

# **Centrelink Agency Policy & Procedures**

## **1.PURPOSE:**

1.1. This policy & procedure will outline actions required when Centrelink clients visit the Agency on site at Castlemaine Community House.

## **2.RESPONSIBILITIES:**

### 2.1. Centrelink Agent:

- 2.1.1. Clean and sanitise self-service terminals and frequently touched surfaces between clients.
- 2.2.1. Confirm clients name and contact details against appointments record.
- 2.1.1. if unwell, report your illness to the House Manager as soon as possible and do not enter CCH premises.

### 2.2. Castlemaine Community House:

- 2.2.1. Provide Agent with all necessary cleaning products including hand sanitiser.
- 2.2.2. Provide Agent with facemasks.
- 2.2.3. Record bookings & notify agent of daily appointments.
- 2.2.4. If needed, provide a designated waiting room for clients with social distancing guidelines in place.

## **3.PROCEDURE:**

### 3.1. Booking appointments:

- 3.1.1. Bookings to be recorded in date specified sheets.
- 3.1.2. Must record clients name and phone number.
- 3.1.3. Notify clients they will be required to enter via front door and to ring bell on arrival.
- 3.1.4. Confirm date & time of booking with client.

### 3.2. Entry to Building:

- 3.2.1. Clients are required to ring doorbell at the front door.
- 3.2.2. Facemasks must be worn inside the premises.
- 3.2.3. Upon entry client will be required to use hand sanitiser provided.
- 3.2.4. Clients will be required to provide their name & phone number for contact tracing purposes.
- 3.2.5. Clients will be directed to the Agency or waiting room if required.

### 3.3. Agency:

- 3.3.1. No more than 1 appointment in office at any time.
- 3.3.2. Hands to be sanitised upon entry.
- 3.3.3. Agent to confirm name & contact details.
- 3.3.4. Agent to assist with enquiry.
- 3.3.5. Agent direct client to exit building via designated exit point.

3.3.6. Agent to sanitise frequently touched surfaces and self-service stations after client has left and new client arrives.

#### **4. CLEANING & DISINFECTING:**

4.1. All staff must follow the guidelines as listed in the 'Cleaning & disinfecting to reduce COVID-19 Transmission' provided by the Victorian Department of Health & Human Services.

4.1.1. Wear gloves when cleaning & disinfecting. Gloves should be discarded after each clean. If using reusable gloves, wash with soap and water then leave to air dry. Clean hands immediately after removing gloves.

4.1.1. Apply disinfectant to disposable paper towel and wipe down self service station and any other items touched.

4.2.2. Spray chair with surface spray disinfectant.

#### **5. Health & Hygiene:**

5.1. All persons must wear a facemask while at CCH as mandated by DHHS.

5.2. All persons are required to use hand sanitiser before and after appointment.

5.3. All equipment used must be cleaned before and after use.

5.4. Cover your nose & mouth with a tissue when you cough or sneeze, dispose of used tissue immediately and wash/sanitise hands. If no tissue, cough or sneeze into your upper sleeve or elbow.

5.5. Try not to touch your eyes, nose or mouth.

5.5. Persons must not attend CCH if unwell. Any person appearing unwell will be requested to go home immediately.

#### **6. Social Distance:**

6.1. Agency have been set up in accordance with social distancing guidelines.

6.2. Agency is limited to no more than 3 people at any time – Agent, client and clients authorised representative.

6.3. Clients and Agent are to stay 1.5 metres apart where possible.

#### **7. Compliance with CCH policy & procedures:**

7.1. All persons must follow guidelines and instructions regarding health and hygiene and social distancing while at CCH.

7.2. Those who fail to comply will be asked to leave the building immediately. The police will be contacted if necessary