
- mobile phone number

The purpose of collecting this information is to assist authorities in tracing infections of COVID-19 if they occur. In many cases businesses will already be collecting this information and will be adequately equipped to adhere to the privacy laws and requirements.

### Storing information

The standard approach to storing customers information also applies to business who collect information during COVID-19.

The Australian Office of the Information Commissioner have developed [tips for good privacy practice to assist businesses in storing and collecting personal information](#). Find more information about storing personal information on the Office of the Information Commissioner [website](#).

### Frequently asked questions

What obligations does a business have in collecting and storing customer information?





A business must collect and store information in accordance with the privacy laws. In addition, the *Restrictions on Businesses, Activities and Undertakings Direction* makes clear that if requested, a business must provide this information to public health officers, store the information securely, not use it for any other purpose and keep it for a period of 56 days.

Penalties apply for failure to comply with the public health directions.

#### **What information is a business required to collect and store?**

Under the *Restrictions on Businesses, Activities and Undertakings Direction* and COVID Safe Checklists, some businesses are required to collect and store contact information about customers, workers and contractors, including name, address and mobile phone number.

To confirm if your business has additional record keeping obligations under Queensland public health directions, please visit the Queensland Health [website](#), your relevant Industry COVID Safe Plan or COVID Safe Checklist (if applicable).

#### **What information do businesses who offer 'dining in services' need to collect?**

Businesses like restaurants, cafes, pubs, and clubs who offer dining in services need to keep contact information for customers, workers and any contractors for a period of at least 56 days.

For diners, this includes the name, address and mobile phone number of a person at each table – not every person dining at a table.

#### **How should a business collect information?**

Examples of methods a business could use to collect the information prescribed under the *Restrictions on Businesses, Activities and Undertakings Direction* include:

- order forms
- paper slips or cards
- emails or text messages (for reservations and bookings made in advance)
- online booking applications
- scheduling or planning software
- in-person at reception desk or on entry

#### **How should businesses store personal information?**

Businesses should store personal information securely so that it is only available for the purpose for which it was collected and in accordance with any obligations they may have under Australia's privacy laws.

Businesses are only required to keep personal information for 56 days under the *Restrictions on Businesses, Activities and Undertakings Direction*. After this time, a business may wish to securely dispose of, or delete this information.



Unite against COVID-19

#### **What if a customer refuses to provide their information?**

If a customer refuses to provide their information, a business has the right to refuse service.

Under the *Restrictions on Businesses, Activities and Undertakings Direction* some businesses cannot offer some of their services without collecting information for each customer or person they interact with.

Penalties apply for non-compliance with the *Restrictions on Businesses, Activities and Undertakings Direction*.

#### **What if a customer has the COVID Safe app instead?**

Under the *Restrictions on Businesses, Activities and Undertakings Direction* a business must collect the name, address and mobile phone number for customers. A customer having installed the COVID Safe app does not discharge this requirement.

#### **More information**

You can see the full Roadmap to Easing Restrictions at [covid19.qld.gov.au](https://covid19.qld.gov.au).

For general information about the Queensland Government's response to COVID-19 you can call 134 COVID (13 42 68 43).

[COVID19.qld.gov.au](https://covid19.qld.gov.au)



# COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

## The person you are concerned about is at the workplace



### 1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



### 2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



### 4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## The person you are concerned about was recently at the workplace



### 1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## If anything is unclear, see detailed guidance on the Safe Work Australia Website

### Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

### State and territory health department helplines:

**New South Wales**  
1300 066 055

**Queensland**  
13 432 584

**Victoria**  
1800 675 398

**South Australia**  
1300 232 272

**Western Australia**  
(08) 6373 2222

**Tasmania**  
1800 671 738

**Australian Capital Territory**  
(02) 5124 9213

**Northern Territory**  
(08) 8922 8044



Coronavirus  
**COVID-19**



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# STATEMENT OF COMPLIANCE

**This site is operating in compliance  
With a COVID SAFE Plan**

A copy of the plan is available on the church website:

<http://www.tincanbaycommunitychurch.com.au/>

- Follow the rules and keep us all safe
- Practice social distancing
- Wash your hands regularly
- Be prepared to leave your contact details for tracing purposes
- This is a COVID SAFE site

Signed by:  \_\_\_\_\_

Covid-19 Warden  
Tin Can Bay Community Church

Date: 6<sup>th</sup> June 2020

[covid19.qld.gov.au](http://covid19.qld.gov.au)