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WEBINAR

Navigating a new normal

30 July 2020

10.00-11.00 AEST





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Housekeeping

Session

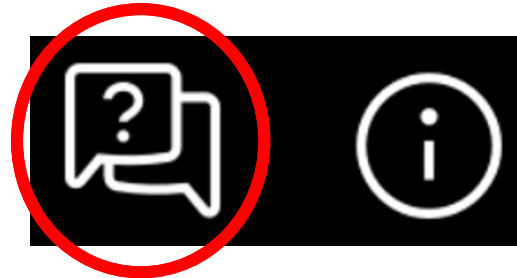
Will go for 60 minutes

Audio issues?

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Questions and comments

- Are moderated
- You can submit them by selecting the question mark icon





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Welcome and introduction



Sue Weston
CEO, Comcare



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[Comcare.gov.au/coronavirus](https://comcare.gov.au/coronavirus)



general.enquiries@comcare.gov.au
whs.help@comcare.gov.au



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Today's Comcare speakers



Justin Napier

General Manager,
Regulatory Operations
Group



Natalie Bekis

General Manager, Strategic
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Engagement Group



Andrew Crane

Assistant Director,
Education and
Engagement



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Comcare's regulatory approach



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Comcare's regulatory approach

Key points:

- The Commonwealth WHS Laws still apply
- Duties of PCBUs, Officers and workers remain unchanged
- PCBUs need to provide and maintain a work environment that is without risk to health and safety
- PCBUs need to assess the risks in consultation with HSRs and workers





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Comcare's regulatory approach

Key points:

- Comcare's approach is outlined in the '*National Statement of Regulatory Intent*'
- Business as usual for serious incidents and fatalities
- Employers in the Comcare scheme **should** notify Comcare of all confirmed cases that are work-related and arise from the business of undertaking of the employer
- Comcare's LMS – '*Managing WHS Risks COVID-19 eGuidance*'



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Risk management and COVID-19

Key points:

- Employers must identify and control risks to workers and others in the workplace
- Exposure to COVID-19 risks must be assessed and control measures implemented to manage risks
- Organisations must also assess risks to any vulnerable workers



Image: Safe Work Australia website



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Risk management and COVID-19

When should I complete a risk assessment?



When there has been:

- Changes to work practices, procedures or the environment
- Resumes or increases of operations following a shutdown
- Workers introduced back into the workplace following WFH or stand-down arrangements
- An incident and the workplace is responding
- Concerns raised by workers, HSRs, or others at the workplace



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Risk management and COVID-19

Is consultation required?



- Yes
- Employers must consult with workers and HSRs at each step of the risk management process
- Consultation will help employers identify and understand the hazards and risk associated with workers' tasks
- Consultation will assist you to choose control measures that are practical and effective



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COVID-19 workplace hazards and risks



Hazards and risks

Physical risks when working from home

A worker's home workplace should meet the same WHS requirements as they would in the physical workplace



- Pre-existing injuries
- Workstation setup
- Sedentary work
- Working environment
- Home hygiene
- Electrical safety
- Increased screen time



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Hazards and risks

When working from home

- Comcare and the APSC created the '*Working from home checklist*'
- Outlines WHS obligations for workers and employers
- Make sure workers have a safe working environment while at home

Working from Home Checklist during COVID-19
Find our more: [comcare.gov.au/coronavirus](https://www.comcare.gov.au/coronavirus)

Checklist: Working from Home

Please see below a Checklist of considerations for short-term working from home arrangements. This includes workers that enter the 14-day isolation period for COVID-19.

This checklist provides guidance for workers and Persons Conducting a Business or Undertaking (PCBUs to be referred to as 'employers'). Please note, the following considerations should be seen as minimum requirements only. Employers may have more detailed working from home guidance in their organisations that should be used in conjunction with this checklist.

Update: As people are now working from home for longer, we have provided some additional work health and safety guidance that employers and employees should consider when [managing working from home risks](#).


www.comcare.gov.au/coronavirus




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Hazards and risks

Other guidance material


 **CORONAVIRUS (COVID-19):
Working from Home**


WORKING FROM HOME – A GUIDE FOR EMPLOYEES




Many Australians are working from home during the COVID-19 pandemic. What does that look like for you? It could range from an established home office to making do with a temporary setup in limited space.


Whatever your situation, there are simple steps you can take to make working from home a productive and healthy experience.

 **PRACTICAL TIPS**


 **Establish your space**

 **CORONAVIRUS (COVID-19):
Working from Home**

WORKING FROM HOME – A GUIDE FOR EMPLOYERS



There are a range of ways managers can help employees overcome the challenges associated with working from home. You can set your team up for success by providing structure, clear expectations and a work environment that is safe and digitally connected.

 **Create a communication structure**

- **1:1 daily check-in** – provides a routine for each team member providing a forum to consult with you and raise any concerns. The check-in can be delivered by email, SMS or instant message.
- **Daily team meetings** – will foster team collaboration. Morning meetings can assist home-based employees to transition from 'at home' mode to 'at work' mode. It is important to consider team members individual requirements—caring responsibilities and part time arrangements.

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Hazards and risks

Workers' health and safety obligations when working from home

- Taking reasonable care for their own health and safety
- Following procedures about how work is performed
- Maintaining a safe work environment
- Managing their own in-house safety
- Notifying the employer about risks or potential risks and hazards
- Reporting any changes that may affect their health and safety while WFH
- Notifying their manager of any work-related incidents which occur in the home, as soon as possible





Hazards and risks

Psychosocial risks

- Increase in work demand
- Low job demand
- Lack of communication
- Low support and isolated work
- Poor organisational change management
- Restructures or redeployment
- Lack of consultation





Hazards and risks

Non-work related psychosocial risks

- Financial stress
- Fatigue
- Balancing of work and caring responsibilities
- Belonging to the vulnerable worker category
- Concerns for vulnerable family or friends
- Exposure to domestic abuse and violence





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Hazards and risks

Factsheets and guidance available



**GUIDANCE FOR
PARENTS AND CARERS**



**5 important ways managers
are talking with teams**

**CORONAVIRUS (COVID-19):
Practical Guide for Call Centres**

**THE IMPORTANCE OF
PHYSICAL HEALTH**



**SUPPORTING OTHERS IN
TIMES OF UNCERTAINTY**



**RESPONDING TO
UNCERTAINTY**



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Hazards and risks



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COVIDSAFE

Mental Health and Wellbeing Pandemic Response Plan

Aims

Monitor and predict

Reach people in
community

Provide clear
pathways of care

Participation | Partnership and collaboration | Integrated social and emotional wellbeing | Balanced community-based approaches |
Best practice care | Flexible Solutions | Equity and Equality

<https://www.mentalhealthcommission.gov.au>



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Hazards and risks

Working in the physical workplace

- Client aggression and occupational violence
- Discrimination, racism or stigma
- Environmental hazards – exposure to COVID-19
- Poor management of WHS risks
- Poor workplace relationships





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Hazards and risks

Sources of guidance and information



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Australian Government
Australian Public Service Commission



NCCC

National COVID-19
Coordination Commission



Australian Government
Department of Health





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Returning to the physical workplace



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Returning to the physical workplace

Transition plans



- Safe Work Australia's website has information relevant to all industries
- The plan should focus on continued delivery of critical functions in a safe working environment
- When you have geographically dispersed workers, considerations need to be made for state public health measures in place



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Returning to the physical workplace

Transition plan considerations

- There is no single approach to transition plans
- Each organisation's plan will need to be tailored to their particular circumstance
- Will need to include all geographical locations and the different public health directions issued
- This may mean multiple plans are created
- Plans need to be agile enough to respond to outbreaks and changes in circumstances quickly





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Returning to the physical workplace

What should I be discussing with workers?

- Consultation with HSRs and workers is a must
- Which workers have a greater need to be in the workplace over others
- Personal circumstances of workers
- Arrangements for caring responsibilities
- State and Territory public health directions
- Modification to workplace attendance arrangements
- Risk assessments





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Returning to the physical workplace

Can workers be directed to return to the office or stay working from home?

- Not one answer – each organisation is in a different circumstance
- Review State and Territory public health directions
- For information on pay and leave entitlements, seek advice from the Fair Work Ombudsman





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Returning to the physical workplace

What considerations do workplaces need to have when workers are in the physical workplace?

- Consider the lessons learnt responding to COVID-19 so far
- How have flexible working arrangements worked?
- How is working in the office conducted?
- How will team meetings and catch ups will occur?
- What new risks are present?
- What policies and procedures need to be updated?





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Returning to the physical workplace

Importance of communication and consultation

- Change and uncertainty can be a significant stressor
- Communication with workers can help with stress and uncertainty they may be experiencing
- Employers have a duty to consult
- Consultation improves decision-making about health and safety matters and can assist in reducing workplace harm





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Returning to the physical workplace

Other considerations

WHS should be the first consideration in our actions and transition plans

- Employers and workers need to work together
- Consultation with HSRs and workers
- Need to be sustainable, have readiness and the ability to respond
- Regular reporting flow
- Records of consultation, procedures, work instructions and training
- Cleaning regime in place





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Your questions





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Summary

What to do now?

- Complete survey



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[Comcare.gov.au/coronavirus](https://comcare.gov.au/coronavirus)



general.enquiries@comcare.gov.au
whs.help@comcare.gov.au



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<https://www.pmc.gov.au/government/commonwealth-coat-arms>

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