

# COVID-19 CHO Directions

## Safety Plans, Safety Supervisors and Safe Check-In Systems Information for Businesses

November 2020

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## Information for Northern Territory Businesses

The Northern Territory Government is committed to protecting the health and safety of Territorians and preventing the spread of COVID-19.

The Chief Health Officer (the CHO) has placed requirements on the operation of businesses and organisations to help reduce the risk of COVID-19 being transmitted. These requirements are specified in CHO Directions – *Directions for Safety Measures for Places, Businesses, Activities, Services and Premises*.

These new CHO Directions come into effect on 30 November 2020 and require businesses and organisations to comply with, and review their COVID-19 Safety Plan every six months, appoint a COVID Safety Supervisor to implement their plan, and collect customer contact details.

The Territory is introducing a COVID-Safe Check-In system, named The Territory Check In app, to help businesses, organisations and venues collect customer contact details to assist with contact tracing should this be required.

## CHO Directions and mandatory requirements

Under the CHO Directions, a business, organisation or community group must:

- Have a COVID-19 Safety Plan, which they must comply with and review every six months.
- Make available hand sanitiser to customers unless handwashing facilities are available.
- Display signage in areas that are open to the public and accessible to employees stating that a person should consider the following:
  - Maintain physical distancing of 1.5 metres from a person who is not a member of the person's family, a friend or an acquaintance (a person not known to them).
  - Keep close contact to less than 15 minutes if it isn't possible to keep 1.5 metres away from a person not known to them.
  - Practise hand hygiene by washing hands or using hand sanitiser.
  - Staying home if feeling unwell and getting tested.
  - Downloading the COVIDSafe app.
- Appoint a COVID Safety Supervisor to facilitate the implementation of their businesses COVID-19 Safety Plan.
- Collect the contact details of any person attending the premises for longer than 15 minutes.

## COVID-Safe Check-In

### Collection of customer contact details

The Chief Health Officer Directions require the businesses and organisations listed below, to collect the contact details of persons attending their premises:

- An Agency of the Northern Territory Government
- Schools, universities and educational institutions

- A child care facility or indoor play centre
- A hospital
- Health premises including medical clinics, dentists, optometry office, physiotherapy etc.
- Disability residential facilities
- A prison, correctional centre, or youth detention centre or other place of custody or detention
- A hotel, motel or hostel
- Restaurants, bars and cafes
- Cinemas, theatre, concert hall, nightclub or any other designated entertainment venue
- Designated Entertainment venues including video game arcade, a ten pin bowling centre, a children's entertainment venue, a trampoline centre, an escape room, amusement park or a flight simulator
- Beauty therapists, hairdressers, tattoo and nail parlours
- Tourism operators including boat and bus tours
- Places that provide yoga, pilates, massages or wellness services
- Gymnasium, indoor community centre
- Public swimming pool or bathhouse
- Art galleries, libraries, community organisations
- Religious worship places
- Casinos
- TABs and the like
- Strip club and any place that sells admission to or provides services involving participation in sexual activity.

Information required to be collected includes:

- Name
- A contact number, email address, address or any other means to be able to contact the member of the public
- Date and time of entry into the business.

Members of the public will be required to provide their contact information every time they enter the premises if they are there for more than 15 minutes.

One family member can provide their details on behalf of their family group in a restaurant or café setting.

In the case of a group of children, one accompanying adult can provide the adult's contact information on behalf of the group.

Some customers may not be able to provide contact details, due to their circumstances. In these cases the business should take the person's name and the best way to find them, in the event that there is an outbreak linked to the business.

For example, a person with no phone could provide their name and the phone number of a friend or relative. A person experiencing homelessness, could provide the place where they can be found.

Businesses have the right, as always, to refuse entry or to ask customers to leave. If a business feels that a customer is not taking the CHO direction seriously they may take this step. Police may be able to provide assistance if the circumstances require it.

Customer contact details must be recorded and kept securely for 28 days after which all information must be destroyed using appropriate processes.

A business must provide contact details to an authorised officer if directed. Information collected is for compliance with the CHO Direction and must not be used for any other purpose than contact tracing.

## How to collect contact details

The method used to record customer contact details will be up to the business owner to decide, provided all the requirements can be met.

Business are strongly encouraged to use electronic methods such as a QR Code, as this provides a secure, contactless and hygienic way of collecting details.

Venues that already record the required visitor information do not need to implement a new system or change their current system.

## The Territory Check In

The Northern Territory Government has procured The Territory Check-In app to make it easy for businesses, organisations and venues to comply with the CHO Directions by enabling customers to self-check-in. The app has been developed by ACT Health for use across Canberra venues.

The Territory Check In app will automatically collect customer contact information. Businesses and venues using the app won't need to manually collect information and won't need to store that information.

When a customer arrives at, or is seated in a venue, they will need to open The Territory Check In app on their smartphone and hover the camera over the displayed QR Code poster. Doing this will enable customers to check-in.

Venue staff may ask customers to show them that they have checked-in by displaying the successful The Territory Check In app screen with a tick on it.

When the smartphone reads the QR Code, it will automatically send the customer's details directly to NT Health, where the information will be safely and securely stored. Customer information will only be accessed if required for contact tracing.

The Territory Check In app will be available free to businesses by 30 November 2020. NT Health will automatically email all businesses with a COVID-19 Safety Plan their own QR Code for use at their premises before 30 November 2020.

The QR Code should be displayed at the entrance of the venue or in another convenient place, so customers can access it easily. The QR Code could be displayed on individual tables in a restaurant or café setting.

Premises have an obligation to make sure they have provisions in place to ensure all customers or visitors provide their contact details. A staff member or the COVID Safety Supervisor should be nearby to assist customers and confirm they have checked in.

If any customers are unable to use a QR Code, businesses should have an alternative check in method available, such as a paper-based template or manual check in with a staff member.

If a business needs to keep a written list for the purpose of compliance with the CHO Direction, it is important that this information is recorded, stored and destroyed in a secure and appropriate way.

Business and organisations can download a COVID-Safe Check-In template to record customer contact details from <https://coronavirus.nt.gov.au/>

More information and FAQs for businesses about The Territory Check In app can be found at <https://coronavirus.nt.gov.au/stay-safe/check-in-app>

## Businesses already collecting customer information

Many businesses across the NT already collect customer details, such as gyms, tourism operators, medical clinics, schools, child care centres and hairdressers.

Businesses, organisations and venues that already record the required visitor information do not need to implement a new system or change their current system.

## Why contact details need to be collected

The Territory is one of the safest places in the country, and we intend to keep it that way as Australia enters into a new phase of the pandemic.

The new CHO Directions are about strengthening our resilience as Territorians start to travel more over the wet season and visit family and friends over the Christmas period. Taking these extra steps are important to protect the health of our community.

Collecting contact details is critical to make sure our health teams can quickly act and undertake contact tracing if required.

## COVID-19 Safety Plan

Businesses must have a COVID-19 Safety Plan to demonstrate how they meet the CHO Directions about the key principles of physical distancing and hygiene practices.

A COVID-19 Safety Plan checklist must be completed and submitted online. The checklist forms the businesses COVID-19 Safety Plan.

The new CHO Direction requires businesses to review their COVID-19 Safety Plans at least every six months to make sure they continue to address any required safety responsibilities. To do this, businesses will need to resubmit the online checklist by the end of May 2021.

Businesses, organisations and community groups can complete and submit an online [COVID-19 Safety Plan checklist](#).

The COVID-19 Safety Plan must be available to show to an authorised officer upon request.

Businesses must comply with their COVID-19 Safety Plan.

## COVID Safety Supervisors

The CHO Directions require that the 'person in authority' of most places, businesses, activities, services or premises must appoint a COVID Safety Supervisor to facilitate the implementation of their businesses COVID-19 Safety Plan and other relevant CHO Directions.

Depending on the complexity, risk and operational hours of a business it may be appropriate to appoint more than one COVID Safety Supervisor to enable the effective implementation of the COVID-19 Safety Plan. For example, a hospitality business that operates as a restaurant/café during the day and a nightclub/bar at night is recommended to appoint a day and night COVID Safety Supervisor.

Businesses that have offices in different locations should also consider whether they need site specific COVID Safety Supervisors.

## Who can be a COVID Safety Supervisor?

The COVID Safety Supervisor can be a 'person in authority', or another person that the 'person in authority' appoints such as a work health and safety officer or a first aid officer.

The COVID Safety Supervisor must have the necessary skills and knowledge to undertake their duties. Skills and knowledge may be acquired in a range of ways including but not limited to:

- 'In house' training
- Relevant professional experience
- Completing the Northern Territory Government's free COVID Safety Supervisor training or the [Australian Government infection control training](#).

The COVID Safety Supervisor must be able to provide evidence of their skills and knowledge upon the request of an authorised officer. The evidence can be given to the authorised officer either orally or in writing.

The Northern Territory COVID Safety Supervisor online training is currently being finalised and will be available to businesses shortly. A [power point version](#) is available in the interim.

## Role of COVID Safety Supervisors

COVID Safety Supervisors play an important role in communicating with staff and customers about any relevant measures that assist with minimising the spread of COVID-19, changes to restrictions and the individual business's policies and safety plans involving COVID-19.

The role of the COVID Safety Supervisor is to implement the COVID-19 Safety Plan.

A person appointed to the role of COVID Safety Supervisor should:

- Supervise and guide staff in COVID-19 safety principles.
- Assist in increasing customer knowledge about the venue's policies and procedures consistent with the COVID-19 safety principles.
- Remind customers of their obligations to adhere to the COVID-19 safety principles including physical distancing where possible.
- Assist in identifying and eliminating potential hazards or non-compliance within a venue.
- Ensure the business COVID-19 Safety Plan is reviewed every six months and remains fit for purpose.

COVID Safety Supervisors should ensure all staff are familiar with the business's COVID-19 Safety Plan. Staff should have a clear understanding of the COVID-19 safety principles including hygiene, cleaning and sanitising, physical distancing, and staying at home and away from work if feeling unwell and getting tested.

COVID Safety Supervisors should communicate with staff about their safety responsibilities in daily shift briefings, staff communication boards, signage, social media groups, intranet, etc. The [Safe Work Australia website](#) provides guidance on how businesses can manage risks arising from COVID-19.

The NT Health team and the Territory's Small Business Champions will continue to work with local businesses, organisations and venues to make sure they have a system in place that works best for them.

Environmental Health Officers, Public Health Officers and NT Police may undertake compliance checks across the NT to ensure businesses have a COVID Safety Supervisor and are complying with their COVID-19 Safety Plan.

For more information visit: <https://coronavirus.nt.gov.au/>

## Managing a COVID Safe Workplace

The COVID Safety Supervisor should identify, document and address issues in the workplace that may pose a risk in relation to COVID-19 safety.

### Hygiene measures

Staff, contractors and customers must have access to places where they can wash their hands with soap and water or hand sanitiser. Supplies of soap, paper towel and hand sanitiser need to be regularly checked and replaced as soon as they run out.

Businesses should remind customers that if they have any symptoms of COVID-19 or if they feel unwell, that they should stay at home and get tested and not attend the venue. This information can be provided in many different ways such as on the business website, signage at the venue or in booking confirmation emails.

Symptoms can include fever, cough, scratchy throat, shortness of breath, runny nose, loss of smell, loss of taste, fatigue, muscle and joint pain and diarrhoea.

### Physical distancing

COVID Safety Supervisors should assist staff and customers to follow physical distancing guidelines where possible. This includes making sure the layout of the venue allows for physical distancing and that there are clear markings and signage in place to guide people where to stand.

Particular attention should be given to areas where crowding could occur such as entry to a venue, queuing to order meals or at bar areas, toilet areas and designated smoking areas.

Maintaining a physical distance of 1.5 metres between ourselves and others, particularly people who are not part of our household or close family contacts, is encouraged. Close face-to-face contact should be minimised and if unavoidable should be limited to 15 minutes or less.

### Signage

It is important businesses, organisations and venues have signage and posters in place to remind staff and customers about the risks of COVID-19 and the safety measures required to stop its spread.

The CHO Directions require businesses, organisations and venues to display signage on:

- Hand washing and hand hygiene
- Physical distancing
- Staying home if unwell
- Getting tested if experiencing symptoms



- Downloading the COVIDSafe app.

COVID Safety Supervisors should regularly check the venue to make sure that signage remains in place and is visible to the public. To be effective signage needs to attract the attention of people and motivate them to take action.

A range of resources have been developed and can be found online at the Northern Territory Government's COVID-19 website <https://coronavirus.nt.gov.au/stay-safe/resources>.

## Cleaning and disinfecting

A combination of cleaning and disinfecting is the most effective in combating and removing any traces of the COVID-19 virus. Cleaning reduces the grime load on a surface and allows the disinfectant to take effect and kill the COVID-19 virus. A disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

The COVID Safety Supervisor should ensure that high touch surfaces are identified and regularly cleaned and disinfected. It is important that businesses, organisations and venues have procedures in place to ensure high levels of cleanliness are maintained.

## Personal behaviour is our best defence

The behaviour of individuals to apply high levels of personal hygiene and physical distancing where possible, remains our greatest defence against COVID-19.

The risk of COVID-19 in our communities cannot be eliminated which is why it is important for everyone to follow all health directions.

- If you have COVID-19 symptoms, do not travel. Make sure you get tested and stay at home.
- Maintain a physical distance of 1.5m at all times.
- Wash your hands with soap and water and use hand sanitiser regularly.
- Cough and sneeze into your elbow or a tissue. Put your tissue in the bin straight away.
- Do not go to work if you feel sick.
- If you have symptoms, stay away from others and call a doctor or the NT COVID-19 Hotline on 1800 008 002.

For more information visit [www.coronavirus.nt.gov.au](http://www.coronavirus.nt.gov.au)

## For more information

- Contact Environmental Health COVID-19 Compliance on 1800 095 646.
- Safe Work Australia – COVID-19 information for workplaces [website](#).
- Coronavirus.nt.gov.au [website](#).
- Australian Government [health alerts](#).