



Guidance: Workplace Health and Safety

As at 25 June 2021

More information

For more information you can visit covid19.qld.gov.au.

For general information about the Queensland Government's response to COVID-19 you can call **134 COVID (13 42 68)**.

The following provides guidance on managing the risk of COVID-19 at the workplace. Under the [Restrictions on Businesses, Activities and Undertakings Direction](#), restricted businesses must operate in accordance with the [COVID Safe Checklist for Restricted Businesses](#).

Risk management framework

- Have a work health and safety plan that outlines how the risk of COVID-19 is being managed. To properly manage the exposure to risks related to COVID-19, follow a risk management framework:
 - Identify workplace hazards relating to COVID-19 (such as potential for transmission on the worksite or hazards resulting from a worker or customer who tests positive for COVID-19 infection)
 - Determine who might be harmed, and how (including workers and any other individuals in the workplace)
 - Conduct a risk assessment on the identified hazards (assessing the likelihood and consequence of COVID-19 transmission at the workplace)
 - Decide on control measures (including ways to prevent the spread of infection)
 - Put controls in place
 - Monitor and review controls regularly.

Examples of risks to consider include:

- ✓ *Psychosocial risks including customer/patron aggression*
- ✓ *New risks that may be introduced due to changed work processes*
- ✓ *Risk of transmission associated with deliveries, contractors and visitors attending the premises*
- ✓ *Risk of exposure to hazardous chemicals used in workplace cleaning and disinfection processes*



- Further information about the risk management framework is outlined on in the [‘Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy’](#) under *‘Duties under the Work Health and Safety Act 2011 (Queensland)’*.

Communication, consultation, instruction, training and supervision

- At each stage of risk management, there must be communication, consultation, instruction, training and supervision of workers, their representatives (e.g. Health and Safety Representatives, union representatives), contractors and regular visitors to site.
- For further information see the Office of Industrial Relations COVID Guide [Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy \(worksafe.qld.gov.au\)](#)

Reporting and notification

- Keep a record of your risk management process. The detail and extent of recording will depend on the size of the workplace. It is useful to keep records on:
 - the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
 - how and when the control measures were implemented, monitored and reviewed
 - who you consulted with
 - relevant training records
 - any plans for changes.
- Notify [Workplace Health and Safety Queensland](#) if Queensland Health confirm a COVID-19 infection at a workplace.
- Keep a record of each notifiable incident for at least 5 years from the day that the notice of the incident is given to Workplace Health and Safety Queensland.

Review and monitor

- Revisit existing workplace health and safety risk management processes to identify and manage any new or changed hazards that may have arisen as a result of implementing the COVID Safe Industry Plan.
- Ensure you have a copy of this signed checklist, which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- Keep up to date and find additional guidance at [www.covid19.qld.gov.au](#) and [www.worksafe.qld.gov.au](#).

Unite against COVID-19



- Employees with a general workplace health and safety complaint can call Workplace Health and Safety Queensland on **1300 362 128**.
- Business owners that would like to better understand their workplace health and safety duties regarding COVID-19 can call the COVID-19 Work Health and Safety Hotline 1300 005 018 or their union or industry association.
- Patrons who have concerns about whether a business is complying with this checklist can call **134 COVID (13 42 68)**.

Further information

You can find COVID-19 health advice on the [Queensland Government website](#), including the current status in Queensland and how to protect yourself and others.

If you are seeking clarification on a [public health Direction](#) or have any questions, please call 134 COVID ([134 268](#)).

Visit [Unite against COVID-19](#) for information about the Queensland Government response, including current requirements for social distancing, border closures and business restrictions.

The Department of Health has a variety of fact sheets, videos, signage and posters with detailed information to guide businesses in helping reduce the spread of COVID-19. These can be accessed at <https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources>.