



HOBART PERFORMANCE POLICY

COVID-19 SAFETY PLAN & RISK ASSESSMENT

Name of Business:	Hobart Performance
Business Activity:	Sports Massage
Business Address:	148 Murray Street, Hobart TAS 7000
Owner Name:	Chris Price
Contact Phone:	0438 012 023
Version:	V02_220105
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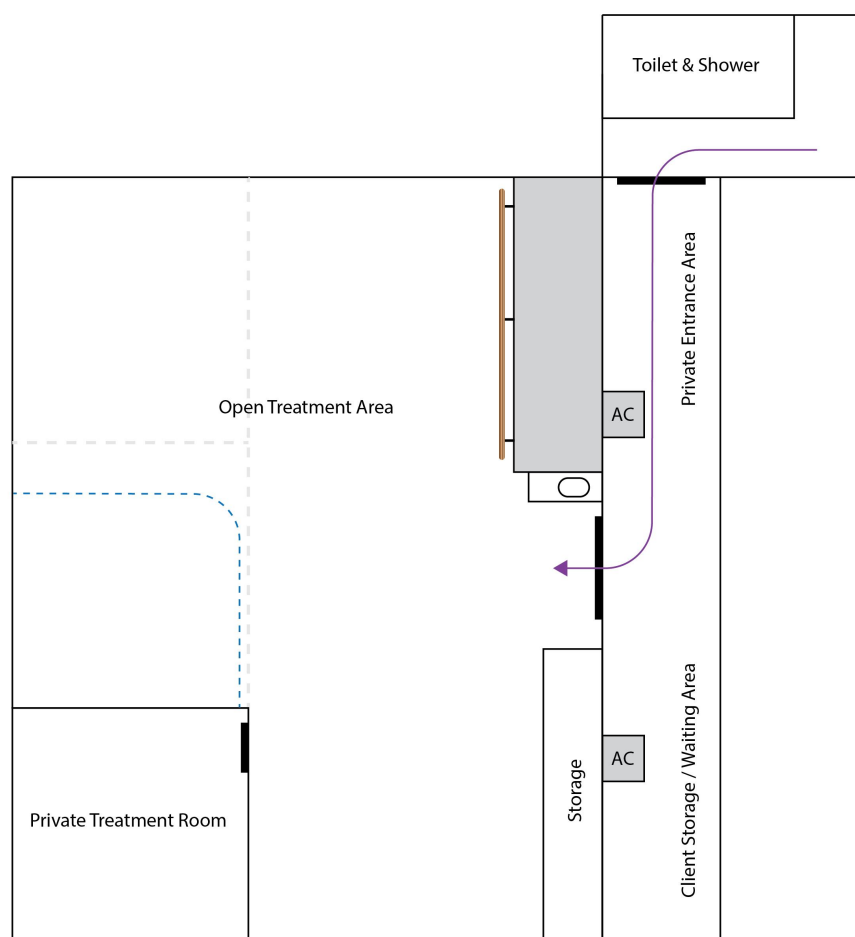
CONTENTS

1. People Capacity	Page 2
2. Obligations	Page 3
3. Recommendations	Page 4
4. National COVID-19 Safe Workplace Principles	Page 7
5. Cleaning & Hygiene	Page 8
6. Cleaning Schedule & Checklist	Page 8
7. Hygiene Practices	Page 9
8. Supplies and Equipment Arrangements	Page 10
9. Restrictions on Entry to the Workplace	Page 11
10. Physical Distancing in the Workplace	Page 11
11. Providing Instruction in respect to COVID-19	Page 11
12. Responding to an Incident of COVID-19	Page 12
13. Review of this Document	Page 12
14. Managing Risks to Health and Safety	Appendix



PEOPLE CAPACITY (excluding staff)

Does your business have indoor areas?	Yes
Indoor Area - Waiting Area / Private Entrance Corridor:	18m ² with capacity for 4 people
Indoor Area - Open Treatment Area and Private Treatment Room:	71m ² with capacity for 17 people
Total Number of People allowed on premises:	21





OBLIGATIONS

General Principles:

- A COVID-Safe Plan must be submitted by all venues/facilities that have previously been closed by an Emergency Management Direction. The form must be produced on request from an authorised officer.
- The maximum number of members of the public per room is not to exceed 1 person per 2 square metres of public space with a limit of 250 people for indoor areas.
- To be considered a separate room, a space must be enclosed by a ceiling, and substantially enclosed by floor to ceiling walls, regardless of whether the ceiling or walls or any part of them are permanent or temporary.
- Maintain the physical distancing principle of at least 1.5m separation where possible:
 - Between groups within each room
 - At entry and exit points
- No communal facilities (showers, spas, change rooms) except toilets are to be made available.
- Keep attendance records, including name, phone number or email address, and date and time.

I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000.

Signed



RECOMMENDATIONS

General:

Physical distancing

- Consider venue layout and move tables and seating to comply with physical distancing (1.5m separation) and density requirements (1 person per 2 square metres).
- Dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use.
- Dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible.
- Minimise mixing between separate rooms or groups of people as much as possible.
- Display signage at the venue entrance to instruct members of the public (and staff) not to enter if they are unwell or have COVID-19 symptoms.
- Encourage contactless payments to be used where possible.
- Encourage online bookings, reservations and pre-ordering where practical.
- Consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (e.g. point of sale).
- Consider placing floor or wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas.
- Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.
- Consider limiting the duration of the activity to 2 hours or less where possible.
- Encourage and support downloading of COVID-Safe App.

Hygiene

- Conduct frequent environmental cleaning and disinfection especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc).
- Frequency of cleaning will be determined by the turn-over of patrons – the more patrons over a period of time, the more cleaning required.
- Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points.
- Ensure bathrooms have soap and running water for handwashing.
- Hand drying facilities must be made available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.
- Provide hand sanitiser on entry and exit of the premises.
- Consider installing signage on hand hygiene and cough etiquette.

Staff

- Staff must be fully vaccinated and have their first booster shot once available.
- Staff must always wear a mask while in the studio, waiting area and communal entrance area.
- Staff must stay home if they are sick, and go home immediately if they become unwell. Unwell staff with COVID-19 compatible symptoms should be tested for



COVID-19 and remain in isolation until they receive a result. They can return to work once a test is negative and their acute symptoms have resolved.

- Minimise unnecessary contact between staff. Consider dividing staff into fixed teams or shifts that do not crossover to reduce the risk of transmission.
- Consider how you will minimise contact between staff and site visitors such as delivery personnel.
- Consider if staff need any additional training to be able to implement your COVID-Safe Plan.

Ready to reopen

- Print your COVID-Safe Plan and Record of Completion.
- Print and display COVID-Safe materials (such as signage/posters on hygiene, physical distancing).
- Check the condition of equipment and facilities to ensure they are fully functioning, such as gas, electricity, toilets.
- If relevant, check food and beverages have not been contaminated or are now out of date.
- Ensure all staff are aware of this plan and the requirements that are relevant to them.
- Review obligations under existing legislation which will continue to apply.
- Check that COVID-19 safety measures are risk assessed to ensure that any implemented do not create safety or security risks.

Response planning

- Ensure you and your staff have a basic understanding of how to respond to a case of COVID-19 at the workplace.
- A brief, step-by-step summary of actions to take is:
 - a. 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.
 - b. If the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps, and seek government health advice.
 - c. If well enough, ask the person to go home, and seek medical advice and testing for COVID-19, and self-quarantine until a result is returned. Ensure the person has safe transport to get home; if not, you may need to arrange for a taxi.
 - d. Close the premises, ask all patrons and unnecessary staff to leave and arrange for a full environmental and disinfection clean (refer to 6). Open doors and windows to increase airflow.
 - e. Notify the TAS Department of Health to ensure they can trace any contacts of this person and contain the spread. SA Health may ask for any attendance records you may have kept to assist with this.
 - f. TAS Department of Health will assess whether other staff, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. Note: this may include your staff; as such, it is recommended to have contingency plans in place.
- Update your COVID-Safe Plan when required, for example, when restrictions ease further at Step 3.



Personal care services – physical distancing

- Limit therapy sessions to less than 2 hours duration.
- Avoid group sessions.
- For face-to-face work (facial electrolysis, facial waxing, eyebrow shaping, eyelash tinting, facial tattooing or body piercing etc) the therapist is advised to consider wearing a face mask covering their nose and mouth.

Personal care services – hygiene

- Single use or disinfect equipment between customers.
- Towels/sheets are to be replaced between customers.

I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe.

Signed



NATIONAL COVID-19 SAFE WORKPLACE PRINCIPLES

Recognising that the COVID-19 pandemic is a public health emergency, that all actions in respect of COVID-19 should be founded in expert health advice and that the following principles operate subject to the measures agreed and implemented by governments through the National Cabinet process.

1. All workers, regardless of their occupation or how they are engaged, have the right to a healthy and safe working environment.
2. The COVID-19 pandemic requires a uniquely focused approach to work health and safety (WHS) as it applies to businesses, workers and others in the workplace.
3. To keep our workplaces healthy and safe, businesses must, in consultation with workers, and their representatives, assess the way they work to identify, understand and quantify risks and to implement and review control measures to address those risks.
4. As COVID-19 restrictions are gradually relaxed, businesses, workers and other duty holders must work together to adapt and promote safe work practices, consistent with advice from health authorities, to ensure their workplaces are ready for the social distancing and exemplary hygiene measures that will be an important part of the transition.
5. Businesses and workers must actively control against the transmission of COVID-19 while at work, consistent with the latest advice from the [Australian Health Protection Principal Committee \(AHPPC\)](#), including considering the application of a hierarchy of appropriate controls where relevant.
6. Businesses and workers must prepare for the possibility that there will be cases of COVID-19 in the workplace and be ready to respond immediately, appropriately, effectively and efficiently, and consistent with advice from health authorities.
7. Existing state and territory jurisdiction of WHS compliance and enforcement remains critical. While acknowledging that individual variations across WHS laws mean approaches in different parts of the country may vary, to ensure business and worker confidence, a commitment to a consistent national approach is key. This includes a commitment to communicating what constitutes best practice in prevention, mitigation and response to the risks presented by COVID-19.
8. [Safe Work Australia \(SWA\)](#), through its tripartite membership, will provide a central hub of WHS guidance and tools that Australian workplaces can use to successfully form the basis of their management of health and safety risks posed by COVID-19.
9. States and Territories ultimately have the role of providing advice, education, compliance and enforcement of WHS and will leverage the use of the SWA central hub in fulfilling their statutory functions.
10. The work of the [National COVID-19 Coordination Commission](#) will complement the work of SWA, jurisdictions and health authorities to support industries more broadly to respond to the COVID-19 pandemic appropriately, effectively and safely.



CLEANING AND HYGIENE

Minimum Standard

Cleaning

The employer must 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 should be in writing so all workers are aware of the requirements. The schedule should take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace.

This schedule is to set out both the frequency and method that cleaning and disinfecting is to be done.

Hygiene

The employer is to put a hygiene procedure in place to ensure all persons at the workplace are observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace. This procedure is to address the hand cleaning by workers and other people in the workplace using soap and water or the use of hand sanitiser, as appropriate for the circumstances.

Supplies and Equipment

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

See SafeWork Australia's guide on [how to clean and disinfect your workplace](#).

CLEANING SCHEDULE & CHECKLIST

As a minimum standard the following cleaning checklist is completed at the beginning of every day:

- Is the Communal Entrance Area clean and clear of any obstructions?
- Is the Hobart Performance Toilet and Shower clean and clear of any obstructions?
- Does the paper towel bin and general bin need emptying?
- Is the Hobart Performance Private Entrance and Waiting Area clean and clear of any obstructions?
- Vacuum the Treatment Floor.
- Wash glasses for filtered drinking water.
- Wipe and disinfect the NormaTec Compression Systems.
- Wipe and disinfect the Power Plates.
- Wipe and disinfect the electric massage table.
- Niagara CVT Tools are wiped and disinfected.
- Check the levels of hand sanitiser and paper towel in the Open Treatment Area and Toilet.



As a minimum standard the following cleaning checklist is completed after the completion of each client:

- All towels used are placed in the linen tub for washing.
- My hands and arms are washed and disinfected.
- The electric massage table is wiped and disinfected.
- All bolsters, foam rollers and any other equipment used is wiped and disinfected.
- Any other notable surfaces that the client touched are wiped and disinfected.
- New towels are placed on the massage table.

As a minimum standard the following cleaning is completed at the end of every day:

- All bins are checked to see if they need emptying.
- All used towels are taken in the linen tub to be laundered in line with the Laundry Protocols set by the Association of Massage Therapists.

The iPad, Square Payment System are not touched by clients and no door knobs are used in entering the premises from the Communal Entrance Area.

HYGIENE PRACTICES

As a minimum standard the following hygiene practices are implemented as part of a client treatment:

- As part of the online booking process all clients are to complete an online form that asks a series of questions relating to COVID-19. For all clients their answers are reviewed before their appointment and if any red flags are identified then the COVID-19 Cancellation Policy is followed.
- Clients are asked to wear appropriate clothing and can change into their clothing if needed in the Toilet.
- When greeting a new client in the studio the following steps are taken:
 - The client is instructed to sit in the Waiting Area until summoned into the Open Treatment Area.
 - Hand sanitiser is available for them to use at this point and a sign instructs them to do so.
 - All other belongings and valuables are to be placed in the supplied shelving once the client has entered the Open Treatment Area.
- Once treatment has completed, payment is made via contactless Square EFT.
- The client collects their belongings and organises themselves in the waiting area before leaving. Hand sanitiser is available for them at this point to use before walking out.
- All appointments have a padding of 15mins to allow for wiping and disinfecting of required surfaces and equipment.
- Gloves are available to use should the client request these as part of their treatment.
- Masks are to be worn at all times when in the studio, waiting room and communal entrance, unless otherwise instructed, such as when lying face down for treatment.
- COVID Safe posters are positioned at the entrance, waiting room and treatment area to constantly remind the client of their obligations for COVID Safe Practice.



SUPPLIES AND EQUIPMENT ARRANGEMENTS

As a minimum standard the following supply and equipment arrangements are made:

- The Hobart Performance toilet has the following cleaning products for clients use:
 - Paper Towel
 - Hand Sanitiser
 - Liquid Soap
 - Cold and Hot running water in the basin
 - General Bin
 - Paper Towel Bin
 - Toilet Paper
- The Waiting Area has the following cleaning products for clients to use:
 - Hand Sanitiser
- The Open Treatment Area has the following cleaning products for mine and clients use:
 - No touch hand disinfectant dispenser
 - Paper Towel
 - Bin
 - Dishwashing liquid
 - Hand Sanitiser
- To wipe and disinfect surfaces and equipment after the client has left the following equipment is used:
 - Antibacterial Spray
 - Paper Towel
 - Bin
- For treating clients the following equipment is available for use:
 - Disposable gloves
 - Masks (should the client not have one)
 - Hand Sanitiser
 - Clean Towels



RESTRICTIONS ON ENTRY TO THE WORKPLACE

As a minimum standard the following restrictions are in place to ensure no one enters the studio if they have been instructed to stay in isolation or quarantine or if they are showing signs of being unwell:

- As part of the online booking process the client is required to answer questions in relation to COVID-19. This is assessed prior to their treatment and if any red flags are identified then the client is called and asked to provide more details and/or not to attend.
- The client is asked to read our Cancellation Policy.

PHYSICAL DISTANCING IN THE WORKPLACE

As a minimum standard the following reasonable steps are implemented to meet the physical distancing requirements:

- Only a maximum of 3 people (excluding myself as the practitioner) are allowed within the Open Treatment Area, despite the space allowing for more.
- Clients are encouraged to attend their session on their own.
- The 2 chairs in the Waiting Area are spaced 2m apart.
- Due to the nature of my services minimum distance requirements cannot be met at all times. Where this is not practical other measures such as gloves and masks can be worn.

PROVIDING INSTRUCTION IN RESPECT TO COVID-19

The following information has been provided to clients to constantly remind them of their obligations for a safe COVID workplace:

- Information is provided to the client at the time of booking.
- Posters are positioned within the studio to remind clients of required behaviours.
- The website clearly details the COVID safety requirements I have put in place for those wishing to book an appointment.



RESPONDING TO AN INCIDENT OF COVID-19

If a client or myself becomes infected with COVID-19 or is showing signs of possible COVID-19 symptoms then the following process will be taken in accordance with my Risk Assessment.

1. Notify Public Health on 1800 671 738
2. Immediately shut down my studio and contact all clients within the last 2 weeks of the situation via email and personal phone call.
3. Cancel all future appointments via email and direct phone call.
4. Arrange for the studio to be cleaned and disinfected.
5. Self isolate in accordance with Public Health's advice.
6. Recommence the business only after 2 consecutive negative tests have been achieved.
7. Commence a new communication strategy to let clients know that I am back open.

REVIEW OF THIS DOCUMENT

Systematically this document will be reviewed on a 3 monthly basis. If incidents occur before this time or if improvements in processes are found through daily implementation then a review will take place directly after.

Changes to the recommendations provided by WorkSafe Tasmania, State Government and Federal Government, or my Industry Association will also incite a review.



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COVID-19 RISK ASSESSMENT

Name of Business:	Hobart Performance
Business Activity:	Sports Massage
Business Address:	148 Murray Street, Hobart TAS 7000
Owner Name:	Chris Price
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MANAGING RISKS TO HEALTH AND SAFETY

2-Variable Risk Matrix

	Consequence					
		Insignificant	Minor	Moderate	Major	Severe
Likelihood	Almost Certain	Medium	High	High	Extreme	Extreme
	Likely	Medium	Medium	High	Extreme	Extreme
	Possible	Low	Medium	Medium	High	Extreme
	Unlikely	Low	Low	Medium	High	High
	Rare	Low	Low	Low	Medium	High

Hierarchy of Controls

Level 1	Elimination	Remove the hazard. e.g. do not offer the service at this time.
Level 2	Substitution	Substitute the hazard for something safer. Consider the possibility of offering a telephone or online consultation, or referring to a health service that does not require close personal contact.
	Isolation	Isolate the hazard from people. This involves physically separating the source of harm from people by distance or using barriers. May be appropriate at POS facilities.
	Engineering	Change the workplace, equipment or work process. Install devices to increase air flow in an enclosed space, open windows etc.
Level 3	Administration	Use administrative controls. For instance, develop procedures on cleaning protocols, limit exposure time by decreasing treatment duration, scheduling appointments to ensure social distancing in waiting area and allow time to complete cleaning.



PPE	<p>Use personal protective equipment (PPE). This also includes protective clothing. Examples of PPE include masks, gloves, aprons and protective eyewear.</p> <p>PPE limits exposure to the harmful effects of a hazard but only if workers wear and use the PPE correctly. Donning and doffing techniques are critical to this process.</p>
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Risk Acceptance Guide

Residual risk rating	Is the risk acceptable?	
Extreme	Not acceptable	Service is not safe to be offered at this time. The potential benefits of offering massage therapy do not outweigh the risk to the individual posed by COVID-19.
High	Not acceptable	Service is not safe to be offered at this time. The potential benefits of offering massage therapy do not outweigh the risk to the individual posed by COVID-19.
Medium	Acceptable unless there are major or severe consequences of exposure to the risk	Service may not be safe to be offered at this time. Consequences of failure of appropriate risk control measures currently are serious. Relying on PPE and administrative controls alone do not mitigate the risk sufficiently.
Low	Acceptable	Service may be safe to offer at this time. Records of all administrative controls implemented must be kept (e.g. cleaning schedule, booking information)



COVID-19 RISK REGISTER

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score	Proposed control measures	Residual risk score	Date Implemented	Date reviewed
Being exposed to droplet transmission from a symptomatic client	I could become infected with COVID-19	Unlikely	Major	High	<p>Pre-screen to determine if client is experiencing any symptoms of COVID-19, currently or 14 days prior.</p> <p>Exclude client from treatment if any symptoms are declared.</p> <p>Exclude any symptomatic individual for a minimum 14 days or until 2 consecutive negative tests.</p> <p>Provide hand sanitiser at entry.</p> <p>Display COVID Safe Signage.</p> <p>Apply standard precautions and educate client on hand hygiene, cough etiquette.</p> <p>Disinfect surfaces that may have been touched by the client.</p>	Medium	3rd February 2022	
Being exposed to droplet transmission from an asymptomatic client	I could become infected with COVID-19	Unlikely	Major	High	<p>Pre-screen to determine if client has been exposed to overseas/interstate travellers in the last 2 weeks.</p> <p>If so, encourage client to wear a mask when entering the Open Treatment Room, and when exiting.</p> <p>If so, encourage client to wear a mask for all treatments, except if in prone, face down on the massage table.</p> <p>Discourage client from excessive talking during treatment.</p> <p>Provide hand sanitiser at entry.</p> <p>Display COVID Safe Signage.</p> <p>Apply standard precautions and educate clients on hand hygiene, cough etiquette.</p> <p>Disinfect surfaces that may have been touched by the client.</p>	Medium	3rd February 2022	
I am displaying	Clients could	Likely	Severe	Extreme	Seek medical attention if displaying any primary	Medium	3rd February	



symptoms of COVID-19	become infected with COVID-19				<p>symptoms and get tested.</p> <p>Self isolate until I receive 2 consecutive negative tests and close the studio immediately.</p> <p>Develop and implement communication strategy to notify clients and cancel all appointments.</p>		2022	
Being exposed to contact transmission from an asymptomatic client	I could become infected with COVID-19	Possible	Major	High	<p>Establish a cleaning register of frequently touched surfaces and disinfect after every client.</p> <p>Provide hand sanitiser at entrance.</p> <p>Apply standard precautions and educate client on hand hygiene, cough etiquette.</p> <p>Provide a basket for the client to place all personal items into and disinfect after each use.</p> <p>Provide email advice to client prior to appointment to advise of the new protocols for COVID-19</p> <p>Use PPE for cleaning, including gloves, N95 mask and goggles.</p>	Medium	3rd February 2022	
Client(s) is exposed to contact transmission from myself (asymptomatic)	Client(s) could become infected with COVID-19	Unlikely	Severe	High	<p>I adhere to social distancing rules and hygiene etiquette in all aspects of my life to limit exposure.</p> <p>Apply standard precautions, hand hygiene and cough etiquette at work.</p> <p>Disinfect frequently touched surfaces after every client.</p>	Medium	3rd February 2022	
I develop contact dermatitis	Discomfort due to increased hand washing/sanitizing and from wearing gloves.	Possible	Minor	Medium	<p>Source hypoallergenic gloves</p> <p>Seek advice and treatment from a doctor.</p> <p>Moisturise hands frequently</p> <p>Use the Niagara CVT tools and other treatment methods that don't require direct touch with the hands.</p>	Low	3rd February 2022	
Slips, trips and falls in the Waiting Area and Open Treatment Area as a result of the new set-up	Injury to myself or client	Unlikely	Moderate	Medium	<p>Ensure temporary floor coverings are secured appropriately to prevent trip hazards</p> <p>If a foot massage is provided then ensure all oil is removed from the sole of their feet before leaving the massage table.</p>	Low	3rd February 2022	



					<p>Advise client to take care when moving between areas that have potential slip, trip or fall risks.</p> <p>Ensure all exercise equipment and treatment tools with power cords are packed away after each use.</p> <p>With all the new signage and posters, further highlight the step from the Waiting Area into the Open Treatment Area.</p>			
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