

**Personal Injury Commission Responses to Union re Draft COVID-19 Office Risk Assessment**

Theme	Question	Response
PPE	Do staff need to wear masks in the office, given that they will have to be vaccinated to return? What standard do the masks need to be?	<p>As stated in the draft Risk Assessment: "Mask wearing required by all persons at the Commission's premises, regardless of whether this control is mandated by government or not. This requirement applies to members of the Workgroup and any other person who enters the Commission's premises. Staff must discard single use masks at the end of the day and wash cloth masks daily (no re-use of disposable masks and cloth masks not to used for more than one day before they are hygienically washed)."</p> <p>The standard of masks required will be considered and addressed in the Commission's COVID-19 Office Safety and Implementation Plans that are currently being developed and will be shared with staff.</p>
Work area and practices	Will the hybrid working method be short or longterm?	This is unknown. The Commission's approach will be aligned to the Department of Customer Service policies on working arrangements.
Work area and practices	What is the physical layout of the space?	<p>As stated in FAQs provided to staff in August 2021: "Level 21 will house reception, the President's office and Presidential Unit and our hearing rooms, including a brand-new large hearing room. Level 20 will house the Commission's Division Heads and members and the Legal and Policy Director and team. Level 19 will be the Commission's main operational floor and be home to the Principal Registrar and the Directors and staff from Digital Transformation, Finance and Organisational Performance, Medical Services and Registry and Dispute Services. Level 8, which we will share with IRO, will be home to the Commission's medical suites and a large, flexible meeting room and town hall area for the Commission to use."</p> <p>The layout is open-plan with a mixture of desks arranged in circular and rectangular pods around the perimeter of the floors to maximise light for staff. There are also meeting rooms, several small rooms that people can go to if they need to work in a quiet space for a short period of time, breakout spaces, offices, first aid rooms, toilets on each floor, a kitchen on each floor, a multi-faith room and a wellbeing room.</p> <p>A communication program is currently being developed for the office refurbishment and will be shared with staff over the coming weeks. It is also dealt with at each All Staff meeting the Commission holds.</p>
Work area and practices	Will there be enough space available for people to return?	<p>As stated in FAQs provided to staff in August 2021: "Yes. The refurbishment has taken into account the Commission's current and future staffing numbers and there will be space for everyone."</p> <p>While pandemic conditions prevail, the Commission will use the COVID-19 capacity limits in place for all Department of Customer Service offices to determine how many staff can be in the office at any given time.</p>

Work area and practices	When will staff be consulted on the floor plan/layout?	Select staff have been engaged throughout the design process as representatives of the staff cohort to ensure the office meets the Commission's operational and Workplace Health & Safety needs.  Further information will be shared in the coming weeks through the communications program noted above.
Work area and practices	Will staff be hot desking or have their own space? If they have their own space, why do they need to clean it when they arrive and when they leave?	Staff will have dedicated desks as stated in the draft Risk Assessment: "A desk will be allocated to each Workgroup member except for sessionals/contractors".  As stated in the draft Risk Assessment "A clean desk policy will apply, such that everyone must clean and clear their desk entirely, before they leave the premises the end of each attendance." This includes removing all items from their desk and stowing them in a dedicated locker.  A clean desk policy facilitates good desk cleaning practices and better office amenity for the new Commission.
Work area and practices	Particularly with regard to phone calls, what noise abatement practices will be put in place?	As stated in FAQs provided to staff in August 2021: "While our working areas are open plan, the refurbished spaces have been designed with noise-deadening features that will ensure a pleasant working environment for all. The architects and designers who have planned the refurbishment are experts in office design."
Work area and practices	Will there be staggered start and finishing times and if so, for how long?	Staggered start and finish times is one of the measures being considered by the Commission to minimise traffic on entry and exit and minimises the number of staff in the office at any given time. The Commission is not in a position to indicate how long they will be in place as this is informed both by prevailing pandemic conditions and Department of Customer Service policy.
Work area and practices	Where do staff put their personal possessions and supplies?	Staff will be provided with personal lockers to store their belongings. A tray will be provided for each staff member that they can stow in their locker and use to transport belongings as needed to and from their desk.
Work area and practices	Will there be enough space for people to keep important documents and texts readily available?	Staff will be provided with personal lockers to store their belongings. A tray will be provided for each staff member that they can stow in their locker and use to transport belongings as needed to and from their desk.
WH&S	Who is providing RATs and masks? PSA notes that the business is providing them to medical assessors. Are you also providing them to staff?	This is yet to be decided. The arrangements regarding RATs will be published in the Commission's COVID-19 Office Safety and Implementation Plans that are currently being developed and will be shared with staff.  Please note the Commission is currently providing RATs to medical assessors to enable them to test claimants and workers who attend their rooms.

<p>WH&amp;S</p>	<p>How will noise abatement in general be addressed?</p>	<p>As stated in FAQs provided to staff in August 2021: "While our working areas are open plan, the refurbished spaces have been designed with noise-deadening features that will ensure a pleasant working environment for all. The architects and designers who have planned the refurbishment are experts in office design."</p>
<p>WH&amp;S</p>	<p>Who will be doing cleaning? If staff, where are the supplies being kept and how will they be made accessible to staff? And if staff, why?</p>	<p>Professional cleaners will clean the offices.</p> <p>In addition, staff will be asked to take personal responsibility for maintaining good hygiene practices when in the office and will be educated regarding what these are.</p> <p>As stated in the draft Risk Assessment: "Disinfectant surface wipes are provided to clean workstations and equipment such as phones, keyboard and mouse; The cleaning protocols require a high standard of cleaning and "deep cleaning" if there has been an incident; Individuals to wipe down desks at the beginning and end of each working day; Communication about cleaning and related protocols will be posted and distributed for high- risk areas including bathrooms and kitchens; Communication (including signage) about cleaning protocols as they apply to individuals."</p> <p>Cleaning protocols and arrangements will be confirmed in the Commission's COVID-19 Office Safety and Implementation Plans that are currently being developed and will be shared with staff.</p>
<p>Other</p>	<p>What do you do if someone you work with tests positive? Or needs to test at work- is there a designated testing space? Are there RATs available?</p>	<p>As stated in the Frequently Asked Questions in the consultation pack for the draft Risk Assessment: "when a person becomes ill at work or receives notice that they are a close contact...The Commission will follow the protocols in the DCS COVID-19 Fact Sheet on the DCS COVID-19 Support Hub, but make minor changes to ensure contact detail references are relevant for the Commission."</p> <p>The arrangements regarding RATs and testing processes will be confirmed in the Commission's COVID-19 Office Safety and Implementation Plans that are currently being developed and will be shared with staff.</p>
<p>Other</p>	<p>We note the comment in the proposed risk assessment around people putting the toilet lid down. How will this be policed?</p>	<p>Staff will be asked to take personal responsibility for maintaining good hygiene practices when in the office and will be educated regarding what these are.</p> <p>As stated in the draft Risk Assessment: "Instructional signs on hand washing and other hygiene issues to be placed in all bathrooms."</p>