

Part 1 – Keeping people safe (you, staff, customers and the public)

Below is a checklist you can follow to complete your business' risk assessment:

Task		Completed on (date)
<input type="checkbox"/>	Read through the Safe Work Australia advice on how to undertake a risk assessment	
<input type="checkbox"/>	Read how to keep workers safe and limit the spread of COVID-19/Communicable Diseases	
<input type="checkbox"/>	Complete or update your risk assessment. Keep it somewhere safe and easily accessible. Review and update it regularly to make sure you keep on top of any new risks that may emerge or as public health advice changes. Setting a reminder in your phone can help make this a habit.	

Maintain good hygiene and cleaning

What you need to do	How this will be done	When will it happen	What supplies are needed	
Set up alcohol-based hand sanitiser stations at entry and exit points	Kate to refill stations	Ensure the stations are checked regularly	1L/week of alcohol-based hand sanitiser and 1 dispenser	<input type="checkbox"/>
Ensure all frequently touched areas and surfaces are cleaned several times a day	Identify high use areas	Wiped down once a day	Disinfectant wipes & spray	<input type="checkbox"/>
Put up hand washing poster in the bathroom/common areas for staff and customers to follow	Place in a clear and obvious place	Posters stuck up in March 2020	Poster, blu-tac, sticky tape	<input type="checkbox"/>
				<input type="checkbox"/>

Stay Physically Distant

What you need to do	How this will be done	When will it happen	What supplies are needed	
<i>Provide social distancing markers on the floor where appropriate</i>	<i>Speak to my staff about where staff and customers tend to congregate</i>	<i>Discuss at next toolbox talk/staff meeting</i>	<i>Markers to stick to the floor</i>	<input type="checkbox"/>
<i>Move workstations, desks and tables further apart to comply with social distancing</i>	<i>administration team</i>	<i>before re-opening</i>	<i>storage space for excess furniture</i>	<input type="checkbox"/>
<i>Put up physical distancing posters in plain sight</i>	<i>affix in places that customers and staff can easily see</i>	<i>This was done in March 2020</i>	<i>poster, blu-tac, sticky tape</i>	<input type="checkbox"/>

Additional changes for your specific business

What you need to do	How this will be done	When will it happen	What supplies are needed	
<i>Communicate via website/social platforms about changes to your business practices/hours</i>	<i>Make a plan outlining all key messages</i>	<i>Two weeks prior to reopening</i>	<i>Will need to contact our website provider or marketing team</i>	<input type="checkbox"/>
<i>Communicate to your clients, your new business practices with regards to social distancing, touch points within the house, when attending their homes</i>	<i>Make a plan outlining all key messages and have a telephone script</i>	<i>Immediately</i>	<i>Website provider, bulletin to clients, internet</i>	<input type="checkbox"/>
<i>Stock vehicles with cleaning or sanitising agents for workers to use if they are off-site.</i>	<i>Order additional travel-sized cleaning agents</i>	<i>Two weeks prior to reopening</i>	<i>None</i>	<input type="checkbox"/>
<i>Ensure that all relevant declarations have been forwarded to the customer and completed prior to uplift/down lift</i>	<i>Via email ensuring follow-ups are done</i>	<i>Prior to uplift and downlift</i>	<i>Email/computer/phone app</i>	<input type="checkbox"/>

In the event of an infection

What you need to do	How this will be done	What supplies are needed	
<i>Where will I isolate someone if need be</i>	<i>Move person to board room and block access to other staff</i>	<i>Gloves, cleaning wipes, sign / tape to block access</i>	<input type="checkbox"/>
<i>How will we notify relevant authorities</i>	<i>Tell the manager on duty to call the hotline once infected person has been isolated</i>	<i>none</i>	<input type="checkbox"/>
<i>How can we get the office / workspace cleaned</i>	<i>Speak to the cleaning team who specialises in contact cleaning</i>	<i>How can we get the office / workspace cleaned</i>	<input type="checkbox"/>
<i>How will we identify who has had contact with the infected person</i>	<i>Think about how we will keep track of people coming in and out of the business – keep register</i>	<i>How will we identify who has had contact with the infected person – take note of crew registers</i>	<input type="checkbox"/>

Part 2 – Adapting my business now and in the future

COVID-19/Communicable Diseases will be with us for some time, so it's important to plan for changes in the operating environment. Your plan may need to adapt as restrictions are changed. Planning now will help you minimise the impact COVID-19/Communicable Diseases has on your business.

There are two parts to this section of the planning tool:

1. Identifying tasks to get your business up and running
2. Considering how your business can adapt to the changes in the operating environment.

Describe your business to help you plan
Currently, my business is:

Situation	Staff	Operation
 <p><i>In person at office/depot</i></p>	 <p><i>Stephen, Kate, Mark, Scott & Aidan</i></p>	 <p><i>Office currently open</i></p>

Getting things up and running

What are some of the operational tasks that need to be done to re-open or scale-up your business? There will be a range of tasks to get your business up and running; consider things like:

- Updating your website (e.g. with expected reopening details)
- Reaching out to your employees (e.g. organise a staff meeting to discuss reopening/scaling up procedures)
- Contacting your suppliers (e.g. to check what their lead times for production are and the impact there is on deliveries)
- Checking your building and workplace is ready to open (e.g. checking the heating, water, electricity is all connected)
- Reaching out to your industry association (e.g. for specific advice about reopening and recommended actions for dealing with restrictions)
- Checking your legal obligations to your staff under your new arrangements (e.g. Fair Work Act, award or enterprise agreement requirements) and contacting the Fair Work Ombudsman for advice if unsure
- Researching and registering for all of the relevant support/stimulus/relief packages available. Make sure you check out what assistance your local state government is providing, along with checking in with your bank and other organisations that provide a service for your business
- Checking your insurance, including workers compensation, to make sure it covers you if you change your business model or workers' duties
- Identifying your critical resources and staff (e.g. ensuring business continuity if staff get sick [winter is coming])
- Making sure your Terms and Conditions and other documents reflect your new arrangements – you might need to get legal advice.
- Ensure your new policies and procedures align with your new business structure.
- What is your continuity plan, in the event of a further outbreak?

Use the table below to record the tasks required to reopen or scale-up your business.

Task	Who will be responsible	When does it need to be done	
<i>e.g.: Updating your website</i>	<i>Web Developer / Renee</i>	<i>As soon as possible</i>	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Adapting my business

The way your business operates, the products you sell and services you deliver, may need to change because of COVID-19/Communicable Diseases. This transition will be challenging for many businesses.

You are probably already thinking about how your business could adapt; follow the templates below to map out and implement options you are considering.

Spend some time thinking about the following questions, they should act as a starting point for what is possible for your business to do.

- Consider your current model and how it will compare to an adapted business model e.g. virtual survey.
- Do physical and social distancing requirements change the way your business engages with customers?
- Are your policies and procedures aligned with the changes to your business?
- Are you able to change the physical setup/delivery of your service so it is safe for everyone?
- What elements of your business model will be difficult to maintain in this new environment? Is there an opportunity to minimise this (for instance, by moving online)?
- Can your business temporarily change or expand the range of goods and services it offers?
- Are there opportunities to expand or change an element of your business to respond to an opportunity in the current environment?

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Task	Who will be responsible	When does it need to be done	
<i>e.g.: explore virtual surveys</i>	<i>Marketing officer</i>	<i>Within the next month</i>	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Are there other people / organisations that can help you?

- Is your relevant industry association or local government providing any specific advice or guidance to assist businesses in your sector?
- Can your accountant or bookkeeper provide some modelling/projections of the impact reduced revenue will have on your bottom line? Are there opportunities to reduce any fixed costs?
- Are there other businesses like yours you can get in contact with to discuss different ideas? What are your competitors doing?

Name/Organisation	Number/Email	When should they be contacted	
AFRA	02 9659 5300 / training@afra.com.au	<i>Before things go wrong</i>	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Part 3 – Accessing support and assistance

If you need...	...then consider
<p>A wage subsidy to help retain your employees</p>	<p>Eligible businesses may access a \$1,500 per fortnight JobKeeper payment to assist with paying their staff. Register for the scheme with the ATO.</p> <p>The supporting apprentices and trainees wage subsidy provide eligible small businesses with up to \$21,000 per apprentice or trainee. To apply, talk to the Australian Apprenticeship Support Network (AASN) in your area.</p> <p>If you are a sole trader or self-employed, you may be able to claim JobKeeper and other support. Visit business.gov.au.</p>
<p>Additional cash to help manage your business</p>	<p>The ATO will be distributing tax-free cash flow boosts between \$20,000 and \$100,000 for eligible small and medium-sized businesses and not-for-profit organisations. You don't need to apply. If eligible, money will be refunded when you lodge your activity statement.</p> <p>The instant asset write-off threshold has been increased to \$150,000 and now includes larger businesses.</p> <p>Business can also accelerate depreciation on certain items purchased before June 2021. Further details are available on the ATO's website.</p> <p>Check your local payroll tax requirements for exemptions and deferrals.</p>
<p>Loans and other credit from your financial institution</p>	<p>Small and medium sized businesses can get loans of up to \$250,000 (over a period of three years) from a range of lenders. These loans have an initial six-month repayment holiday. Enquire with your lender. You should also ask what other support packages are available.</p>
<p>Assistance with rent</p>	<p>The Australian Government has introduced a hold on evictions and outlined a mandatory code of conduct for commercial tenancies. Talk to your landlord early.</p>
<p>Information on workplace obligations</p>	<p>See the Fair Work Ombudsman website for information on workplace entitlements and obligation including stand downs from work, flexible work arrangements, workplace health and safety, and pay and leave entitlements.</p>
<p>Keep your business safe online</p>	<p>Visit the Australian Cyber Security Centre's website for information on how to keep your business safe online.</p>
<p>Look after your mental health</p>	<p>Visit the My Business Health website. It helps business owners navigate the wealth of business and wellbeing information and find the services they need to face challenges and identify opportunities to grow their business.</p>
<p>Further assistance</p>	<p>All state and territory governments are also offering support to businesses. Research what is available.</p> <p>Talk to your local industry groups for advice.</p>

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Next steps:

Tick which assistance packages you plan to apply for or have applied for:		
<input type="checkbox"/>	JobKeeper wage subsidy	Apply via the ATO
<input type="checkbox"/>	Supporting apprentices and trainees wage subsidy	Search for, then call your local AASN
<input type="checkbox"/>	Instant asset write-off	Check details via ATO , claim when you lodge your income tax return
<input type="checkbox"/>	Accelerated depreciation	
<input type="checkbox"/>	Loan (new or restructure my current arrangement)	Speak to your lender
<input type="checkbox"/>	State and territory government support package	Details for ACT , NSW , NT , QLD , SA , TAS , WA , VIC
<input type="checkbox"/>	Rent relief	Speak to your landlord. To assist, read Government's code of conduct for commercial tenancies
<input type="checkbox"/>	Reach out to my Associations or Industry Groups	

Plan for re-opening

Consider what you will need to do in the coming months, weeks, and days, before you re-open in full or in part. Some tasks can only be done closer to time (like re-establishing Eftpos machines). It helps to have time to consider major decisions and map out all of the details.

e.g.: 7 days to soft launch online

Days to re-opening: _____

Task	Who is Responsible	Completed
<i>e.g.: Wipe down all light switches and doorknobs twice daily</i>		<input type="checkbox"/>
		<input type="checkbox"/>