



**UNIVERSITY HOUSE**  
THE AUSTRALIAN NATIONAL UNIVERSITY

COVID-19 OPERATING GUIDELINES & PROTOCOLS

2023 - 2024

**COVIDSAFE PLAN**

**PROTECT YOURSELF AND THE COMMUNITY**



Wash your hands



Cough & sneeze into your elbow



Don't touch your face



Stay 1.5m away from others



Stay home if you feel sick

**Help stop the spread of COVID-19**

**Approved by:**

NAME	TITLE	SIGNED	DATE
Prof Peter Kanowski	Master, University House		4.3.23
Ms Polly Prakash	Operations Manager, University House		4.5.23

University House

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## Overview

This COVIDSafe plan defines the operating protocols that apply to all activities undertaken by the University House Hospitality team across the following service delivery options.

- University House – Rimmer operations  
Administration/Events/Food & Beverage and Cleaning areas
- University House – ANU Campus wide catering operations  
Residential Hall catering support  
ANU large scale event undertakings  
University House and Graduate House Residential Community catered meals
- University House – College of Law operations  
Fellows@Law Café
- University House – Kambri operations  
Symposium by University House

University House has developed this plan to ensure compliance with both [ACT Health COVID-19](#) operating requirements and [ANU COVID-19](#) response guidelines and will follow the [COVIDSafe campus alert system](#).

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## 1. Response to COVID-19

As of [1 March 2023](#), the ACT Government updated that there is no longer any public health COVID-19 restrictions in place, nor is there a requirement for businesses to develop and follow a COVIDSafe Plan. However, COVID Smart behaviours continue to be encouraged to help keep everyone safe from the impacts of COVID-19.

University House continues its COVID-Safe smart behaviour and compliance messaging in the workplace, to guide operations and ensure compliance to ANU COVID Safety protocols

This plan is supported by associated risk assessments, safe work procedures, area specific task checklists and ongoing monitoring controls. Compliance to COVID-19 Control Adherence Monitoring is as defined by WEG and The ANU WHS Management System Handbook – chapter 3.24.

This document also provides information on the additional safety, operating procedures and cleaning measures we have put in place for the safety of our guests and staff in our workplace. All staff and guests have a duty of care to ensure that all tasks undertaken are performed in a safe and compliant manner. For the latest information please visit the following websites:

[ANU COVID Safety Management](#)

[ACT Government COVID-19 – COVID Smart behaviours](#)

[ACT Health's public health response](#)



## 2. Identifying COVID-19

As defined by [ACT Health the common symptoms of COVID-19](#) are fever or chills, cough, sore throat, shortness of breath or difficulty breathing, new loss of smell or taste and runny or blocked nose. Less common symptoms are muscle pain, joint pain, diarrhoea, nausea, headache, vomiting, loss of appetite, fatigue, unexplained chest pain and conjunctivitis.

Most commonly, symptoms develop in the first 7 days after exposure. Symptoms can also develop between 7 to 14 days after exposure to the virus.

Numerous COVID-19 symptoms are also experienced as part of seasonal allergies, such as cough, shortness of breath or difficulty breathing, fatigue, headache, sore throat, congestion or a runny nose.

Staff members are encouraged to stay home when unwell, seek medical advice and let their supervisor know.

## 3. Keeping People Safe

Staff and guest safety is our priority at all times.

The following protocols will apply to any event / activity undertaken by the University House Hospitality & Event team regardless of location:

- Pre event plan review, implementation and checklist established including event running sheet and break times.
- The donning of PPE e.g. masks, will comply with latest ACT Government guidelines.
- Physical Distancing Measures – all events will comply with occupancy loading as per area specific requirements.
- Cashless transactions & paperless invoicing.
- Electronic booking process.
- COVIDSafe Plan and signage displayed on site as required.
- Event layout / setup – all event spaces will be laid out to ensure sufficient spacing and distancing between tables, service areas and be designed to minimise crowding at all times.
- Service options including provision of Food & Beverage services will comply with latest ACT Government guidelines including licencing restrictions and obligations.
- Provision of hand sanitiser at all events.
- Events may be cancelled, delayed or altered at short notice based on latest ANU & ACT Health government guidelines and restrictions.

## 4. Workforce & Workplace controls

- Staff training & Inductions – all team members are required to complete COVID-19 Infection Control Training and are provided with regular updates on the latest Government standards, rules and guidelines.
- Regular reinforcement to all team members to remain away from work in the event of any form of illness.
- University House staff are regularly reminded to follow all ANU and Government guidelines around COVID safety compliance measures.
- Kitchens operate under strict COVID-19 controls combined with latest Food Safety Standards and HACCP controls with limited access at all times.
- Contractors, suppliers and deliveries must check in on arrival and will have limited access to operational areas.



- Daily monitoring and checklists for operational procedures.
- PPE available to all staff where applicable.

## 5. Hygiene & Housekeeping

University House will ensure Health, Oral and Hand hygiene is managed in accordance with the latest ACT Government Guidelines and ANU requirements.

This includes:

- Reinforced hand hygiene practice, signage and digital displays.
- Reinforced oral hygiene practice, signage and digital displays.
- Hand Sanitisers provided in all areas.
- Use of Australian standard TGA approved disinfectant – Viraclean.
- Regular cleaning of all areas with a high focus on frequently touched surfaces in all public areas including washrooms.

## 6. COVID-19 Notification Protocol

Staff members will continue to practice COVID Smart behaviours and follow [ANU COVID-safe Guidelines](#).

If a staff member tests positive they will:

- Register the positive result with ACT Health using this [online form](#), or with the state/territory health authority where they are located;
- Alert the University through this [online form](#) and;
- Inform their direct supervisor or course convenor.

If the staff member is a **household contact** of a positive case:

- They will notify their supervisor or course convenor and contact the Work Environment Group to determine appropriate actions.

## 7. COVID-19 compliance & monitoring

Our COVIDSafe Plan is an important step in keeping our staff, guests and visitors to our workplace safe. To do this we will:

- Display our COVIDSafe Plan for guests at all events this will help to reinforce everyone's responsibilities and help act in the best interest of the community as a whole.
- Display a copy of our COVIDSafe Plan on the University House website.
- Send a copy to all function and event enquiries.
- Display the key messages onsite and where appropriate.
- Issue a copy to all team members and induct into our COVID safe practices.
- Regular compliance monitoring by supervisors and managers.

## 8. Emergencies, Fire Alarms and First aid

- In the event of an emergency, standard ANU / University House emergency procedures will apply.
- In the event of a fire alarm standard evacuation procedures will apply in accordance with University House's operational outlet location's (e.g. Lena Karmel building, College of Law building, Fenner Hall and On-Campus catering area) evacuation processes and notifications.
- In the event of first aid being required, PPE will be worn by the first aider and be issued to the person requiring first aid to don prior to first aid being offered if time permits.