



# COVID-19 Risk Register: Not-For-Profit Charity

**Location:** 486 Glebe Rd, Adamstown NSW 2289

**Date:** 17/06/2020

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?
<b>COVID-19 from clients/ visitors who are infected when entering services or programs</b>	Staff or volunteers/ visitors catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are regularly cleaned.</p> <p>Containers are wiped clean with surface wipes after each use.</p> <p>Clients/ Visitors are requested to only touch items they are interested in taking and using for themselves.</p> <p>Physical distancing – floor has markings to keep workers and customers at least 1.5m apart from each other. No more than 55 clients/ volunteers/ visitors are allowed into the auditorium at a time to allow for physical distancing and signs placed around the store advising of these rules.</p> <p>Clients/ Visitors are kept back from counters.</p> <p>Payments are only accepted via tap and go.</p> <p>Alcohol based hand sanitiser is provided for work-stations, program spaces, and on entry to the facility (out of reach of children).</p> <p>Posters on hand washing are prominent in facility and hand washing facilities are available in the bathrooms.</p>	<p>Encouraging contactless delivery of services and programs.</p> <p>Clients won't be able to bring their own bags at present.</p>
<b>COVID-19 from staff/ Volunteers/ Clients who are infected in offices</b>	Other staff Volunteers/ Clients catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and Health authorities</p> <p>Frequently touched surfaces including counters, handrails, doors, tables, till, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning.</p> <p>Staff and volunteers have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p> <p>If a staff or volunteer member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention.</p> <p>Staff ensure contactless delivery, all paperwork where possible is completed electronically.</p>	<p>Update roster so staff, volunteers are rostered with the same colleagues each shift to minimise exposure.</p>

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				<p>Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, break rooms, with instructional signs on hand washing.</p> <p>Alcohol based hand sanitiser is also available in all staff areas including bathrooms, program rooms, offices and delivery vehicles and signs are displayed on appropriate use where possible.</p> <p>Where staff, volunteer meetings are required, they are held over zoom, phone when possible and information sent by email where possible.</p> <p>Break times are staggered when necessary to minimise the number of staff using break room at one time.</p> <p>LIVEfree Project volunteer cars cleaned between swapping delivery drivers.</p>	New automatic soap dispenser ordered from ebay.
<b>Fatigue from Working Longer Hours to Meet High Demand</b>	Injury to staff, volunteers or others from fatigue related accidents or illness resulting from fatigue.	High, demand has increased significantly, and most workers did overtime last week.	High, particularly to staff doing deliveries or driving to and from work.	<p>Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue</p> <p>Ensure breaks are provided.</p> <p>Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours</p> <p>Staff numbers reflect work required to deal with customer flow and stock replenishment.</p> <p>Staff reporting feeling tired are sent home and driven or offered a taxi if necessary.</p>	<p>Update website to streamline service and reduce demand on staff.</p> <p>Seek extra volunteers to meet demand.</p>
<b>Client Aggression/ Acting Out</b>	Physical or psychological injury to staff.	Medium, Clients concerned, angry, overwhelmed, anxious and protective about what they are experiencing, needing or think they deserve.	Medium, Clients concerned and anxious and protective about what they deserve or not understanding anger is misdirected	<p>Enough Staff /Volunteers to assist focused on tasks.</p> <p>Managers regularly contact staff and Volunteers are on call to address any customer concerns. Staff and Volunteers can report aggressive clients and they may not be able to access the service in future.</p> <p>Processes are in place to ban abusive and violent customers from the facility or call police.</p> <p>Staff / Volunteers have access to psychological support through an incident report actioning requested care involving incident.</p>	<p>Messages posted on the Project social media, website about what services may be affected for now.</p> <p>Where goods aren't available for clients to access, we will take rotation deliveries, or the client can tell us their needs that we will can pre-order for the next delivery.</p> <p>Manager prioritises assisting staff / volunteers with upset clients and staff/ volunteers able to remove themselves if they feel necessary.</p> <p>Clear signage in facility</p> <p>Ongoing training for workers/ volunteers on communicating with aggressive clients</p>

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<b>Grocery / OZ Harvest Delivery Service</b>	Vehicle accidents injuring staff or others	Moderate, based on the experience of similar Not-for-Profits	High as injuries could be severe.	Cars used are in good working order. Staff / Volunteers are given familiarisation with the car before driving if not their own. Staff / volunteers licences checked before becoming delivery drivers.	Regular checks and maintenance scheduled for cars.	S J
<b>Persistent use of Hand Sanitiser</b>	Dermatitis	Moderate, many staff / volunteers will not have used hand sanitiser regularly before	Moderate, effected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations	Ask staff if they have a history of dermatitis or allergy to alcohol	C
<b>Persistent use of Latex Gloves</b>	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, effected individuals may have a significant reaction	Staff/ volunteers are provided with non-latex gloves or remove gloves when not necessary.	Ensure latex free gloves are purchased.	C
<b>Door-Step Grocery Deliveries</b>	Client Close Contact	Low, based on current practises	Low, based on current practises	Social Distancing, contactless delivery of grocery items and educational packs. Hand sanitiser in cars	Ongoing reminders so not to become lax in the practise of social distancing	C
<b>Door-Step Client Wellbeing Visits</b>	Client Close Contact	Low, based on current practises	Low, based on current practises	Social Distancing, contactless delivery of wellbeing conversation and check-in. Hand sanitiser in cars	Ensure latex free gloves are purchased.	C
<b>Client Wellbeing Phone Calls</b>	Staff/ Volunteer Fatigue / Transference/ Burnout	Low, based on current practises	Low, based on current practises	Staff/ volunteers given opportunity for debriefing and scheduling for phone calls given fair breaktimes and opportunity to break if call has been heavy to cope with emotionally. Opportunity to action incident report to indicate further need for professional debriefing.	Ongoing reminders so not to become lax in the practise of debriefing and recognising transference	C
<b>Client NDIS Engagement / Mentoring Programs</b>	Client / Staff/ Volunteer Close Contact	Low, social distancing is able to be practised in all places of the engagement of clients	High, effected individuals may cause significant risk	Staff/ volunteers are provided with hand sanitizer, briefed on social distancing regulations. Given guidelines for self-isolating if unwell and stay home if sick.	Ongoing reminders so not to become lax in social distancing and hygiene practises.	C
<b>Client School Programs on Site at Schools</b>	Client close contact	Low, based on current practises	Low, based on current practises	Staff/ volunteers are provided with hand sanitizer, briefed on social distancing regulations. Given guidelines for self-isolating if unwell and stay home if sick. Abide by NSW government Education restrictions.	Ongoing reminders so not to become lax in the practise of social distancing and hygiene practises.	C