Living in NSW(/living-in-nsw)   Working and business(/working-and-business)   What's happening(/whats-happening)

Have your say(/have-your-say)   COVID-19 ⌄(/covid-19)

General practice and other primary health service providers | COVID-19 Safety Plan

Follow the steps below to ensure your business, staff and customers stay COVID Safe.

Show all

1 **Keep your business COVID Safe** ⌄

2 **Developing your COVID-19 Safety Plan** ⌄

3 **How to complete the COVID-19 Safety Plan** ⌃

Fill in your business details and select your business type.

You may need to review current NSW Health guidance on the following areas before completing your plan:

- **keeping workers safe (/covid-19/business/covid-safe-business/keeping-workers-safe)**
- **physical distancing (/covid-19/stay-safe/physical-distancing)**
- **record-keeping (https://www.nsw.gov.au/covid-19/covid-safe/customer-record-keeping/qr-codes#get-the-nsw-government-qr-code-for-your-business#get-the-nsw-government-qr-code-for-your-business#get-the-nsw-government-qr-code-for-your-business)**
- **guidance on ventilation (/covid-19/business/covid-safe-business/ventilation)**
- **self-isolation and quarantine (https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules/self-isolation)**.

Following your risk assessment, outline the actions you will take in each section to manage the risk of COVID-19 in your workplace.

Once you complete the COVID-19 Safety Plan, select the print button to print the plan or save as a portable document format (PDF).

Remember to keep a copy of your COVID-19 Safety Plan on your premises.

4 **Keep your COVID-19 Safety Plan up to date** ⌄

Effective 24 December 2021

Business details

Business details

Business name

hills district speech therapy

Business location (town, suburb or postcode)
If your business has multiple premises, complete a Safety Plan for each location. Provide contact details for the person responsible for the COVID-19 Safety Plan at each location.

norwest

Guidance for business

Wellbeing of staff and patients ⌃

Exclude staff who are unwell from the premises. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.

HDST continues to be informed by the Australian Government COVID-19 guidelines , and has implemented safeguards that meet and exceed these official guidelines.
Staff and clients follow the guidelines available on our website https://hdspeechtherapy.com.au/covid-19/. Clients and staff with any COVID-19 symptoms, who have received a positive COVID-19 test result or a close contact need to isolate for at least 7 days and until a negative result is obtained. Staff and clients will

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Staff are able to access personal leave and annual leave entitlements if they are sick or required to self isolate

Request that patients call ahead if they have symptoms of COVID-19.

Clients should call ahead if they have symptoms of COVID-19 or any other illness that may prevent them from coming to the clinic or offsite locations for sessions. We will guide clients over the phone of their options.
Details of requirements can also be found on our website, which is regularly updated with latest requirements https://hdspeechtherapy.com.au/covid-19/

Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.

We have a clear management plan and matrix in place for both staff and clients presenting with COVID-19 symptoms or close contacts.
Details regarding requirements can be found on our website https://hdspeechtherapy.com.au/covid-19/
This is regularly updated to include the latest requirements.
Staff managers and clients will not attend the clinic if they have any COVID-19

Display conditions of entry (website, social media, venue entry).

Conditions of entry (updated as changes occur) will be posted on our website, social media and venue entry.

Businesses can require proof of COVID-19 vaccination in line with their COVID-19 vaccination policy.

> All our staff are required to have proof of vaccination status. This is available for sighting for all off site locations also.

Physical distancing ︿

Where reasonably practical, ensure staff and patients maintain 1.5 metres physical distancing at all times. Where possible, assign staff to specific workstations. If staff are not able to physically distance, or work in a role with significant patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW Health guidance that may require mask wearing by general practice staff.

> Our risk matrix (displayed on our website) was developed using the NSW Health Infection Prevention and Control Response and Escalation Framework.
> Where reasonably practical, staff and clients will maintain 1.5m physical distancing and follow current mask advice from NSW Health guidance. This is applicable for both onsite and offsite therapeutic interactions

Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.

> We have promoted physical distancing in our waiting room with chair spacing and markers.
> We follow current NSW Health guidelines regarding social distancing requirements and ensure this is met for our therapeutic interactions in the clinic, offsite locations, group sessions and team meetings.

Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.

> Congestion in the waiting room has been minimised by removing seats and furniture, having seating available outside the waiting room and encouraging quick entry and exit from sessions.

Consider physical barriers such as plexiglass around counters with high volume interactions with patients.

> plexiglass has been installed in the reception area. We have also added gated areas to ensure clear boundaries are in place for high volume areas.

Encourage telehealth appointments where practical.

Telehealth appointments are encouraged in any circumstances where isolation is required and following current NSW Health requirements and NSW Health Infection Prevention and Control Response and Escalation Framework. This is applicable for both onsite and offsite therapeutic interactions

Use telephone or video for essential staff meetings where practical.

Our staff practice social distancing as required during team meetings and are encouraged to video in to ensure physical distancing is occurring amongst our staff.

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact. Support physical distancing in common areas, such as break rooms or meeting rooms. Surgical masks should be worn where physical distancing cannot be maintained.

The staff breakout room has a limit of 5 staff members at one time during periods where the 4sqm rule is required. Staff are always encouraged to eat outside, go for a walk on their breaks and enjoy the fresh air.
Masks are required for all face to face interactions

Review regular deliveries and request contactless delivery and invoicing where practical.

Contactless delivery is requested by our admin staff wherever possible

Hygiene and cleaning ⌃

**Face masks must be worn by people aged over 12 in indoor areas, unless exempt.
Note: A patient in a private health facility is exempt, but it is strongly recommended that they wear a mask and practices can require this in line with their face mask policy.**

Face masks are required to be worn by staff and clients on our premise (unless exempt) as per our policy which can be found on our website
https://hdspeechtherapy.com.au/covid-19/

Adopt and support good hand hygiene practices.

interactions. Our team members follow our Safe Environment Policy, which ensures that high levels of personal hygiene are maintained. This policy can be viewed on our website: https://hdspeechtherapy.com.au/clinic-safe-environment-policy/
Further measures to minimise the potential impact at HDST include:

Further measures to minimise the potential impact at HDCP include:
Disinfecting and wiping down of common surfaces and resources between client interactions
Daily disinfecting of common clinic surfaces including light switches and door handles

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Clients and staff reminded of good hand washing and hygiene practices. These practices are illustrated in the bathrooms located on all levels of the building.
Admin staff check stock regularly and report to Strata immediately if low stock

Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.

Hand sanitiser available for staff and clients on entry to clinic, at reception and in all therapy rooms. These are checked and restocked weekly by admin staff.

Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.

Staff have completed relevant NSW Health PPE training in regular team meetings via video
Staff wear PPE in line with most recent advice from NSW Health and in line with NSW Health Infection Prevention and Control Response and Escalation Framework.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Air conditioning systems are running whilst staff are on the premise.
Staff are encouraged to take their breaks outside where possible.

Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

Disinfecting and wiping down of common surfaces and resources between client interactions
Daily disinfecting of common clinic surfaces including light switches and door handles
Professional cleaning of the clinic completed twice a week

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

We will maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Staff should wash hands with soap and water before and after cleaning.

> Staff are directed to adhere to good hygiene and hand washing measures including washing hands with soap before and after cleaning.

Encourage contactless payment options.

> Clients are able to provide their payment with contactless options. We have secure credit card payment options

Record keeping ⌃

Consider having a NSW Government QR code available so that workers and customers can check in using the Service NSW app, to support contact tracing if a person with COVID-19 visits the premises.

> We have a NSW Gov QR code and staff and clients are required to check in.

Review the 'guidance for businesses with a worker who tests positive for COVID-19' available at https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case (https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case) and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.

Explain how you will do this

> We have a clear procedure and matrix for if a staff member tests positive for COVID-19. Staff have been provided with these procedures and know to contact their supervisor or Team Leader if they have been deemed a close contact or COVID-19 positive. Leadership team has clear directives and guidelines to ensure correct isolation occurs, safe work NSW is notified and risk assessment and cleaning has been undertaken.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW (https://aus01.safelinks.protection.outlook.com/? url=https%3A%2F%2Fcovid.safework.nsw.gov.au%2Fforms%2F9377&data=04%7C01%7CCraig.Fordham%40customerservice.nsw.gov.au%7 a worker has tested positive and is hospitalised or dies. Visit https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus (https://aus01.safelinks.protection.outlook.com/? url=https%3A%2F%2Fwww.safework.nsw.gov.au%2Fresource-library%2FCOVID-19- Coronavirus&data=04%7C01%7CCraig.Fordham%40customerservice.nsw.gov.au%7C130ba982353a4d53008608d9e1f8c236%7C1ef97a68 more information.

Explain how you will do this

as part of our detailed procedure, the leadership team is aware that Safe Work is to be notified if a staff member test positive to COVID-19. The details are recorded and checklists are completed to ensure all necessary steps are followed.

Now that you have finished, select the print button to print the plan or save as a PDF.

Last updated: 28 January 2022