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GUIDE TO COVID-19

IN THE ORCHARD & PACKING SHED



DISCLAIMER

Citrus Australia has composed this guide based on information available to our team regarding COVID-19 via:

- Meetings with Federal Government Ministers and Departments
- Meetings with State Government Ministers and Departments
- Meetings and sharing of information between horticulture peak industry bodies across Australia
- Participation in state working groups in response to the COVID-19 outbreak
- Commonwealth and State Government websites
- Advice from other public websites and documents, including the World Health Organisation

This document is a guide. It does not constitute legal advice, or advice from a qualified medical professional. The guide links citrus growers to current government advice and announcements, with the purpose of providing one central source of information.

Please be aware that the situation is changing rapidly, and that these guidelines may need to be revised in light of new developments.

For the most up to date federal government information, see <https://www.australia.gov.au/>

The **Coronavirus Health Information Line (1800 020 080)** operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

[Download WhatsApp](#) and have access to new information about COVID-19 direct to your phone, by [registering for federal government updates](#).

Get the **Coronavirus Australia app**, where you can check symptoms, get advice, and receive alerts – on [Apple](#) and [Android](#).

Citrus Australia has also created a [COVID-19 page](#) on our website with new information loaded daily, and will continue to send out regular updates via email to all citrus growers and affiliate members.



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- GUIDE TO COVID-19 IN THE ORCHARD & PACKING SHED -

CHECKLIST

Get the [Coronavirus Australia app](#), where you can check symptoms, get advice, and receive alerts – on [Apple](#) and [Android](#).

RISK MANAGEMENT

This checklist is a guide only and can be edited to suit your requirements.

Identify Potential Risks

- Supply input
- Operations – Orchard
- Operations – Packing Shed
- Accounts – Payable and Receivable
- Workforce
- Work health and safety
- Market access
- Accommodation
- Transport
- Office admin

Assess the Risks

- Assess the likelihood of the risk occurring and the impact if it occurred.
- Use the [risk analysis matrix](#) to determine your actions regarding each risk.

Manage the Risks

- After prioritising actions required for each risk, consider cost effective and safe ways to deal with each risk.

Monitor and Review

- Delegate duties to supervisors or WHS employee to monitor risks.
- Set dates in calendar to review if risks are being managed appropriately.

FINANCES

- Contact bank to review options available in regards to loan payments, waiving fees and charges, debt consolidation, deferring credit card payments, increasing emergency limits.
- Contact accountant.



- Contact insurance company to clarify what is covered in regards to pandemics.
- View the [Australian Banking Association website](#).

SUPPLIERS

- Check if key supplies come from [countries seriously impacted by COVID-19](#).
- Consider alternative suppliers and services in case usual ones are disrupted.
- Contact alternatives for availability and quotes.
- Put measurements in place to ensure social distancing between suppliers and staff.
- Update practices based on Freshcare requirements (where Freshcare is used).

SITE ACCESS

- Create a more stringent access policy for anyone entering the worksite.
- Provide admin workers notes on symptoms to check for when speaking to visitors on the phone.
- Send email to stakeholders advising what changes will take place at worksite.
- Post visible signage at property entrance.
- Provide site entry details on company website.
- Have visitors sign a [health declaration](#) before entering worksite.
- Provide hygiene facilities for transport workers and visitors.
- Provide hand sanitiser where hand basins are not available.

PANDEMIC PLAN

- Develop a pandemic plan in consultation with workers or WHS representatives on how to deal with daily operations affected by COVID-19.
- Brief supervisors on the pandemic plan once composed.
- Ensure pandemic plan is distributed to relevant parties within the workplace that are required to act on this.
- Place date in calendar to review plan regularly and ensure it is up to date with changing information and state legislation.

WORKFORCE SUPPORT

- Plan regular communications with supervisors and employees in person or via email.
- Instruct supervisors to remind employees of COVID-19 practices and monitor for compliance.



- Encourage employees to get the Coronavirus Australia app, so they can check symptoms, get advice, and receive alerts – on [Apple](#) and [Android](#).
- Encourage employees to get the [COVIDSafe app](#), to speed up the process of contacting people who may have been exposed to coronavirus in the workplace.

Mental Health

- Plan daily briefing topics.
- Ensure translation of information and [resources](#) if required.
- Shared mental health services and phone numbers with employees.
- Identify one point of contact in the workplace for COVID-19 questions.

Physical Health and Hygiene

- Place [signage](#) and [posters](#) around workplace regarding hygiene and social distancing.
- Place handwashing posters at basins.
- Place hand sanitiser where basins are not available.
- Schedule regular ordering and replenishment of soap, paper towels, gloves, masks etc.
- Schedule regular [cleaning and disinfecting](#) of frequently used surfaces and objects.

Practical Safety Measures

Consider safety measures to implement (see guide for ideas) in regards to:

- Management
- Social distancing
- Meetings and events
- Employee entitlements
- Breaks
- Health
- Temperature checks
- Administration
- Vehicles
- Accommodation

Education

- Conduct employee training in COVID-19 practices required.
- Brief employees on new cleaning requirements in the workplace.
- Brief employees on new PPE, food safety, and hygiene practices in the workplace.



- Arrange new employee suitable inductions and health checks before commencing work.
- Share [online coronavirus symptom checker](#) with employees.

Cleaning

- Review entire workplace and identify areas, surfaces and equipment that will require special attention to cleaning.
- Provide adequate cleaning supplies for cleaning staff.
- Provide adequate PPE for cleaning staff, both day to day, and deep clean of an infected workspace.
- Provide cleaners with necessary information on COVID-19, and brief them on new worksite cleaning policies and protocols.
- Create vehicle cleaning kit and keep it stocked.
- Review the Australian Government Department of Health '[Environmental cleaning and disinfection principles for COVID-19](#)'.

CLOSE CONTACT WITH COVID-19

If an employee advises that they have been in close contact with a diagnosed person:

- If in the workplace, provide employee with a mask and hand sanitiser, and direct them to self-isolate immediately.
- If in the workplace, arrange for them to return home safely.
- If the diagnosed person is an employee, identify anyone else in the workplace who may have also been in close contact with them, and have them self-isolate.
- Thoroughly clean and disinfect any places or things which were in contact with the employee.
- If employee not symptomatic - work remotely for self-quarantine period of 14-days. OR If not possible to work from home, request employee take personal leave and visit doctor to be tested.
- Contact [WHS regulator](#) to confer if required.
- Provide [information on self-isolation](#) to the employee.
- Keep employee up to date with what is happening in the workplace.
- Keep an eye out for any worker showing signs they may be unwell, such as frequent coughing.
- Send [information sheet](#) to workers who have completed their 14-day isolation.
- Read business updates and stay on top of alerts on the relevant state government website.
- Document actions taken to prove best management practice.



DIAGNOSED WITH COVID-19

If an employee advises that they have been diagnosed with COVID-19:

- If in the workplace, provide employee with a mask and hand sanitiser, and direct them to self-isolate immediately.
- If in the workplace, arrange for them to return home safely.
 - Thoroughly clean and disinfect any places or things which were in contact with the employee.
- Call the National Coronavirus Helpline (1800 020 080), or your [state or territory helpline](#), and follow the health advice given, to:
 - ensure they are aware of the diagnosis;
 - seek advice as to which employees are at risk of contracting coronavirus; and
 - discuss whether the workplace needs to be shut down (there may need to be a temporary shutdown whilst an assessment is done).
- Contact [WHS regulator](#) for specific advice on your situation.
- If necessary to shut down your workplace, [contact the FWO for advice](#) on staff pay.
 - If asked to help health authorities trace close contacts, read the [guidance](#) regarding disclosing personal information.
 - Refer the evidence you have documented of best management practice in the workplace during COVID-19, to share with the health authorities.
 - Ask the employee to provide a medical certificate to allow the absence to be paid as personal leave, and direct them that they must obtain a medical clearance before returning to work.
- Check in on employee to see how they are recovering and ensure they have access to services to provide food and medical assistance, if required.
- Provide [information on self-isolation](#) to the employee.
- Keep employee up to date with what is happening in the workplace.
 - Arrange for employees to have one point of contact regarding COVID-19 matters, such as your HR manager.

If the employee was present in the workplace immediately prior to the diagnosis:

- Notify remaining employees there has been a confirmed case of coronavirus in the workplace.
- Notify suppliers and stakeholders if required.
- Request that any employees who were in close contact with the diagnosed person go home immediately and self-isolate for 14-days.



WORKERS' COMPENSATION

- If necessary, seek legal advice regarding workers' compensation.

WORKPLACE LAWS

- For queries regarding workplace laws, pay, and employee entitlements in regards to COVID-19, visit the [Fair Work Ombudsman](#) website, or dial 13 13 94, then select the prompt for the Coronavirus hotline.
- Be aware of harassment around the virus relating to employees' nationality or ethnicity.

TRAVEL

Personal Travel

- Encourage employees to maintain good hygiene whilst travelling and pay attention to ill signs of health.
- Remind employees going on leave that self-isolation must be included in their leave prior to returning to work, and evidence of this must be provided.

Business Travel

- If travel is necessary, involve relevant employees in a risk assessment.
- Input travel details into [Smartraveller](#), and register for updates from relevant countries.
- Provide employee with instructions on hygiene to reduce risk of contracting virus.
- Provide employee with travellers' first aid kit, advise how to monitor symptoms, and what actions to take if they fall ill whilst travelling.
- Record where employee is travelling, flights, accommodation, transfers.
- Schedule regular contact with employee to check on health.
- Monitor the news and updates on COVID-19 from office and keep employee up to date whilst they are travelling.

SOURCING ADDITIONAL STAFF

- View the [Citrus Australia](#) COVID-19 '[Updates for your workforce](#)' tab for the latest on where to source workers. Check under the relevant heading for national information, and for your state.
- Consider how to source replacement staff quickly.
- Put contact information on website and social media, advising people how to apply for a position.
- Put signage on front gate with contact phone number and email address, for applications.



- Use networks within region to find how to recruit people from other sectors that find themselves out of work.
- Consider preparing online training for new workers, so they are more prepared when needed at short notice.
- Consider current employees who can step up to supervisory roles and provide training and mentoring to facilitate this.
- When people call looking for work, take down their name, number and email so you can contact them later on when you need urgent replacements.

Border Closures

- Check the current state border requirements to see if workers crossing the border need to self-isolate.
- Check what other requirements workers will need, such as a health plan, an application for exemption, and a letter of employment.

FOOD SAFETY

- Read the European Food Safety Authority [statement](#) advising that food is not a source of transmission and share this with stakeholders if required.
- Read the Safe Food Queensland guideline document and checklist.

Cleaning

- View the list of effective disinfectants on the [United States Environmental Protection Agency](#) website.
- See the [cleaning and sanitising](#) fact sheet by Food Standards Australia New Zealand.

Prevention

- Emphasise to employees best practice prevention measures such as good personal hygiene, clean hands and clothes, clean and sanitised workspace, social distancing and stay away from workplace if ill.
- Ensure that any employees wearing gloves change them frequently, and wash their hands between changes.
- Consider providing staff with own tools where possible.

Hygiene

- Ensure all employees apply hand sanitiser or wear gloves before handling produce or materials that come into contact with produce.
- Consider providing staff with own tools where possible.



INTRODUCTION TO COVID-19 (CORONAVIRUS)

WHAT IS COVID-19, aka CORONAVIRUS?

Coronaviruses are a large family of viruses which may cause illness in animals or humans, particularly respiratory illnesses in humans ranging from a common cold to a much more severe case such as the recent Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

COVID-19 is the infectious disease caused by the most recently discovered coronavirus, which was unknown (novel) before the outbreak began in Wuhan, China, in December 2019.

WHAT ARE THE SYMPTOMS?

Most common:

Fever
Dry cough
Fatigue
Shortness of breath

Less common:

Aches and pains
Nasal congestion
Runny nose
Sore throat
Diarrhoea

Incubation is 1-14 days, but more commonly around five days, and symptoms begin gradually. Some people don't show symptoms at all, and don't feel unwell, but these people may be carriers.

Around one in six people become seriously ill, and develop difficulty breathing, whilst around 1 in five people require hospitalisation.

HOW IS IT TRANSMITTED?

People can catch COVID-19 from others who have the virus. It is at least as contagious as the common cold, however there is little immunity in the community.

The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people can catch the virus by touching these objects or surfaces, then touching their eyes, nose or mouth.

Studies to date show that these droplets are too heavy to hang in the air. They fall quickly to surfaces and the floor; therefore, the disease is not classified as air-borne. The virus can stay viable on surfaces for a considerable length of time which is why an increased cleaning regime and hand washing is recommended.

The risk of catching COVID-19 from the faeces of an infected person appears to be low.

The risk of catching COVID-19 from someone with no symptoms at all is very low.

The World Health Organisation (WHO) is assessing ongoing research on the ways COVID-19 is spread and will continue to share updated findings [here](#).



WHO IS HIGH RISK?

- Older people, generally over the age of 65
- People with underlying medical problems - such as high blood pressure, heart problems, lung disease, or diabetes - are much more likely to develop a severe illness
- People with weakened immune systems; such as people with cancer
- Aboriginal and Torres Strait Islander people, especially those over the age of 50
- Very young children and babies

PREVENTION & TREATMENT

There are no specific vaccines or treatments for COVID-19, however, there are many ongoing clinical trials evaluating potential treatments.



BUSINESS MANAGEMENT

RISK MANAGEMENT

The citrus industry in Australia has been heavily impacted by new government requirements restricting the movement of people into and within Australia, in order to contain the spread of COVID-19. As we navigate this unprecedented event, it's important to think ahead and put appropriate plans in place to protect you and your business to the best of your ability.

New government policies and regulations will continue to surface, but until clear directions are available, consider your due diligence in regards to workplace health and safety, food safety, and responsibility to your employees, suppliers, and customers.

If you don't already have a risk management plan in place, you should consider drafting something basic using the following four steps:

- Identify potential risks
- Assess the risks
- Manage the risks
- Monitor and review

1. Identify potential risks

Evaluate each function in your business (supply input, accounts, human resources, operations, WH&S, markets) and identify potential areas where COVID-19 could have a negative impact.

Ask yourself, what if:

- I am diagnosed with COVID-19?
- My staff are diagnosed with COVID-19?
- My staff need to self-isolate for 14-days and you must provide accommodation?
- There is a serious labour shortage - can the available workforce be used differently or upskilled?
- I am unable to access business supplies in my town?
- Freight services are delayed, or impacted by staff losses?
- Are there alternative properties where fruit can be packed/stored?
- My internet or phone connections are down for an extended period?
- Demand for my product is reduced, or borders close to exports?

[Here's](#) a simple version of other physical risks to consider in a nursery environment.

2. Assess the risks

You can assess each identified risk by establishing:

- the likelihood of it occurring



- the impact if it occurred

The level of risk is calculated using this formula:

Level of risk = likelihood x consequence

To assist in determining the likelihood and consequence of each risk, think about how each risk is currently controlled, such as by way of elimination, substitution, engineering, administrative, or through the use of suitable personal protective equipment (PPE).

You can use [this risk analysis matrix](#) to determine your actions regarding each risk.

3. Manage the risks

Now that you have prioritised the actions that are required for each risk, you will need to consider some cost effective and safe ways to best deal with this risk. You could:

- Avoid the risk* Change your business process, equipment or material to achieve a similar outcome but with less risk.
- Reduce the risk* Reduce the likelihood and consequence of the risk occurring by increasing staff training and education, creating clear procedures and policies for the workplace, providing a flowchart on actions to take in an outbreak, ensuring strict compliance with legislation, maintaining equipment, and contingency planning for staff, suppliers, and accommodation.
- Transfer the risk* Transfer some or all of the risk to another party through contracting, insurance, partnerships or joint ventures.
- Accept the risk* Understand this may be your only option at the present time, monitor the situation closely and keep up to date with opportunities available to you from government and industry during this time.

4. Monitor and review

Now that you are prepared with what actions you may need to take during this evolving situation, you should regularly monitor and review your plan based on updates regarding COVID-19.

If you need help deciding what you need to do at your workplace, [contact your WHS authority](#).

REVIEW YOUR FINANCES

By now, your bank, accountant and insurer should have reached out via email to reassure you that they are monitoring the situation, and provide you with an update on how they are being affected, and who you can contact with questions. If not, you should consider touching base to talk through the effects on your business, and ensure you have access to any useful resources or support services they may be offering.

There are a number of support options for businesses experiencing hardship as a result of COVID-19. Australian banks have hardship teams ready to help you, depending on your circumstances.



Assistance may include:

- deferring loan payments
- waiving fees and charges
- helping with debt consolidation
- waiving penalties for early withdrawal of a term deposit
- deferring upcoming credit card payments and increasing emergency limits

Further details and your bank's financial hardship contact details are available on the [Australian Banking Association website](#).

SUPPLIERS / SERVICES

What else should I consider when it comes to my suppliers, when dealing with the impacts of COVID-19?

- Supplies and services that may be disrupted by lack of staff, border closures, or being deemed a 'non-essential service', and alternative options that may minimise this disruption
- Investigation of potential alternative suppliers, quotes and approval for use, in case urgently required
- Availability of supplies for key orchard or packshed needs, particularly if reliant on suppliers from [countries seriously impacted by COVID-19](#)
- The exposure of suppliers such as transporters, agronomists, and sales representatives, to your staff and how to minimise this

The WHO advises that it is safe to receive a package from an area where COVID-19 has been reported, as the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus from a package that has been moved, travelled, and exposed to different conditions and temperatures is also low.

Freshcare and suppliers

Where an alternative must be sourced due to the disruption of the normal supplier, items including chemicals (such as cleaning chemicals, soaps, sanitiser), PPE, and other hygiene supplies, Freshcare FSQ4.1 requires the following be considered before sourcing:

- Is it appropriate for intended use?
- Review the specifications for the material you need to source.
- Do you need a safety data sheet?
- Can you get an alternate brand, with same active ingredient?
- Does the supplier have details on their website regarding certifications they hold? Are they a well-known brand?
- Can your supplier help you source an alternate? What can they recommend?



- Check the packaging on arrival has the appropriate label and date of manufacture/expiry, where applicable.
- Make a record on Form F11 Supplier table, and indicate it is an emergency source (evidence of compliance), noting what was checked before purchasing.

Citrus Australia will continue to post updates on supply inputs as they come to hand on [our COVID-19 webpage](#).

RESTRICTIONS FOR SITE ACCESS

Create a policy which includes more stringent access requirements for anyone entering the site, with no entry for non-essential visitors.

You have the right to ask visitors and suppliers to your orchard or packing shed, to call before arrival and provide information about whether they have:

- flu-like symptoms
- been in contact with a confirmed case of COVID-19
- travelled internationally in the last 14 days, or
- been housed with someone who has travelled in the last 14 days.


Remember to communicate to your stakeholders of your intention to do this (perhaps via email), and ask for their understanding. You can also post your requirements on your website and social media pages. Be careful not to encourage panic, let them know you are 'open for business' and monitoring the situation.

Post **visible signage** at your property entrance, click on the examples below for printable versions.

STOP

Due to the spread of the highly contagious Coronavirus, please advise if you:

- Have been **overseas** in the last 14 days
- OR**
- Have had **contact** with any known person who has tested positive for Coronavirus
- OR**
- Have had/have the following symptoms
FEVER
COUGH
SHORTNESS OF BREATH





PLEASE DO NOT ENTER THESE PREMISES
Call management on:

VISITORS

PLEASE RESPECT FARM BIOSECURITY
A COVID-19 BIOSECURITY PLAN APPLIES TO THIS FARM.
BEFORE ENTERING THESE PREMISES

PLEASE CONTACT OUR OFFICE:
PH: _____
UHF CHANNEL: _____

Thank you for your understanding



Provide **online site entry details** on your website or via email, for visitors to read before arrival. Have visitors sign a **health declaration** before entering the site. Freshcare have developed one [here](#).

F10 Food Safety Instructions Insert – Health Declaration (COVID-19)				Copyright Freshcare Ltd 2020	
Business name: _____					
<p>As part of the health and well-being of our employees, we are continually monitoring the current global risk in relation to Coronavirus (COVID-19) and have therefore implemented steps to minimise the potential threat to food safety and quality.</p> <p>We are following the latest advice from the Australian Government regarding Coronavirus (COVID-19).</p> <p>It is a requirement that all visitors and contractors to our business complete this document prior to site entry. Following its completion, we will assess potential risks and approve or deny entry to the site.</p>					
Name		_____			
Company		_____			
Reason for Visit		_____			
Have you returned from ANY international travel in the past 14 days?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Have you in the past 14 days, come into close contact with someone who is: a) a confirmed COVID-19 case; OR b) a part of a COVID-19 cluster?	a) YES <input type="checkbox"/>	NO <input type="checkbox"/>
				b) YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you been in contact with someone who has returned from international travel in the past 14 days and who is experiencing flu-like symptoms?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Do you have flu-like symptoms (e.g. fever, cough, etc.?)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<p>If you have nominated YES in any of the above boxes, you are not permitted to enter this site.</p> <p>By signing this document, you acknowledge the above information, which you have provided is true and accurate.</p> <p>Please note: If you are a regular visitor or contractor to this site and have completed this form previously, you will not be required to complete it again. However, it is your responsibility to advise the company if your circumstances change.</p>					
Name: _____		Signature: _____		Date: _____	
FOOD SAFETY & QUALITY – FORM 20200324			F10 FOOD SAFETY INSTRUCTIONS INSERT: HEALTH DECLARATION (COVID-19)		

Provide **hygiene facilities for transport workers** and visitors to wipe down loading equipment, or to [wash their hands](#) with soap. See more about handwashing in the '[Physical health and hygiene](#)' section of this document.

Provide **hand sanitiser** where hand basins are not available.



MANAGING WORKFORCE

PANDEMIC PLAN

To deal with daily operations affected by COVID-19, employers should prioritise developing a plan in consultation with workers, or with their WHS representatives.

Note: governments are referring to two categories of contacts in relation to COVID-19:

Category and description	Response
<p>Close Contact</p> <p>A person who has had face-to-face contact for at least 15 minutes in any setting, or has shared an enclosed space (lunchroom, kitchen, office, meeting room) f the infected person for a cumulative period of at least two hours in the 24 hours prior to that person first experiencing symptoms.</p>	<p>Workers who may have been in close contact with a confirmed case are required to self-quarantine for 14 days.</p> <p>This means staying at home, in a hotel room or provided accommodation, and not leaving for the period required. Only people who usually live in a household together are allowed in the home. Do not allow visitors.</p>
<p>Casual Contact</p> <p>A person who has been in the same general area as a person who has tested positive for COVID-19 while infectious.</p> <p>You are a casual contact if in the previous 24 hours you have spent less than 15 minutes face to face, or less than 2 hours in an enclosed space, with a confirmed case.</p>	<p>Casual contacts do not need to be excluded from the workplace while well.</p> <p>The person must closely monitor their health and seek medical advice if they develop symptoms.</p>
<p>Confirmed Case</p> <p>A person who tests positive to a validated test</p>	

The plan should cover:

- How to manage someone who has been in close contact with a confirmed case of COVID-19
 - A person who has been in contact with a 'close contact' of a confirmed COVID-19 case does not need to self-isolate unless instructed to do so by a health practitioner (or if they are showing symptoms).
- How to manage the situation if a worker becomes ill whilst at work
 - This could include traceback on who the person was working with, what areas they worked in, common areas they used such as break rooms, bathrooms, vehicles and who came in to contact with those areas.
- How to manage a suspected case of COVID-19 awaiting a diagnosis



- Current recommendations include sending the worker home for self-isolation for 14 days, seeking medical advice via the hotline, keep worker in isolation for entire 14 days even if a negative diagnosis is received (as the person may be asymptomatic).
- How to identify persons who may be at risk, and support them, without inviting stigma and discrimination into your workplace
 - This could include persons who have recently travelled overseas, or other personnel who have conditions that put them at higher risk of serious illness, such as diabetes, heart and lung disease, or older age.
- If arrangements should be made for an ill worker's transport either to a doctor or to their home, preferably avoiding public transport
- Recording those who become ill and leave the workplace, and listing people they have had close or casual contact with (traceback)
- What to do when a person with suspected infection has left the workplace, i.e. ensure the person's workstation, work area and any communal areas they have been in are thoroughly cleaned and disinfected
 - [Recommendations](#) include the use of bleach diluted in water, all surfaces should be physically cleaned down, especially common touch points such as doorknobs, benchtops, draws, keyboards etc.

Workers must co-operate with their employer in implementing risk control measures. They must take all reasonably practicable steps to ensure they don't do anything that creates or increases a risk to the health and safety of themselves or others.

SUPPORT YOUR WORKFORCE

As an employer, you have a duty of care to protect your workers, and to assist in reducing the spread of COVID-19. As well as caring for others, remember to look after yourself.

You must consult with employees on WHS matters regarding COVID-19, and consider their responses in your decision making.

Contractors – Many growers utilise labour contractors for their harvest workforce. **Please note that if you use a contractor, this does not exclude you from WHS requirements for your workforce.** You are equally as responsible for their welfare, and should be particularly mindful if you live in a state with labour hire licencing laws (SA, VIC, QLD), and / or industrial manslaughter laws (QLD, NT).

Keep up strong communications with your team, briefing all employees and contract staff, including cleaning staff, on the risks, preventative measures and other information relevant to COVID-19.

- Suggest a daily briefing, and reminder sessions of 5-10 minutes before shifts
- Instruct supervisors to remind staff during the day, and where they see a breach of policy to call it out
- Ask your team to report if they feel unwell or if they notice any symptoms, as soon as possible



- Encourage employees to get the [Coronavirus Australia app](#), so they can check symptoms, get advice, and receive alerts.
- Encourage employees to get the [COVIDSafe app](#), to speed up the process of contacting people who may have been exposed to coronavirus in the workplace.

Areas to consider when supporting your workforce include:

- Mental health - how are they coping with the changing environment?
- Physical health and hygiene - key to the break in transmission.
- Practical safety measures - PPE, social distancing, no contact (handshakes etc.).
- Education - provide them with updates to information.
- Cleaning - reiterate the importance, make materials available.

If staff have questions about COVID-19, you can access the latest information and a frequently asked question (FAQ) fact sheet from the Australian Government Department of Health, [here](#).

Fair Farms are also providing updates to accredited growers. Stay up to date [here](#).

Mental health

It is recommended that you provide regular updates on COVID-19 to employees so that they feel informed and well supported and in return they may be more likely to stay motivated to assist and adapt through this time.

Updates may include:

- the current status of the virus in Australia
- potential impacts on the workplace and changes to policies
- updates on impacts or changes in the supply chain and overall industry
- advice on good hygiene practices for work
- access to mental health websites or phonedlines (see below for suggestions)

You should ensure this information is translated for employees without a good grasp of the English language, or seek out translated resources available online. You can find some on the **Citrus Australia** website [here](#).

Experts advise that thoughts and feelings of concern regarding COVID-19 are normal and understandable.

If you or your employees are feeling anxious or worried, you can call [beyondblue](#) on 1300 22 4636 for free counselling, or [Lifeline](#) in a mental health crisis on 13 11 14.

SA Health has launched a new mental health support line for South Australians during the COVID-19 pandemic, to talk with anyone in distress, or in need of support caused by social isolation and long periods of quarantine. 1800 632 753, 7 days, 8.00am – 8.00pm, more info [here](#).

Queensland's mental health services and resources are available [here](#).



Ensure you access quality factual information from credible sources to share with your workforce:

- the [World Health Organization's website](#)
- the [Commonwealth Government's website](#)
- State Government websites
 - [Queensland Government](#)
 - [New South Wales Health](#)
 - [Victorian Government Health and Human Services](#)
 - [Northern Territory Government](#)
 - [SA Health](#)
 - [WA Government](#)

Consider one point of contact within the business for information on COVID-19, to limit the risk of misinformation.

Many people will find self-isolation difficult, so give your colleagues a call to make sure they are coping and feel supported.

Find a healthy balance in relation to media coverage.

Physical health and hygiene

Be sure to provide regular updates and reminders as to what employees need to do to protect themselves and prevent the spread of COVID-19. Workers also have a duty to take reasonable care for their own and others' health and safety. Maintaining social distancing and hygiene practices is important outside of work hours too.

You should ensure there is plenty of soap, hand sanitiser, masks, disinfectant wipes, tissues, paper towels and appropriate PPE in the workplace at all times.

If you are finding it difficult to obtain vital materials and supplies, please register your shortage on the national [Industry Capability Network \(ICN\) portal](#). This portal is being used to connect organisations experiencing PPE shortages with suppliers, both Australian manufacturers gearing up to produce PPE, as well as offshore capability.

Once registered, an ICN consultant will be in touch to discuss your needs in more detail and can conduct investigations across the national network.

Queensland also has a register, please provide this feedback via this [short online form](#).

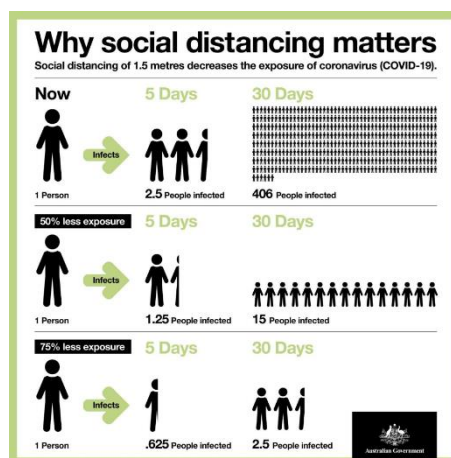
If these supplies are not available, under the Australian model WHS laws, you are not required to provide them, however you should make every reasonable attempt to do so. In these circumstances, consider what alternative measures or approaches can be taken to eliminate or minimise risk. We also suggest documenting these actions, to prove you did so.

Some suggestions for promoting health and hygiene include:



- Increase the signage about hygiene and social distancing around the workplace in general and in the bathrooms and common areas in particular.
- Provide materials and request the use of hand washing with soap and water in all staff common areas, including at the entry and exit of the orchard or packshed.
- Include reminders to wash hands before and after eating, and after using the toilet.
- Place [posters](#) or signage at all hand washing stations to remind staff of effective hand washing techniques (and what songs to sing whilst they do it). The target time is 20 seconds of washing hands.
- If there is no hand basin, provide alcohol-based hand sanitiser, and signage to remind staff to use it regularly. [See the fact sheet on handwashing and hand sanitisers from PMA A-NZ here.](#)
- Cover coughs and sneezes with a tissue preferably or if you don't have a tissue into your elbow.
- Put used tissues straight into the bin.
- Avoid touching your eyes, nose and mouth (or face in general).
- Avoid unnecessarily touching hard surfaces of plastic and metal, such as hand railings.
- Use gloves and masks where practical, and change these frequently, disposing of them appropriately.
- Remind staff to launder their clothes or uniforms daily, by following the directions on the label, and washing to the warmest temperature possible with detergent.
- [Clean and disinfect](#) frequently used surfaces and objects.

Click on the posters below to view printable versions. The NSW Government also has [many poster options](#), as does [SafeWork Australia](#).





You can also access handwashing videos in English, and a variety of other languages, [here](#).

Face masks

If you have COVID-19, wearing a face mask can help to prevent spreading it to others as it forms a physical barrier limiting droplets being spread when an infected person coughs or sneezes.

If you are healthy, you do not need to wear a face mask, however asking workers to wear a mask when working together could be a strategy to further limit transmission.

In the initial stages of infection, a person can remain symptomless for up to 5 days; in days 4 and 5 they have the highest rate of contagion and will be contaminating surfaces through breathing, talking, coughing and sneezing.

Health authorities have advised that:

- There is little evidence that use of surgical masks in healthy people prevents transmission because the virus is not spread through the air (airborne). COVID-19 is a heavy virus which falls to the ground, contaminating surfaces it comes in contact with. The virus spreads when a person touches a surface or object that has been contaminated, then touches their eyes, nose, or mouth.
- There is a worldwide shortage of masks. Masks for the healthcare sector are being prioritised. This is understandable because they are on the frontline, dealing with sick and potentially infected people on a daily basis.

Masks must be given to workers who have advised you they are feeling unwell, at which point they should be sent home or to the doctor.

Workers can be directed to wear a P2 / N95 mask if the employer, in consultation with workers, considers it is a necessary control measure to minimise the risk. If a worker prefers to wear a mask, this is not something that an employer can stop, unless it becomes a hazard.

If using a mask, it is essential that it is worn correctly and disposed of as soon as it becomes moist or after coughing or sneezing. Resources on the correct application, use, removal and disposal of face masks are available from the WHO [here](#). Things to consider and communicate to staff:

- A mask does not replace the need to adhere to social distancing rules
- Touching a mask once it is on contaminates the mask
- A mask can't be removed to the chin or forehead for a break, it is potentially contaminated and these movements increase the risk of contact with the nose, mouth and eyes which is where the virus enters the body
- Once the mask is wet it must be disposed of or if it is washable it must be laundered and replaced

You can read a fact sheet from the Federal Department of Health about masks [here](#). As supplies of commercial masks are limited, making masks is an alternative: [Here is a link to a design, with a pocket](#) to replace the filter.



If you find other designs on the internet, or you purchase masks from a new supplier, you should be certain that they adhere at least to the below recommendations. You are best to purchase masks from a trusted supplier, or from an Australian government source.

- Fabric - Cloth (e.g. cotton or gauze) masks are not recommended under any circumstances, to prevent the transmission of respiratory infection in low-risk community settings. This is because the weave in the fabric needs to be tight and complex enough to ensure that the droplets don't pass through it.
- Filtering - Tea towels rate well for filtration if they're double layered. A 100% cotton t-shirt would also work well in terms of filtration.
- Layering – At least two pieces of fabric are needed.
- Tight fit - The final product must sit as tight-fitting around nose and mouth as possible. Take care to notice gaps around the bridge of the nose.
- Masks must have the ability to be cleaned with detergent in a hot wash cycle in a washing machine. They should then be air-dried completely before use again – hung in the sun for best effect.

Practical safety measures

Workplaces must assess risks in consultation with employees, to implement and enforce control measures to minimise the spread of the virus.

Management

- **You can develop infection control policies and procedures quickly by adapting the biosecurity measures that you already routinely practice, such as handwashing practices, using gloves, and wearing clean laundered protective clothing.**
- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). If possible, avoid travelling to these places and avoid employing from these places unless 14-day self-isolation has been completed and no symptoms are detected.
- Ensure chemical withholding periods are adhered to even though there may be an increased demand on product.
- Continue documenting staff movements in close detail, where they have worked, who with and on what date, so that records can be traced if there is an outbreak.
- Request all workers complete a personal disclosure form. **Citrus Australia** has created a form you can use [here](#). There is also a copy at the back of this guide. Feel free to alter this to suit your own needs.
- Implement a system for recording who each employee has had close contact with in the course of each shift, and where they have been located:
 - Electronic staffing records, supplemented by records captured by supervisors, may meet these requirements.



- Consider supplementary approaches, such as providing employees with a log book to be completed at home each night, or sheets to be completed at the end of each shift and left on departing the site, in which they record all personnel who they were in close contact with in the course of their shift.
- Remind employees of the ramifications of disobeying the federal or state government’s instructions regarding managing COVID-19, such as fines and imprisonment, and advise that disciplinary action may occur in the workplace if they provide misleading information.
- Importantly, this should include who they had contact with during breaks or at the beginning and end of the shift.
- Ensure all documents and records continue to be maintained.
- In case of employees becoming ill, consider workplace roles that could be merged and leave all non-essential duties aside for the foreseeable future.
- Arrange training for staff to be able to multi-task if required.

Social distancing

- Implement controls to reduce direct contact with employees and visitors to orchards / packsheds, including:
 - social distancing of at least 1.5metres (1 person per 4sqm indoors)
 - barriers to create space at counters, between workstations, seated areas etc.
 - crosses on the floor of where people should stand at the packing line, so they are within the social distancing guidelines
 - Perspex or vinyl dividers between staff on packing lines where 1.5m spacing is not practical
 - spread picking teams over wider areas if possible to minimise periods of close contact
 - modify shifts and rosters to reduce peak periods of staffing where possible
 - split management teams up, have them work in different physical locations (including from home)
 - stagger lunch and tea breaks
 - clean common rooms between different shifts
 - remove excess chairs and tables, and put signage on chairs to advise staff to stay 1.5m apart
 - minimise seating to 1 person per 4 square metres or at least 1.5m apart
- Stop shaking hands to greet others.
- Separate all employees into small groups that only work with each other. Therefore, if one employee is diagnosed, you may be able to prove that the rest of the team is still well, therefore only one group must self-isolate at home.



- This applies particularly to those employees who live and travel to work together, define this as a 'family unit' to minimise impact on the workforce should 14-day isolation be required.
- Ask employees to avoid congregating in carparks, farm offices or in other areas outside the workplace.
- Break the business into discrete zones for particular activities, and limit the number of people working across more than a single zone to reduce potential cross contamination.
- Restrict access to areas of the workplace where possible, to reduce the unnecessary spread of germs.

Meetings and events

- Cease non-essential work activities that involve close personal contact, including face-to-face meetings.
- Hold essential meetings outside in the open air if possible, maintaining social distancing (1.5m), otherwise restrict indoor essential meetings to less than 15 minutes.
- Hold meetings via video conferencing or phone call. Try [Zoom](#), or [Microsoft Teams](#). For messaging communication with your team, you could use Facebook's [Messenger](#), or [WhatsApp](#). Ask your provider if they have discounted rates.
- Put off large meetings or events to a later date, or adapt to webinar.

Employee entitlements

- Support flexible work arrangements for employees, depending on their circumstances.
- Identify employees that may be able to work from home, and arrange equipment they will need to do so, including connection to internet, phones and office files.

Breaks

- Eat lunch at your desk or outside rather than in the lunch room.
- Limit food handling and sharing of food in the workplace, and promote strict hygiene among food preparation (canteen) staff and their close contacts.
- Arrange separate toilet facilities for workers, ensure same teams use same facilities, stagger breaks, or hire portable toilets.

Health

- Encourage employees to get the seasonal flu vaccination (or provide it for them), to increase their chances of staying healthy through the winter period.
- Monitor staff for symptoms.

Temperature checks

- You may want to use a thermometer to check the temperature of staff before they start their shifts each day, using a laser thermometer. Perform these checks from an area remote from



your main office or packing shed, to minimise periods of close contact with staff prior to clearing their health status.

- Record those tested and have them wear a sticker (or something similar) to identify that they have been tested that day. Keep these documents somewhere safe in case needed at a later date.
- If a worker records an elevated temperature, ask if they are feeling well or have any other [symptoms](#), then call your state coronavirus [hotline](#) for advice. If workers are also suffering from a sore throat, fever, or cough, they should return home immediately and self-isolate for 14 days. See more information under [Workplace Laws](#).

Administration

- If selling anything in your business, only allow contactless pay, don't accept cash.
- Reduce the number of touch points, i.e. leave doors open so staff don't need to touch handles.
- Have a pool of staff available to fill in if you have employees that become sick, or have to isolate.

Vehicles

- Clean and sanitise vehicles before and after use including door handles, steering wheel, seatbelt, gears, handbrake, audio controls, pens (for driver log) and UHF radios. Alternatively, wear gloves and change when leaving vehicle.
- Increase the amount of fresh air available indoors or in vehicles by opening windows, or adjusting air conditioning.
- Vehicle air-conditioning should be set to fresh air, and not recirculating.
- Avoid non-essential travel.
- Arrange more vehicle transfers of workers to orchards, to ensure there is social distancing in the vehicle. If in a car, passengers should sit in the back.
- For vehicle and accommodation requirements in **Victoria**, [see this fact sheet](#).

Accommodation

- Any new worker with no prior exposure to your workforce should observe a 14-day isolation period prior to commencing work, to ensure the safety of your workplace. However, they may have done this considering the current federal and state requirements.
- Decentralise the accommodation of your seasonal workforce as much as possible. The smaller the groups living together, the better.
- If required, accommodate workplace crews together, minimising cross contamination between the different crews working on your site. If not staying onsite, request that they share accommodation offsite (if required to share at all), in an effort to keep the same people together and avoid potential exposure to others who may be infectious.
- Onsite staff accommodation should be off limits to anyone other than the staff living there, and they should maintain strict cleaning regimes for their temporary homes.



- No parties and no events should be allowed in rooms.
- Minimise the use of shared cooking, laundry and bathroom facilities as much as possible.
- If various groups do need to use shared facilities, create a roster for individuals, or small groups, and ensure they clean and sanitise when leaving.
- Ask employees sharing accommodation to maintain social distancing where possible at home, and implement a strict and improved cleaning routines for the kitchen, bathroom and shared facilities.
- Identify alternative accommodation facilities that can be used by those experiencing symptoms to self-isolate. You may try working with other growers, or stakeholders for this, or contact your local council to see what their action plan is to deal with the increase of accommodation required in regional areas (if they have one).
- Communicate to workers the need to practice strict social distancing in the community outside of work hours.
- For employees living off-site, employers could consider asking them to sign an MOU, saying they will take all due care when off-site, including social distancing, in exchange for continued employment and a safe workplace. The MOU could include the employee recording who they have been in contact with at all times.
- Supervisors in contact with employees that live off-site should maintain social distancing and appropriate hygiene measures.
- For temporary accommodation suggestions, see the [Citrus Australia website](#).

Education

- Actively promote good respiratory hygiene in close contact occurs between employees i.e. sneezing into tissue or own elbow.
- Conduct refresher training of employees in effective hand washing techniques.
- **Brief employees on new cleaning requirements in the workplace.**
- Brief employees on new PPE, food safety, and hygiene practices in the workplace.
- Constantly remind employees of new procedures in as many ways as possible – verbally, via text, email, posters, and in daily briefings.
- Ensure new staff have suitable inductions and health checks before commencing work
- Place poster in bathrooms and breakrooms, [for staff to identify symptoms](#) in comparison to other viruses.
- Share with staff the [online coronavirus symptom checker](#), and the [Victorian interactive self-assessment](#).
- Assign staff supervisory roles to make sure the above is being followed. See the '[Workplace laws](#)' section below on how to deal with staff who may not want to follow protocols.
- Document all training and briefings conducted regarding COVID-19.



- For employers with SWP and PLS workers, new resources are continuing to be [uploaded to their website](#), fact sheets on how to care for vulnerable workers, shopping lists for essential items, and translated documents.

Cleaning

The definition of **cleaning** is to physically remove germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

The definition of **disinfection** is to use chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection.

Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

During this time, you should ensure your infection control procedures are reviewed regularly in consultation with cleaning staff.

Undertake a thorough review of your entire facility to identify areas, surfaces and equipment that may have been inadvertently overlooked in your existing cleaning program, or which perhaps were not so relevant in a food handling or orchard biosecurity context, but becomes so in the context of COVID-19. Include cleaning staff in this conversation. Provide adequate signage and cleaning supplies for workers to use, in addition to supplies provided for cleaning staff.

Cleaning staff

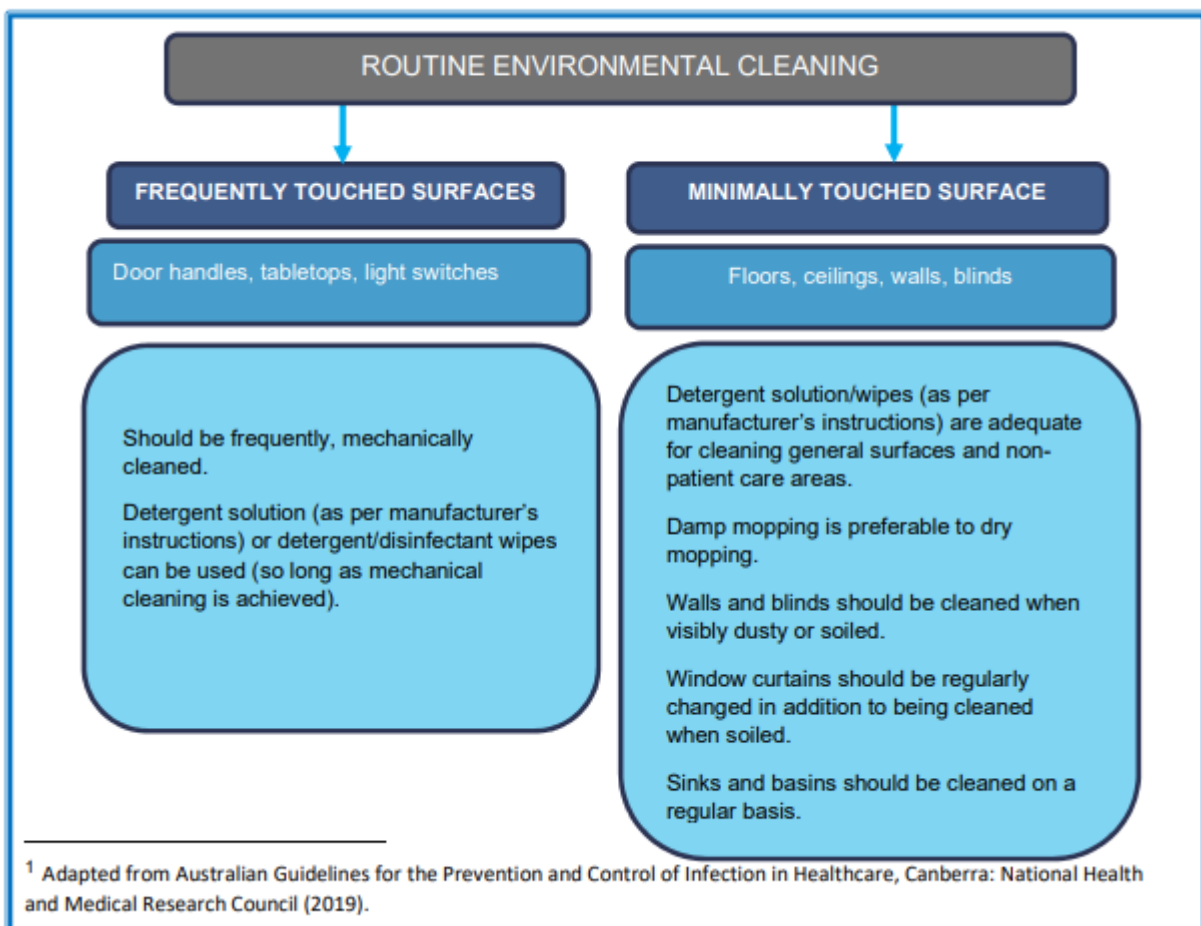
Recent evidence suggests that coronaviruses may survive for several hours on plastic, metal and cardboard, especially in the presence of organic material. They are readily inactivated by cleaning and disinfection; therefore, it is good practice to do as follows:

- Clean frequently touched surfaces with detergent, followed by a bleach or alcohol-based solution. Remember to wipe over:
 - door handles
 - counters & tabletops
 - desks
 - telephones
 - keyboards and mice
 - lift buttons
 - kitchen appliances and whitegoods
 - handrails
 - light switches
 - taps and sinks
 - push plates
 - locks
 - remote controls
 - touch screens
 - EFTPOS equipment
 - fridges
 - dishwashers
 - backrests of chair
- Clean general surfaces and fittings when visibly soiled, and immediately after any spillage.



- Clean areas where there is public access.
- Linen should be laundered in accordance with the manufacturer's instructions using the hottest setting possible. Dry items completely.
- Crockery and cutlery should be washed in a dishwasher on the highest setting. If a dishwasher is not available, a hand wash in hot soapy water will suffice.
- Tea towels and dish cloths should be changed frequently.
- In packsheds, consider what equipment should be cleaned down each day.
- In the orchard, consider what tools need sanitising each day i.e. knives, ladders, handles.

Routine environmental cleaning requirements can be divided into two groups¹:



Cleaning staff should minimise the risk of being infected by wearing gloves, and using alcohol-based hand sanitiser before and after wearing gloves.

If cleaning rooms or areas of the workplace where a person with a confirmed case of coronavirus or a person in isolation has frequented, staff may wish to wear a surgical mask as an added precaution.



Cleaners should:

- Use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses).
- They can also use chlorine-based (bleach) disinfectants, common household disinfectants, or alcohol solutions with at least 70% alcohol (e.g. methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use.
- Have access to suitable PPE at all times.

All other staff

Employees should be encouraged to clean and disinfect:

- mobile phones
- keys
- wallets / purses
- work passes

Vehicles

It is a good idea to put together car cleaning kits for company vehicles. These could include:

- Multi-purpose spray
- Paper towel
- Sanitiser spray
- Hand sanitiser (alcohol based)
- Rubber gloves
- Face masks
- Cleaning instructions, for pre and post vehicle use

Cleaning instructions, for pre and post vehicle use:

Pre-use

1. Wash hands thoroughly before using vehicle.
2. Collect cleaning pack.
3. Use multi-purpose spray and paper towel to wipe down door and tray handles outside vehicle.
4. Inside vehicle, wipe down steering wheel, console controls, indicator, wiper and light instruments, door handle, seatbelt, gear stick, handbrake, and armrests.
5. After cleaning, use hand sanitiser to clean hands. Alternatively, wear gloves.



Post use

1. Exit vehicle and sanitise hands. Put on gloves.
2. Wipe down steering wheel, console controls, indicator, wiper and light instruments, door handle, seatbelt, gear stick, handbrake, and armrests.
3. Close the door, and use multi-purpose spray and paper towel to wipe down door and tray handles outside vehicle.
4. Dispose of used paper towel and used gloves.
5. Wash your hands (30 seconds).
6. Return cleaning kit (and replace items used where required).

For further information, visit the Australian Government Department of Health '[Environmental cleaning and disinfection principles for COVID-19](#)'.

WHAT IF AN EMPLOYEE HAS HAD 'CLOSE CONTACT' WITH COVID-19?

If an employee in the workplace advises that they have been in close contact with someone who has been diagnosed with COVID-19, you should direct the employee to self-isolate immediately.

A close contact is someone who has had face-to-face contact for at least 15 minutes, or has been in the same closed space for at least two hours, with someone who has tested positive for COVID-19 when that person was infectious.

Please note that contacts of people (family, friends) who are 'close contacts' of a COVID case do not need to self-isolate unless instructed to do so by a health practitioner.

- Provide your employee with a mask to put on ([see how to correctly wear mask](#)), and hand sanitiser.
- Arrange for them to go home, preferably not on public transport.
- Tell them you will brief them on phone and email as to what they should do next.

Having employees self-isolate will help prevent the spread of coronavirus to other employees and stakeholders in the workplace.

- Identify anyone else in the workplace who may have also been in close contact with the infected person, and have them self-isolate. If easier, have them complete [this form](#) from home.
- Thoroughly clean and disinfect any places or things which were in contact with the employee.
- **If your employee is feeling well** and not symptomatic, arrange for them to work remotely if possible, for the government-recommended self-quarantine period of 14-days.
- **If it is not possible to work from home**, request that the employee take personal leave and visit their doctor to be tested for the virus. Their return to work will be based on advice from the doctor, however it is likely they will still need to isolate for 14 days, even if they



receive a negative diagnosis on their test. This is because they may still be incubating the virus. A 14 day isolation regardless of diagnosis is compulsory in Victoria.

- Note that many GPs are only testing patients if they have symptoms, and are in the [high risk](#) category, or if they:
 - have returned from overseas in the past 14 days and developed respiratory illness with or without fever; or
 - have been in close contact with a confirmed COVID-19 case in the past 14 days and have developed respiratory illness with or without fever.

If unable to be tested, advise employee to call the relevant state COVID-19 hotline for advice.

NSW Healthdirect - 1800 022 222

QLD 13 Health – 13 432 584

VIC Coronavirus Hotline – 1800 675 398

SA COVID-19 Information Line – 1800 253 787

WA National Coronavirus Information Helpline - 1800 020 080

NT National Coronavirus Information Helpline - 1800 020 080

- If you need help making a plan of what to do if employees need to self-isolate, [speak to your WHS regulator](#).
- Provide information on self-isolation to the employee. You can access a Department of Health isolation guide [here](#). You may also have access to an [Employee Assistance Program](#).
- Keep the employee up to date with what is happening in the workplace. See if they can phone or video conference in for daily briefings, or loop them into staff email updates on the developing situation.
- Arrange for employees to have one point of contact regarding COVID-19 matters, such as your HR manager.
- Document the actions you have taken to prove best management practice.

The above applies if an employee notifies you that they are a close contact of a person with a [suspected case](#) of coronavirus i.e. showing symptoms. They should observe the 14-day isolation too until their suspected case has been diagnosed.

Additionally, if you notice a worker showing other signs they may be unwell, such as frequent coughing, and you think they should not be at work, you should follow your usual workplace policies and procedures. This may include directing the worker to go home.

[Click here](#) to access an information sheet for workers who have completed their 14-day isolation period without showing signs or symptoms of COVID-19.

Be sure to check your state government website also. Every state has adopted their own policy on how to deal with the outbreak, in terms of who needs to be notified, how long staff must isolate for, and what information staff must make their employer aware of.



Please read business updates depending on what state you are from. Please also stay on top of government alerts on the relevant website.

NSW [Notify SafeWork](#)

NT [What to do if a worker has COVID-19](#)

QLD [What to do if a worker has COVID-19](#)

SA [Coronavirus workplace information](#)

VIC [Exposure to coronavirus in workplaces](#)

WA [Community and businesses](#)

For primary producers in South Australia - If you have been ordered to self-isolate, you must remain within the boundaries of your property and not have direct contact with other people. Essential travel within and between land parcels is acceptable, provided you do not have any contact with staff/contractors and visitors (e.g. stay in your vehicle with windows closed to allow contractors or deliveries to enter the property via a gate.) If you develop symptoms of COVID-19 you must not travel outside the boundaries of your main property except to seek testing for COVID-19 or for urgent medical care.

WHAT IF AN EMPLOYEE IS DIAGNOSED WITH COVID-19?

If an employee in the workplace advises that they have been diagnosed with COVID-19, you should direct the employee to self-isolate immediately.

- Provide your employee with a mask to put on ([see how to correctly wear mask](#)), and hand sanitiser to be used immediately and often.
- Arrange for them to go home, avoiding close contact with any other people. They should not return to work whilst they are infectious.
- Tell them you will brief them on phone and email as to what they should do next.
- Thoroughly clean and disinfect any places or things which were in contact with the employee. Ensure cleaning staff are wearing all PPE and clean with detergent, followed by bleach.
- Call the National Coronavirus Helpline on 1800 020 080, or your [state or territory helpline](#), and follow the health advice given, to:
 - ensure they are aware of the diagnosis;
 - seek advice as to which employees are at risk of contracting coronavirus; and
 - discuss whether the workplace needs to be shut down (there may need to be a temporary shutdown whilst an assessment is done, including traceback on employee interactions which is why record keeping is important).

Note that South Australia has released a specific protocol [here](#).

- If necessary, you should also contact your [state or territory WHS regulator](#) for specific advice on your situation.



- In the event of a confirmed case in your workforce, depending on which state you are based, you may be engaging with a local public health unit.

Generally, you must:

Identify the hazards

Is the worker still at work? Were they at the workplace while they may have been infectious, and who were they in 'close contact' with?

Assess the risks

How much contact did the worker have with others, or with the workplace, while possibly infectious?

Manage the risks

If the infected worker had limited contact you may be able to evacuate that area, ensure it is deep cleaned, and send home workers who had contact with them in accordance with any health advice.

If the worker had contact with several others or large parts of the workplace you may also need to direct all workers to self-isolate for 14 days.

Review the control measures

Regularly review control measures, particularly after a diagnosed case, to make sure they are working. If other workers get sick, this may mean your current control measures are not working as intended.

- Your next steps will then depend on the advice you receive from the Department of Health:
 - If you are advised to shut down the workplace, and your employees cannot reasonably work elsewhere, you may be in a position to stand down your employees without pay in accordance with the Fair Work Act. [Contact the FWO for advice.](#)
 - If you are not required to shut down, but choose to send any employees home, be aware that you will likely need to continue to pay employees for the duration of the shutdown.
- You may be asked to help health authorities trace close contacts, in which case, the [Office of the Australian Information Commissioner](#) has published [guidance](#) on when disclosing personal information may be permitted. Close contacts will be asked to home isolate at the direction of public health authorities for 14 days.
- Health authorities will give consideration to your documentation and / or evidence of:
 - adherence to strict hand washing procedures;
 - rigorous cleaning and sanitising of environment and equipment;
 - enhanced procedures to support social distancing between employees that has been taken;
 - routine use of PPE by staff (gloves, aprons, overalls, masks).



- Ask the employee to provide a medical certificate to allow the absence to be paid as personal leave, and direct them that they must obtain a medical clearance before returning to work.
- If the employee has been diagnosed, the number one concern is their health and wellbeing. Check in when you can to make sure they are OK. If they are a seasonal worker you should ensure that they can access food and medical assistance if needed whilst in isolation, or direct them to services that may be able to assist them, such as the Community Recovery Hotline (1800 173 349) for Queenslanders in home quarantine who have no other means of support. [Alternatively, they can call the relevant state COVID-19 hotline for advice.](#) Note that the Australian Red Cross has also been delivering food packages to people in isolation with no family support to shop for them.
- Provide information on isolation to the employee. You can access a Department of Health 'home isolation guide when unwell' [here](#). You may also have access to an [Employee Assistance Program](#).
- Keep the employee up to date with what is happening in the workplace.
- Arrange for employees to have one point of contact regarding COVID-19 matters, such as your HR manager.

If the employee was present in the workplace immediately prior to the diagnosis, you should also:

- Notify your remaining employees that there has been a confirmed case of coronavirus in the workplace. Remember that your employees' medical records are confidential and you must not disclose to co-workers the medical status of any individual.
- Depending on your circumstance, you may also need to notify suppliers and stakeholders where you believe is necessary.
- Request that any employees that were in close contact with the diagnosed person to go home immediately and enter into the 14-day self-isolation period. If they are well, they should work from home if possible. Be prepared to identify these people quickly.
- Where employees have been diagnosed with COVID-19 but have recovered, it will be important to reassure other staff that their reintroduction into the workplace is safe.

Recovery

In **Victoria**, the government has advised that confirmed cases should not cease isolation until they have been advised by the Public Health Officer from the Victorian Department of Health and Human Services that they can leave. An employer that requires confirmation that an employee is no-longer infectious can contact the DHHS on 1300 651 160.



WORKERS' COMPENSATION

Workers' compensation schemes are governed by the Commonwealth, States and Territories. Arrangements differ across schemes however there are common threshold requirements that would apply in the case of COVID-19:

- that the worker is covered by the scheme, either as an employee or a deemed worker;
- that they have an injury, illness or disease of a kind covered by the scheme; and
- that their injury, illness or disease arose out of, or in the course of, their employment.

Compared to work related injuries, it is more difficult to prove that a disease was contracted in, or caused by, particular employment.

In the case of a virus such as COVID-19, establishing the time and place of contraction may become increasingly hard. Whilst the spread of COVID-19 is contained, it may be easier to establish whether contraction is work-related, for example, if in the course of their employment a worker travels to a high-risk area with a known viral outbreak or interacts with people who have contracted the virus. However, once the virus becomes more wide-spread in the local community, establishing the degree of contribution of a worker's employment to their contraction of the virus will inevitably be more difficult.

Whether a claim for workers' compensation for contracting COVID-19 is accepted will be a matter for the relevant workers' compensation authority, applying their jurisdictions' workers' compensation laws. Workers' compensation authorities will consider each claim on its merits, with regard to the individual circumstances and evidence.

Employers should be very careful to guard against the risks of employees contracting COVID-19 at the workplace and should ensure that any mitigating steps they take in response to COVID-19 are measured. Where employers are concerned about this issue they should seek legal advice.

Workers' compensation authorities

NSW [State Insurance Regulatory Authority \(NSW\)](#)

NT [NT WorkSafe](#)

QLD [WorkCover Queensland](#)

SA [ReturnToWork SA](#)

VIC [WorkSafe Victoria](#)

WA [WorkCover WA](#)

AUS [Comcare \(Commonwealth\)](#)

WORKPLACE LAWS

If you have any questions regarding workplace laws, pay, and employee entitlements in regards to COVID-19, contact the Fair Work Ombudsman (FWO) either online at [Coronavirus and Australia workplace laws](#), or by phone on 13 13 94, then select the prompt for the Coronavirus hotline.



Questions may include:

Q. Can a worker refuse to work?

- A. Some employees may be reluctant to come into the workplace as the risk of catching the coronavirus rises. A worker has the right to cease work if there is a reasonable concern that they would be exposed to a serious risk to their health and safety from an immediate or imminent hazard.

If the employee is not on any form of recognised leave, and there is no safety reason why they cannot attend work, the expectation is that they continue to do so. Consider flexible working arrangements that may be possible to alleviate concerns and keep them on staff (which will be of benefit to you both).

Q. Can an employer direct a worker to stay away from a workplace?

- A. Under the model WHS laws, if it's reasonable for you to require workers to stay away from their usual place of work, they must comply with the direction. You should still consider the worker's entitlements under workplace instruments, such as an Enterprise Agreement or the Horticulture Award.

In regards to temperature checking:

Be aware, that there is currently no government policy which advises that employees should go home if they have a higher than average temperature, as there are many different reasons why someone's temperature could change, as per the SafeWork Australia advice [here](#). If an employee presents with a higher than average temperature, you should ask about other symptoms – Have they been feeling feverish? Do they have a sore throat or cough?

If the employee says they are well, and you decide to send them home, they will likely still need to be paid, either normal hours if they are FT or PT; or if casual, for the minimum shift engagement under the Horticulture Award (two hours), or relevant enterprise agreement. If you request a medical clearance, FT and PT employees must continue to be paid until they can present this. Note that not all doctors will provide this, and the Fair Work Act does not compel an employee to provide evidence that they are fit for work. They only need to provide evidence if they are unfit for work.

For employees to be considered for a stand down (still employed, but at home without pay), you must satisfy [Sec 524 of the Fair Work Act](#). A high temperature would not be covered under this.

Q. What about workplace entitlements?

- A. You must allow workers to continue to access available entitlements, including leave, under the relevant enterprise agreement, award, contracts of employment and workplace policies.

Q. My employee can't work due to school closures.

- A. If schools, kindergartens and child care close, employees may notify you that they are unable to attend work due to a breakdown in their usual childcare arrangements. In this case, normal rules relating to personal leave will apply.



Q. When can employees be stood down without pay?

- A. Employers may be able to stand their employees down without pay during the coronavirus outbreak for a number of different reasons, including:
- a large proportion of the workforce is in self-quarantine meaning the remaining employees can't be usefully employed; and
 - there's a stoppage of work due to lack of supply for which the employer can't be held responsible.

Q. Can an employer change an employee's regular roster or hours of work?

- A. They may be able to, but will need to consult with employees about the change to their regular roster or ordinary hours of work under their award or enterprise agreement.

Some more useful Q&As can also be found [here](#).

Various law firms are also conducting webinars and podcasts regarding COVID-19. See the **Citrus Australia** website for up to date content.

Discrimination, bullying and harassment

Coronavirus is not a reason to treat employees differently because of their national origin. Placing extra obligations on individuals (more robust hygiene methods, for example) just because they are from a particular country places you at risk of a discrimination claim. Therefore, any control measures you implement to manage the risk of coronavirus should be implemented across all employees.

You should be alert to 'banter', or more serious instances of harassment, between employees about the virus which relates to someone's nationality or ethnicity and ensure that your zero-tolerance stance to harassment is maintained

Employees who feel they are at higher risk due to age, or who have an underlying medical condition, such as diabetes, respiratory issues or heart disease, should be allowed (but are not required) to stay home, as a precaution. [Under stage 3 restrictions](#) announced by the Federal government on 29 March 2020, it is highly recommended that people over 70 do not leave their homes.

TRAVEL

Personal travel

You cannot force employees not to travel outside of the workplace, but you can encourage them to maintain good hygiene while travelling and pay attention to any signs of ill health.

Prior to an employee commencing leave, you should remind them in writing of the date they are required to return to work, and make it clear that any self-isolation period would need to form part of their period of approved leave. You should also be clear on the requirement to provide evidence they have completed any government required self-isolation period prior to returning to work.



Business travel

Employees may be reluctant to undertake business travel to any location where there have been cases of coronavirus.

If travel is deemed necessary you should involve the employee in the risk assessment.

Some simple measures that can help reduce the risk while travelling include:

- If travelling internationally, have the employee input their travel itinerary into [Smartraveller](#), and register for updates on the countries they will be visiting.
- Provide the employee with clear instructions on hygiene, to reduce the risk of picking up the virus.
- Provide the employee with a travellers' first aid kit, and advise them how to monitor symptoms, and what actions to take if they fall ill whilst travelling.
- Keep a detailed record of where the employee is travelling, their flight, accommodation and transfer details, and regularly check in on their health.
- Monitor the news and updates on COVID-19 from your office and keep the employee up to date whilst they are travelling.
- If the employee does report symptoms of the virus, put in place a plan to support them.

Be aware that in the circumstance that you require an employee to travel overseas for business and they contract the virus, the employee may be able to claim workers compensation.

You can direct employees not to undertake work-related travel if necessary to meet workplace health and safety obligations, or if it is otherwise a lawful and reasonable direction.

SOURCING ADDITIONAL STAFF

There are a number of services that are changing their processes to make it easier for recruitment of Australians and visa holders during the COVID-19 pandemic. To view the most recent updates, please visit our website [here](#). You can also view the latest on the Seasonal Worker Programme and the Pacific Labour Scheme.

Be prepared for the fact that you may lose a large number of workers during peak periods, if a group falls sick, and others must isolate due to this.

- Consider how you might be able to source replacement staff quickly.
- To avoid people travelling to your farm to find work, put contact information on your website and social media to advise people how to apply for a position. Put signage on your front gate with a contact phone and email for applications, or list your website.
- There will be people from other sectors who find themselves out of work. Use networks within your region to find out how you can recruit them. Try your local council, or job agencies, to see if they have made connections. Speak to other growers.
- You may need to train larger numbers of staff than would normally be the case, and may need to expedite the training process. Can you provide training online?



- Have a pool of back up workers ready to go if necessary, who have completed your online training (if available).
- Give thought to members of your current team who would be suitable to step up to supervisory roles, and provide training and mentoring to facilitate this.
- When people call looking for work, take down their name, number and email so you can contact them later on when you need urgent replacements.

Worker and industry support package

The Commonwealth Government has announced a worker and industry support package for Queensland which includes up to \$500 million to assist workers who lose their job or income with retraining and job-matching to help transition into jobs in the industries that are vital to get Queensland through this crisis – such as agriculture. This website has now been launched, you can view it at [Jobs Finder Queensland](#).

Citrus Australia members can also contact kerry.thompson@citrusaustralia.com.au to discuss additional opportunities to source workers.

Border closures

You should be aware, that state borders have now closed in Western Australia, South Australia, Northern Territory, and Queensland.

Primary production has been deemed an 'essential service' in Australia, and by each of these state governments. This enables concessions such as movement of produce throughout the country, and movement of workers without the requirement of a 14-day isolation period upon entry into a new state.

The criteria are different for each state, therefore if you have hired a worker to move interstate to work in your orchard or packing shed, you must be fully aware of requirements for them to travel across the border. It's likely that your business will need to prepare a Health Plan on how you will manage the health and wellbeing of your workers, and how you will prevent transmission to the wider community.

If you need to provide a letter of employment for your worker, some things to consider including are:

- written on company letterhead with address and contact information
- a contact name and mobile number for the person responsible for the worker
- company ABN
- the worker's name and passport number (if on a visa)
- the worker's position
- the worker's starting date, and finishing if you have one
- details of accommodation for where the worker will reside
- confirmation you have submitted a health plan

Check your state website for the most current information on border closures.



New South Wales

You can view New South Wales' hot spots [here](#).

Northern Territory

There are [border controls](#) in place for all arrivals to the Territory.

If you are a non-essential traveller arriving at a Northern Territory border, you must [self-quarantine](#) for 14 days unless your situation is covered by an exemption category.

You must make a declaration and complete a border arrival form.

Exemptions include agribusiness employees whose company has a plan, approved by the Chief Health Officer, on how it proposes to manage transmission amongst its employees and prevent transmission to the wider community.

For advice regarding the exemption process, call 1800 490 484 or email DOH.Exempt@nt.gov.au. The hotline operates 8:00am – 8.00pm every day.

Read full details [here](#).

Queensland

As of 4 April 2020, Queensland has introduced a 'hard closure' to its border, meaning that only those with exemptions can enter the state.

Agribusiness employers will need to:

- Prepare a health plan for submission (these can now be emailed to covid.plans@health.qld.gov.au)
- Prepare evidence of employment (a letter)
- Ensure employees are aware of requirements and that they must apply in advance for an entry pass.

Read full details about the border closure [here](#), and apply for a pass [here](#).

See [here](#) to read the Border restrictions Direction from the Queensland Chief Health Officer and look out for the **Health Plan Template** in the right hand column, along with the email address to send it online.

South Australia

South Australia assesses the current situation against the recommendations of the Prime Minister. It has been determined by the State Coordinator Commissioner, Grant Stevens that South Australia is currently in a better situation than other states. He feels that the current restrictions of the South Australian border closure are working well in flattening the curve.



The Emergency Management (Cross Border Travel No 3) (COVID-19) Direction 2020 came into effect at 11:59 pm, 16 April 2020, revoking the cross-border travel direction number 2. There were no changes for those employed in the agriculture industry.

This situation is assessed on a day to day basis and decisions will be made on any further restrictions according to advice from SA Health.

Please note that backpackers working in horticulture are not considered essential travellers in South Australia and will still be required to self-isolate for 14 days upon arrival, regardless of whether they have isolated in another location. Consider this when recruiting staff for harvest.

Read [here](#) for more info.

Victoria

You can view Victoria's hot spots [here](#).

Western Australia

On 24 March 2020, Minister MacTiernan granted an **exemption** for agricultural workers travelling to WA to ensure continuity of food production. As of 5 April 2020, anyone without an exemption cannot enter WA.

Workers must carry their exemption form and proof of its submission when travelling. They may be asked to produce this documentation at a check point or by WA Police patrolling the area.

On 20 April, the G2G PASS became available – **apply online** for your exemption [here](#), download the G2G PASS app [here](#), or if you don't have access to a smartphone, you can still complete the paper-based version [here](#).

On 31 March, travel restrictions were also put in place for travel within the state, between **regions**. A list of regions and further information regarding intrastate travel can be found [here](#).

The WA Premier has indicated that interstate borders will be in place for at least six months. Intrastate borders are expected to remain in place for a longer period.

People associated with primary production can now enter the **northern biosecurity zone** (which includes Kununurra) approval from WaPol – see application form [here](#) - and an approved COVID-19 risk management plan signed off by a human biosecurity officer.

A COVID-19 Management Plan template is now available [here](#). This is to assist your business in developing your own COVID-19 risk management plan, to reduce spread when conducting essential activity within a biosecurity area.

Read further advice for travel and transport [here](#).

DPIRD has provided the following definitions in regards to essential services:

Concerning specialist skills

7 (l) any person employed in agriculture, food production or primary industry



7 (j) any specialist skills required for industry or business continuity and maintenance of competitive operation, where the service is time critical

Concerning the provision of Transport Freight and Logistics

7 (i) any person who in the course of their duties is responsible for provision of transport, mail, courier, freight and logistic services

These clauses allow horticulture businesses to operate and receive the goods and services required to stay in operation. At this stage there is no system to provide a 'travel permit'.

DPIRD continues to work with the Western Australian Police on options to establish an online service that may allow fast-tracking through boundary check-points and help minimise congestion.

Please assist police at borders by preparing any relevant documentation to support your legitimate travel.

You can view Western Australia's hot spots [here](#).



FOOD SAFETY

It's important for food businesses to be extra vigilant with all aspects of health and hygiene, to ensure no-one contaminates the surfaces of your produce, or production lines, due to illness or unclean habits.

There is no evidence that COVID-19 is transmitted through food.

Transmission is unlikely and so far, there is no evidence that people have become infected by swallowing the virus in or on food or drink.

The European Food Safety Authority has [released a statement](#) saying that food is not a likely source or route of transmission of the virus. This may be useful if you are getting questions from stakeholders or consumers.

In March, a Queensland Agriculture Coordination Group was established in response to COVID-19, which created four working groups, one of which is the Workplace Health and Safety Working Group. From this group, Safe Food Queensland produced a [guideline document](#) on food safety with specific examples from industry.

[Freshcare](#) has also composed a [COVID-19 factsheet](#).

Prevention

Normal best-practice prevention measures will reduce the risk of transmitting COVID-19, as for foodborne illnesses like norovirus and salmonella.

These measures include practising good personal hygiene, having clean hands and clothes, keeping things clean and sanitised, excluding ill workers, and other recommended measures such as social distancing.

Persons wearing gloves should be mindful that gloves are clean and changed as necessary, and hands are washed between changes.

Consider providing staff with their own tools where possible.

Cleaning

General cleaning should be with hot water and detergent, and additional cleaning and sanitising of all food contact surfaces, and frequently touched surfaces, is recommended.

All eating and drinking utensils and food contact surfaces must be clean and sanitised before use.

For sanitising, current advice is that coronavirus is destroyed by hot water (above 60°C), or by commercial sanitisers normally used (sodium hypochlorite, hydrogen peroxide, and 70% ethanol). No change in concentration or exposure times is needed. Follow manufacturers' instructions. Alternatively, you can view a list of effective disinfectants on the [United States Environmental Protection Agency](#) website.

See the cleaning and sanitising fact sheet by [Food Standards Australia New Zealand](#) which includes how to use bleach, how the dishwasher should be used, as well as tips for cleaning and sanitising in



food businesses. One has also been created by [PMA A-NZ](#), which details concentration levels of sanitisers, alternatives to sanitisers and other considerations.

If you would like some more technical insight into the life of the virus, and the quantities of chemicals required to inactivate it, [have a look at this page](#) on the ARC Training Centre for Food Safety in the Fresh Produce Industry website.

Hygiene

Ensure that all staff have training on general hygiene, specific to your product and production system.

For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser before handling produce or materials that may come into contact with produce.

Handwashing should include full coverage of hands to wrists, underneath nails, between fingers for 20-30 seconds, followed by effective drying until hands are completely dry. Repeat this often, even if hands are still visibly clean.



REAL WORLD EXAMPLES

Citrus Australia is compiling some useful examples of grower and packer experiences so far with COVID-19, that may be both reassuring and motivating for practices in your own workplace.

FROM A PACKER IN QUEENSLAND, LATE-APRIL 2020

- Began reviewing and implementing changes on 17 March 2020 and will leave changes in place for the entire season.
- Employs 48 staff and are currently packing up to 200 bins a day, which will double at the peak of the season.
- Hiring 90% of workers through contractor Agri Labour Australia, which is also implementing high standards. Communicates with them regularly (previously daily, now weekly).
- Regular staff meetings to inform and update staff.
- Additional risk management and traceability measures implemented for workers using volume filler who cannot stand 1.5m apart e.g. staff using the volume filler also use the same smoko room. Any floaters that enter this area must be 1.5m apart from other staff.
- Communicates that workers must meet certain requirements at home, including social distancing, using sanitiser provided by workplace, and no travelling outside of the town.
- All contractors entering facility have temperature checked.
- 11 sanitising stations around facility including near finger scanner, and additional signage to wash hands.
- Painted orange dots 1.5 metres apart throughout the packing shed, and on the pathways outside for when staff are signing in to ensure social distancing.
- Created 3 additional smoko rooms out of former storage rooms, which required purchase of tables, chairs, fridges and water stations. Smoko rooms are 20 metres apart.
- Dots placed under chairs. Chairs are not to be moved.
- Grouped workers together e.g. employees 1-12 use smoko room 1 for entire season; employees 13-24 use smoko room 2, and so on.
- A supervisor now spends 50% of their time documenting, ensuring social distancing is being applied, sanitisers are filled, and that all cleaning has been completed.
- Two additional full-time cleaners have been employed to sanitise all day. Tasks include sanitising smoko rooms between breaks, cleaning packing lines, and cleaning volume fillers every 10 minutes.
- Tracking additional costs in a separate budget and ensuring effective documentation of all practices.
- Had all changes approved by Queensland Health.



FROM A PACKER IN SOUTH AUSTRALIA, LATE APRIL 2020

"Colour coding has been introduced in the packing sheds to minimise risks and to encourage social distancing.

Areas within the pack sheds have been colour coded and matched with groups of workers, who wear corresponding coloured arm-bands.

This ensures groups are not mixing and spacing is maintained whilst all in the shed."



In addition, we have also implemented:

- Temperature screening upon entry to the site (staff and contractors)
- Installation of additional hand wash facilities at entry points and within the pack house
- An increased level of hand sanitation stations
- A significant increase to the level of sanitation throughout pack house, as well as lunchrooms, bathrooms, offices etc. (cleaning and sanitising every hour)
- Sanitising the entire pack house with fogging units
- Sanitising all work stations prior to the commencement of each shift



FROM A GROWER / PACKER IN QUEENSLAND, MID-APRIL 2020

"We have 30 staff harvesting our fruit this season through a local contractor.

Most of the contractor's staff are in our accommodation. We have also rented a half-way house so if any of our staff show any symptoms they will be taken there and not back to our accommodation.

We have supplied to the contractor all our training paperwork and Workplace Health & Safety paper work, and we will follow up to ensure that all of it has been completed.

We had the Health Department visit last week and they were happy with our procedures. We filled in the health plan which was checked and they asked us to email it to the public health unit, which we have.

They went through our shed and we had the cleaning register in place, they talked about the extra cleaning surfaces which we had listed and are being signed off 4 times a day when cleaned.

Forklifts are also on the list, they did suggest having wipes and sanitiser on the forklifts so if one person goes off and another comes on, the person going on can wipe down the surface. We are having one person per forklift and the surfaces are cleaned when the other surfaces are being cleaned.

We supplied temperature thermometers to our contractors as well as our own staff and have put in place a spreadsheet for them to monitor temperatures. The shed will be doing this in the morning and after lunch, and documenting the read outs. The pickers will be only doing this in the morning and documenting their read outs.

The health department said it is good to have a record, so you can see if someone's temperature is starting to rise. We will monitor up to 37.5 degrees, if it goes to 38 degrees they will be isolated, given a mask and gloves, and we will ring the medical centre for instruction on what will happen next. Then they will go to the half-way house until a test can be done or they can isolate for 14 days. The health department did say they are working on a plan for when someone is tested positive to COVID-19.

They checked our caravan park and they were satisfied with the accommodation, and we had extra cleaning in place here as well and it was being recorded.

We are keeping our staff well informed with emails on any updates, posters put up around the shed and accommodation, and sending them video training on infection control."



FROM A GROWER IN QUEENSLAND, MID-APRIL 2020

"We have been very busy trying to ensure that we have all the correct policies and procedures in place and that they are all workable, achievable and updated.

Access to all farms has been closed and signage erected to direct visitors to phone the office. All people entering our farms (workers or others) are made to sign a health declaration, have their temperature taken, use hand sanitiser, and practice social distancing at all times.

We have changed our entire induction process and location, as well as altering the information collected at start up to suit the current conditions. We now use an outdoor space with separated seating and have a much more visual approach with signage etc.

As far as practicable, we have managed our picking teams into houses and car pool groups.

We are in regular communication with staff regarding COVID-19 and other WH&S safety issues through our tool box meetings, formal safety meetings, and through our closed Facebook groups for harvest staff and regular employees.

We are using sanitiser on all equipment and high use areas (we have hygiene policies and procedures, and checklists for record purposes). We also have handwashing facilities in numerous places at all orchards, and are enforcing proper handwashing with soap until we have access to hand sanitiser. Handwashing signage is at all hand washing locations.

We have updated all of our cleaning policies and procedures - this is something we needed to tidy up for DAFF audits and Freshcare audits anyway.

We encourage harvest staff to practice social distancing when they are not at work as well.

We are constantly working with our business partners (packing shed, marketers etc.) to ensure they are up to date with our practices, and we have contingency plans if there are issues at any of them."

- CORONAVIRUS (COVID-19) -

PERSONAL DISCLOSURE STATEMENT

CONTACT INFORMATION

Name

Address

Phone

Email

HEALTH AND TRAVEL

1. Do you have any underlying health conditions that make you more susceptible to infection? For example: Yes No

- Diabetes
- High blood pressure
- Heart condition
- Lung condition
- Over 70 (or over 60 with health condition, over 50 and Aboriginal or Torres Strait Islander)

2. Have you travelled overseas or interstate in the last 14 days (or between regions if in WA)? Yes No
If No, go to Q4

3. Where did you travel, and for what purpose?

4. Have any of your immediate family or household members travelled overseas or interstate in the last 14 days? Yes No
If No, go to Q6

5. Where did they travel, and for what purpose?



6. Have you been in close contact with anyone who has been diagnosed with COVID-19 in the last 14 days? Yes No

* Close contact refers to 15 minutes in a meeting, or 2 hours in the same enclosed room / shed.

7. Do you have any symptoms of COVID-19? Circle any that are present: Yes No

- Sore throat
- Shortness of breath
- Dry cough
- Fever
- Fatigue

8. Have you been tested for COVID-19? Yes No

9. How do you travel to work each day? (i.e. drive, car pool, live onsite)

<Insert business name> is collecting this information to help ensure your health and safety in the workplace given the current outbreak of COVID-19.

I acknowledge that the above information is correct and undertake to inform <insert business name> of the following:

- Any personal travel plans, including actual locations visited
- Contact with any individual who is diagnosed with COVID-19
- If I am diagnosed with COVID-19
- If I have visited a known outbreak hotspot
- Any other relevant information regarding potential exposure to COVID-19.

I acknowledge that any misleading information provided in this disclosure, or during my employment at <insert business name> may be cause for disciplinary action, which could include termination of my employment.

EMPLOYEE SIGNATURE

DATE



RESOURCES

COVID-19 & Fresh Produce, Protecting your workforce | PMA Australia-New Zealand Ltd | 26 March 2020 | <https://www.pma.com/-/media/anz/files/covid19--workforce-protection-v1-final.pdf?la=en>

Australian Government <https://www.australia.gov.au/>

Food businesses and COVID-19 (Coronavirus) | NSW Government Food Authority | 1 April 2020 | <https://www.foodauthority.nsw.gov.au/help/covid-19-advice-for-businesses>

COVID-19 and your workforce, guidelines for industry | Australian Pork | 20 March 2020 | <http://australianpork.com.au/wp-content/uploads/2020/03/CoVID-19-and-your-workforce.pdf>

Novel Coronavirus and Food Safety | Food Standards Australia New Zealand (FSANZ) | March 2020 | https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx?mc_cid=839bee6add&mc_eid=6085031eb6

VegetablesWA | <https://vegetableswa.com.au/>

NFF COVID-19 Workplace Guide | National Farmers Federation | 1 April 2020 | https://mk0farmhub4q9y701x84.kinstacdn.com/wp-content/uploads/2020/04/NFF_COVID-19_Workplace_Guide_WEB.pdf

COVID-19 Employer Guide – Managing the workplace in the face of the outbreak (Edition 3) | Victorian Chamber of Commerce and Industry | 30 March 2020 | <https://www.victorianchamber.com.au/business-support/crisis-information/covid-19-coronavirus-resources>

Growcom | <https://www.growcom.com.au/>

COVID-19 Employer Guide – Managing the workplace in the face of the outbreak | Australian Chamber of Commerce and Industry | March 2020 | <https://www.australianchamber.com.au/wp-content/uploads/2020/03/COVID-19-Employer-Guide-Edition-3-250320.pdf>

Coronavirus and Australian Workplace Laws | Fair Work Ombudsman | <https://coronavirus.fairwork.gov.au/>

Coronavirus (COVID-19) | Department of Health | <https://www.health.gov.au/>

Coronavirus disease (COVID-19) Pandemic | World Health Organization | <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Help Us Save Lives | New South Wales Government | <https://preview.nsw.gov.au/covid-19>

Coronavirus (COVID-19) | Northern Territory Government | <https://coronavirus.nt.gov.au/>

AUSVEG | <https://ausveg.com.au/>

Keeping SA Safe and Strong, COVID-19 (coronavirus) Government of South Australia | <https://www.covid-19.sa.gov.au/>

Coronavirus (COVID-19) | Queensland Government | <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

Employsure | <https://employsure.com.au/>



Coronavirus disease (COVID-19) | Victorian State Government, Health and Human Services | <https://www.dhhs.vic.gov.au/coronavirus>

COVID-19 coronavirus | WA Government | <https://www.wa.gov.au/government/covid-19-coronavirus>

COVID-19 | New Zealand Plant Producers Incorporated | <https://nzppi.co.nz/>

SafeWork Australia | <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

Australian Mangoes | <https://mangoes.net.au/>

Guidelines for reducing workforce impacts related to COVID-19 | Queensland Agriculture Coordination Group, Workplace Health and Safety Working Group | Safe Food Queensland | 3 April 2020 | https://www.safefood.qld.gov.au/wp-content/uploads/2020/04/ACG-WHS-Workforce-Impact_V1.1.pdf

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