



COVID-19 GROWER GUIDE

A guide to
managing labour
and harvest

Last update: 1 July 2020

 A BEST PRACTICE RESOURCE

**Hort
Innovation**

**AUSTRALIAN
MANGOES**

 **Queensland
Government**

 **NORTHERN
TERRITORY
GOVERNMENT**

 **Department of
Primary Industries and
Regional Development**

NT FARMERS

 **CQ
University
AUSTRALIA**

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INTRODUCTION

Acknowledgements

We have compiled this resource using information from many sources including:

- Citrus Australia
- Australian Banana Growers Council
- Avocados Australia
- Produce Marketing Association Australia and New Zealand
- Queensland Government and Department of Agriculture and Fisheries
- Northern Territory Government
- Western Australia Department of Primary Industries and Regional Development
- National Farmers Federation
- NT Farmers
- The Australian Department of Health.

For up to date information and links, visit Australian Mangoes' COVID-19 webpage [here](#).

Disclaimer

This document is a guide, providing suggestions to growers and businesses about how to manage their harvest operations, and does not constitute advice from a legal, financial or medical professional.

Definitions of key terms used in this guide

Quarantine – Separates and restricts the movement of people who may have been exposed to a contagious disease to see if they become sick. These people may have been exposed to a disease and do not know it, or they may have the disease but do not show symptoms. Generally referring to people who have arrived from interstate or an international location.

Isolation – Separates sick people (e.g. confirmed or suspected COVID-19 cases) with a contagious disease from people who are not sick. If someone is isolating (a.k.a self isolating), they should not share any rooms, equipment, clothing or food and should not have any physical contact or face-to-face interactions (without a barrier) with other healthy people.

Personal Protective Equipment (PPE) - In the context of this guideline, PPE means clothing or equipment designed to limit the spread of infective droplets and exposure of people to those droplets such as masks and gloves.

As the COVID-19 situation is constantly evolving, parts of this guide may become out of date. While we will attempt to keep this guide up to date as much as possible, please visit our COVID-19 website (<https://www.industry.mangoes.net.au/covid19-resources>) or contact Australian Mangoes or the relevant organisation for the most up to date information.

The national Coronavirus Health Information Line is 1800 020 080 which provides information and help alongside the [COVIDSafe app](#). Translating and interpreting services for COVID-19 information can be found by calling 13 14 50. Up to date Federal Government can be found [here](#).

There will also be state and regionally specific information that will be referenced during this document. Growers are encouraged to use the resources provided in this guide to check the information for their specific situation and location:

- **QLD** <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>
- **NT** <https://coronavirus.nt.gov.au>
- **WA** <https://www.wa.gov.au/government/covid-19-coronavirus>
- **NSW** <https://www.nsw.gov.au/covid-19>.

A LETTER TO INDUSTRY

This is a challenging time for growers and their businesses. This guide aims to assist the Australian mango industry in preparing for the upcoming season in light of the COVID-19 pandemic. The aim of this document is to provide industry stakeholders with reputable sources of information and a starting point to develop COVID-19 and health management plans.

We would like to encourage employers and their staff to download the COVIDSafe app which can assist with the process of contact tracing once a person tests positive for COVID-19.

We strongly encourage all growers, despite the different requirements between different states and territories, to have an approved (by the relevant health department) and implemented COVID-19/Health Management Plan in place for your business operations. This will reduce the risk of the virus entering your business and assist in keeping your staff safe. This will also reduce the risk of any business interruptions. Templates are available for [NT](#), [QLD](#) and [WA](#). Other states could use these templates but please consult local officials for state specific advice.

Social distancing and personal hygiene, such as handwashing, are the key principals to reducing the risks outlined in this guide. While this may slow down normal activities or slightly increase workloads, the outcomes of protecting staff from the virus and keeping businesses open are much better than the alternative.

Environmental hygiene is of the upmost importance at this time. COVID-19 is spread by coming into contact with droplets on surfaces (it is not airborne). Cleaning and disinfection practices should be revised and thoroughly implemented.

Finally, the importance of **communication** cannot be understated. Communicate regularly and effectively with your staff, suppliers, customers and service providers as situations are changing and evolving quickly.

We are here to help so please get in touch with us if you need direction, clarification or assistance with your personal circumstances.

From the team at Australian Mangoes.

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COVID-19 (AKA CORONAVIRUS)

About the disease

Coronaviruses are a large family of viruses which may cause illness in animals or humans, particularly respiratory illnesses in humans ranging from a common cold to a much more severe case such as the recent Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

COVID-19 is the infectious disease caused by the most recently discovered coronavirus, which was unknown (novel) before the outbreak began in Wuhan, China, in December 2019.

As a new disease, there is presently no immunity to COVID-19 in the community. As such infection spreads very quickly.

Symptoms

Incubation period is 1-14 days. Severity of symptoms will vary between people and some may not feel unwell at all while still carrying the disease. Symptoms can include any of the following:


- Fever
- Dry cough
- Fatigue
- Shortness of breath
- Aches and pains
- Nasal congestion
- Runny nose
- Sore throat.

Check symptoms [here](#).

Transmission











Generally, COVID-19 is transmitted through person-to-person contact with an infectious person (including 24hrs before symptoms appear). The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people can catch the virus by touching these objects or surfaces, then touching their eyes, nose or mouth.

Studies to date show that these droplets are too heavy to hang in the air. They fall quickly to surfaces and the floor; therefore, the disease is not classified as air-borne. The virus can stay viable on surfaces for a considerable length of time which is why an increased cleaning regime and hand washing is recommended.


Australian Government

Coronavirus (COVID-19)

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
Fever 	Common	Rare	Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	Sometimes	No	No
Fatigue 	Sometimes	Sometimes	Common
Aches & Pains 	Sometimes	No	Common
Headaches 	Sometimes	Common	Common
Runny or Stuffy Nose 	Sometimes	Common	Sometimes
Diarrhea 	Rare	No	Sometimes, especially for children
Sneezing 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.
It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If you have any infectious or respiratory symptoms (such as a sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) don't go to work. You need to self-isolate and to be assessed by a medical professional. You may need testing for COVID-19. You must not return to work until cleared by a medical professional. You need to ensure that the people you care for are protected and safe.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY
For more information about **Coronavirus (COVID-19)** visit: [health.gov.au](https://www.health.gov.au)

Comparing COVID-19 symptoms to the common cold and the flu.

The risk of catching COVID-19 from the faeces of an infected person appears to be low.

The risk of catching COVID-19 from someone with no symptoms at all is very low.

The World Health Organisation (WHO) is assessing ongoing research on the ways COVID-19 is spread.

High risk persons:

- Older people, generally over the age of 65
- People with underlying medical problems - such as high blood pressure, heart problems, lung disease, or diabetes - are much more likely to develop a severe illness
- People with weakened immune systems; such as people with cancer Aboriginal and Torres Strait Islander people, especially those over the age of 50
- Very young children and babies.

Prevention and treatment

There is currently no curative treatment or vaccine available for public use for COVID-19. Various vaccines and other agents are being clinically tested by health professionals globally.

If someone presents with symptoms of COVID-19, they should immediately self-isolate and seek medical advice.

Employers should encourage their staff to download and use the [COVIDSafe app](#) (pictured right) which is available in 63 languages and helps state and territory health officials to quickly contact people who may have been exposed to COVID-19.



Potential COVID-19 infection

Good preparation will not only help your farm remain virus free, but it may be the difference between mild inconvenience and a total collapse. Much of the advice in this guide will assist to reduce the risk of infecting your entire workforce. It goes without saying that this is a very real risk for which all businesses have to prepare.

Aside from doing everything you can to avoid exposure, the best thing you can do in advance is prepare contingency arrangements, particularly in relation to sourcing quick replacements or retraining current staff for other roles. You should also prepare your customers and keep them updated on your preparedness and contingency plans.

Employers or staff can call their doctor, who will advise them if they should be tested. Most GPs are only testing patients if they have symptoms, and are in the high risk category, or if they:

- Have returned from overseas in the past 14 days and developed respiratory illness with or without fever; or
- Have been in close contact with a confirmed COVID-19 case in the past 14 days and have developed respiratory illness with or without fever.
 - A close contact is someone who has had face-to-face contact for at least 15 minutes or has been in the same closed space for at least two hours, with someone who has tested positive for COVID-19 when that person was infectious.

That aside, in the event of a potential outbreak best practice will be to:

1. Immediately isolate any suspected infectious person and direct them to be tested for the virus;
2. Identify anywhere and anyone else that the infectious person may have been in contact with;
3. Immediately isolate anyone who the infectious person contacted and direct them to be tested for the virus;
4. Thoroughly clean and disinfect any places or things the persons and the people that he/she contacted;
5. Contact your local WHS regulator for further advice. Provided that you have followed the advice of reliable sources then you shouldn't need to be concerned that the regulator will penalise you.

Be sure to check your state government website also (details provided at end of document). Every state has adopted their own policy on how to deal with the outbreak, in terms of who needs to be notified, how long staff must isolate for, and what information staff must make their employer aware of.

If it is not possible to work from home, request that the employee take personal leave and obtain a medical clearance before returning to work. Request a medical certificate from the doctor to confirm that they are safe to return to work. **Note: with the health system under strain it may not be possible to obtain a certificate. At a minimum the employee should stay isolated for the full 14 days.**

If you are not required to shut down, but choose to send any employees home, be aware that you will likely need to continue to pay employees for the duration of the shutdown:

- If the employee has been diagnosed, the number one concern is their health and wellbeing. Check in when you can to make sure they are OK. If they are a seasonal worker you should ensure that they can access food and medical assistance if needed whilst in isolation, or direct them to services that may be able to assist them. Alternatively, they can call the relevant state COVID-19 hotline for advice (details provided at end of document).
- Provide information on isolation to the employee. You can access a Department of Health 'home isolation guide when unwell [here](#). You may also have access to an [Employee Assistance Program](#).
- Keep the employee up to date with what is happening in the workplace.

- Arrange for employees to have one point of contact regarding COVID-19 matters, such as your HR manager.

Aside from these recommendations, your response will have to be risk based and site/situation specific. You may or may not need to shut down, depending on the particulars. Unfortunately, there is no easy solution, and the best defence will be to minimise the risk of an outbreak and plan effectively so that you are in a position to respond and actually do respond very quickly.

Workers also have a duty to take reasonable care for their own and others' health and safety. Maintaining social distancing and hygiene practices is important outside of work hours too.

You should ensure there is plenty of soap, hand sanitiser, masks, disinfectant wipes, tissues, paper towels and appropriate PPE in the workplace at all times.

If these supplies are not available, under the Australian model WHS laws, you are not required to provide them, however you should make every reasonable attempt to do so. We also suggest documenting these actions, to prove you did so.

Some suggestions for promoting health and hygiene include:

- Increase the signage about hygiene, including hand washing and social distancing around the workplace and in the bathrooms and common areas in particular.
- Provide materials and request the use of hand washing with soap and water in all staff common areas, including at the entry and exit of the orchard or pack shed.
- If there is no hand basin, provide alcohol-based hand sanitiser, and signage to remind staff to use it regularly.
- Cover coughs and sneezes with a tissue preferably or if you don't have a tissue into your elbow.
- Put used tissues straight into the bin.
- Ensure rubbish is managed by regularly emptying bins/rubbish vessels and ensure the handling of rubbish is done in a safe and hygienic manner i.e. using gloves for collecting and disposing of rubbish into skips etc.
- Avoid touching your eyes, nose and mouth (or face in general).
- Use gloves and masks where practical and change these frequently.
- Remind staff to launder their clothes or uniforms daily, by following the directions on the label, and washing to the warmest temperature possible with detergent.
- Clean and disinfect frequently used surfaces and objects.
- You may want to use a thermometer to check the temperature of staff before they start their shifts each day, to ensure that none are developing a fever. Monitor symptoms. Perform these checks from an area remote from your main office or packing shed, to minimise periods of close contact with staff prior to clearing their health status.
- Encourage employees to get the seasonal flu vaccination (or provide it for them).

Please read business updates depending on what state you are from and stay on top of government alerts on the relevant website.

Additionally, if you notice a worker showing other signs, they may be unwell, such as frequent coughing, and you think they should not be at work, you should follow your usual workplace policies and procedures. This may include directing the worker to go home.

If you need help making a plan of what to do if employees need to self-isolate, speak to your WHS regulator (see contact details at back of document).

If you are advised to shut down the workplace, and your employees cannot reasonably work elsewhere, you may be in a position to stand down your employees. **Please see the Stand Down section of this document (page 12).**

If the employee was present in the workplace immediately prior to the diagnosis:

- You may be asked to help health authorities trace close contacts, in which case, the [Office of the Australian Information Commissioner](#) has published [guidance](#) on when disclosing personal information may be permitted.
- Notify your remaining employees that there has been a confirmed case of coronavirus in the workplace. Remember that your employees' medical records are confidential, and you must not disclose to co-workers the medical status of any individual.
- Request that any employees that were in close contact with the diagnosed person to go home immediately and enter into the 14-day self-isolation period. If they are well, they should work from home if possible. Be prepared to identify these people quickly.

Where employees have been diagnosed with COVID-19 but have recovered, it will be important to reassure other staff that their reintroduction into the workplace is safe.

BUSINESS AND SUPPLY CHAIN MANAGEMENT

Communication between growers and their suppliers and supply chain is crucial at times like these to ensure adequate planning can take place to avoid oversupply or shortfalls.

Risk assessment

The Australian mango industry may be presented with some unusual challenges leading up to, and during, the 2020/2021 season. Growers and industry should consider their operations holistically and evaluate any potential risks and potential solutions.

Please view the example risk management plan below and risk management templates at the back of this document and apply the following four steps.

Growers should:

1. Identify potential risks
2. Assess the risks – assess the likelihood and consequence of this risk occurring in your business.
3. Manage the risks – find alternatives to reduce or mitigate the risk or solutions if the risk occurs.
4. Monitor and review – your plans should be reviewed regularly to ensure it is compliant with evolving information regarding COVID-19.

EXAMPLE Risk Management Plan

The risk	Potential causes/ sources	Potential impacts	Controls	Likelihood with controls in place	Consequence with controls in place	Treated risk assessment	Risk evaluation	Responsible person
What could happen?	What could happen? What would cause it?	How would the risk impact on business operations?	What controls are in place, or will be in place, to manage the risk?	From Risk Likelihood Scale	From Risk Consequence Scale	From Risk Assessment Matrix	Could you defend this level of risk is acceptable? Yes/No	Who is the person/s responsible for monitoring and managing the risk?
Grower/ packing shed manager/key staff member becomes ill	Could become infected with COVID-19	Need to find another staff member and train them. May interrupt harvest/ packing	COVID-19 Management plan, quarantine measures, self-isolation, hygiene, back-up staff for key members	Possible	Moderate – major	High	Yes	Management, staff
Fertiliser order is delayed	Freight disruptions or backlogs from country/ location of origin	Delay orchard management cycle. Could delay/prevent flowering or negatively impact tree health	Ensure supplies are ordered ahead of time	Possible	Moderate	High	Yes	Grower, staff member, or farm manager ordering fertiliser supplies and liaising with suppliers, or management staff

Business/income support

Review your finances

By now, your bank, accountant and insurer should have reached out via email to reassure you that they are monitoring the situation, and who you can contact with questions. If not, you should consider touching base to talk through the effects on your business, and ensure you have access to any useful resources or support services they may be offering.

There are a number of support options for businesses experiencing hardship as a result of COVID-19. Australian banks have hardship teams ready to help you, depending on your circumstances.

Assistance may include:

- Deferring loan payments
- Waiving fees and charges
- Helping with debt consolidation
- Waiving penalties for early withdrawal of a term deposit
- Deferring upcoming credit card payments and increasing emergency limits.

Further details and your bank's financial hardship contact details are available on the [Australian Banking Association website](#).

Support and assistance

The Australian Government has passed legislation for the [JobKeeper payment](#) and other assistance to keep more Australians in jobs and support businesses affected by the Coronavirus. [Click here](#) for more information or visit the [ATO](#) where there is useful information for employees/employers on support available.

The Fair Work Commission has varied 99 awards to provide employees with two weeks [unpaid pandemic leave](#) and the ability to apply to take annual leave at half pay which includes The Horticulture Award.

The Australian Government website for information related to the COVID-19 federal government response can be found [here](#).

Mark Tucker has also been assigned as the Senior Agriculture Industry Engagement Officer, to support agricultural production and supply chains through the COVID-19 response. [Click here to read more](#).

There is other information and support available through local State Governments. Resources for our main growing regions are in the next column, but check your [local State Government websites](#) for further information if you are outside of these locations.

For the latest information from:

- Northern Territory Government [click here](#).
- Queensland Government [click here](#).
- Western Australia Government [click here](#).

Inputs, materials and machinery

Growers should note that delays in ordering and receiving inputs or equipment could occur due to backlogs of orders and disruptions to freight services. Please communicate with your input (fertiliser, chemicals etc.) provider regularly for supply chain updates.

Some things to consider:

- Investigation of potential alternative suppliers, quotes and approval for use, in case urgently required.
- Availability of supplies for key orchard or packing shed needs, particularly if reliant on suppliers from [countries seriously impacted by COVID-19](#).
- The exposure of suppliers such as transporters, agronomists, and sales representatives, to your staff and how to minimise this.
- Check the packaging on arrival has the appropriate label and date of manufacture/ expiry, where applicable.
- Make a record on your [Freshcare supplier forms](#) (F11), and indicate it is an emergency source (evidence of compliance), noting what was checked before purchasing.

The WHO advises that it is safe to receive a package from an area where COVID-19 has been reported, as the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus from a package that has been moved, travelled, and exposed to different conditions and temperatures is also low.

Freshcare and suppliers

Where an alternative must be sourced due to the disruption of the normal supplier, items including chemicals (such as cleaning chemicals, soaps, sanitiser), PPE, and other hygiene supplies, Freshcare FSQ4.1 requires the following be considered before sourcing:

- Is it appropriate for intended use?
- Review the specifications for the material you need to source.
- Do you need a safety data sheet?
- Can you get an alternate brand, with the same active ingredient/s?
- Does the supplier have details on their website regarding certifications they hold? Are they a well-known brand?
- Can your supplier help you source an alternate? What can they recommend?

External service providers

Have a policy in your business' COVID-19 Management Plan, such as the template on [this page](#), that includes strict site access requirements for external, essential visitors (encourage non-essential visitors to not visit the site in person). This policy may include:

- Visitors to call before arriving and report:
Their health status and any flu-like symptoms.
 - If they have been in contact with confirmed COVID-19 cases.
 - If they have travelled internationally or inter-state in the last 14 days or have been housed with someone that has had external travel in the last 14 days.
- Sign in and out of the site when arriving and departing and sign a [health declaration](#).
- Maintain social distancing.
- Some areas may be out of bounds (accommodation/common areas if not applicable to their work).
- Wear high-vis or something identifying them as an external visitor.

Provide hygiene facilities for transport workers and visitors to wipe down loading equipment, or to wash their hands with soap. Provide hand sanitiser where hand basins are not available.

Audits

Please contact your regular audit providers to keep up to date with any changes in their procedures.

[Click here](#) for Freshcare's advice on options and requirements for audit rescheduling, deferment and certificate extension, specific to businesses whose certification may expire during the COVID-19 pandemic.

HARPS are encouraging growers and suppliers to continue with any scheduled audits. However, if an audit does require deferral growers should contact their certification body in writing with a reason why you need to defer.

Fair Farms is issuing COVID-19 updates on their [website](#) for their participating growers.

Technicians (packing lines, computers etc.)

Many of the companies that provide packing line equipment and technology are based internationally and have been particularly affected by COVID-19. Growers and industry should be in contact with their internationally based service providers to review their contingency plans for the season.

Accessing labour

Visa updates

Please visit the [Department of Home Affairs](#) for up to date information about visa holders and their visa status. Some visa classes can be extended to keep agricultural workers already in Australia for longer.

Travel and State/regional borders

Border controls still remain in place for the NT, QLD and WA, but regional travel within these states and territories is much more accessible. However, restrictions vary between states, and we recommend visit your state government website for further information (details below). e.g. agribusiness employees whose company or service provider to a company has a plan, approved by the Chief Health Officer (CHO), on how it proposes to manage transmission amongst its employees and prevent transmission to the wider community. Please see the links below for state specific information:

- **NT:** [click here](#). NT Farmers have developed a COVID-19 Management Plan [Template and Guide](#).
- **QLD:** [click here](#). Queensland Government has also set up a specific page regarding [entry passes for agriculture](#).
- **WA:** [click here](#). WA have a food business plan [here](#).

Bringing in staff from interstate and overseas

The criteria are different for each state, therefore if you have hired a worker to move interstate to work in your orchard or packing shed, you must be fully aware of requirements for them to travel across the border. It's likely that your business will need to prepare a Health Plan on how you will manage the health and wellbeing of your workers, and how you will prevent transmission to the wider community.

Please be aware that if you are bringing in staff from international destinations, they may be required to undergo a 14-day hotel quarantine period in the first Australian port where they arrive. They, and interstate staff, may then be subject to a 14-day hotel or on-farm self-isolation period before they can have any contact with staff or begin work. Please clarify your state requirements.

When looking for or hiring staff, ask them where they have been for the previous 14 days, including where they are living and, at least generally, who they have been associating with. Although this may seem invasive, provided the employer maintains their staff's or potential staff's privacy, any worker should expect these questions in the current climate.

Where to access labour

The **Seasonal Worker Program** information line (Department of Education, Skills and Employment) that provides growers with further information about accessing seasonal migrant workers is 02 6240 5234 (9am to 5pm, Monday to Friday).

- The National Harvest Labour Information Service (NHLIS) can also be contacted on 1800 062 332 (between 8am and 8pm EDT Monday to Friday), to list a vacancy on the Harvest Trail website. [Click here](#) for the latest update from NHLIS.
- You can also [advertise vacancies on the Jobs Hub](#).
- **NT:** For information about the Territory Jobs Hub [click here](#) and/or visit the [Job Shop](#).
- **WA:** For information about Jobs in WA Food & Ag [click here](#) and/or visit the [Job Shop](#).
- **QLD:** For information about licensed labour hire providers [click here](#) and/or view this information on [seasonal workers](#).

Contingency

Businesses should have contingency plans in place for someone to take over a role if a staff member becomes ill, particularly critical roles such as supervisors and managers.

Freight and logistics

For guidance on truck drivers/deliveries etc. see **External service providers section (page 10)**.

Where possible eliminate paper and implement electronic paperwork and cashless payments. Limit contact with delivery/truck drivers and provide them with washing and sanitising facilities for equipment and machinery prior to them leaving the farm.

Export

The Australian Government has taken measures to maintain export chains where possible. Industry will still need to follow the usual requirements of Australian laws and importing country requirements. You can find more information [here](#). They have also launched the [International Freight Assistance Mechanism \(IFAM\) initiative](#) which will help exporters get their high-value produce into key overseas markets.

Growers registered for export to protocol markets should expect their audits to proceed as normal. If you have any questions, please contact AMIA (details provided at end of document).

Industrial relations

Generally

The rights and obligations of employers and employees under the Fair Work Act will be seriously tested during this pandemic. The Fair Work Ombudsman (the FWO) has published a thorough and current guidance [here](#), and Australian Chamber of Commerce and Industry have generated their own guidance which is publicly available [here](#).

Please bear in mind that this is general advice and given we are discussing legal rights and duties; the legal position will vary from case to case. You would be strongly advised to seek specific advice from an industrial relations specialist before taking any action which may affect your employees' pay or work rights. Your state and commodity farming organisation usually offer such services, the FWO has established a dedicated hotline which can be reached at 13 13 94, and the Fair Work Commission's advice service is still operating (see [here](#)).

Giving Directions

The extent of an employer's right to issue directions to the employee in relation to matters which aren't strictly related to the performance of duties is never clear, but will be informed not just by industrial relations instruments but, in the current context, also work health and safety duties, anti-discrimination laws, etc.

If an employee presents for work demonstrating symptoms of COVID-19 and the employer has a reasonable and genuinely held belief that the employee may have COVID-19 then:

1. The employer may ask or, if the employee refuses, direct the employee to consult a GP and/or undergo testing (paying for the time involved).
2. If the employee tests positive, then the employer may direct the employee to take sick leave (with or without pay) or wear PPE.
3. If they test negative, then there is minimal risk and the employee may continue work.

Businesses should advise staff to work from home where possible. We are aware that in many farming businesses, this is not usually possible.

Workers Compensation

Gallagher Insurance Brokers have provided the following advice:

A virus (like COVID-19) is likely to be considered under the occupational disease provisions of Workers Compensation legislation.

For a disease to be covered, it must be contributed to, a significant degree, by the employee's employment. For coverage to exist, a determining insurer would need to be satisfied that the employment significantly contributed to the employee contracting the virus.

For viruses, it can be difficult to accurately determine the exact time and place of contraction. However, where an employee's employment puts them at greater risk of contracting the virus the significant contribution test may be easier to meet. For example, if the employment involves:

- *Travel to an area with a known viral outbreak;*
- *Activities that include engagement or interaction with people who have/were likely to have contracted the virus;*
- *Activities that contravene Department of Health recommendations.*
- *What an approved Worker Compensation claim typically covers*
- *Lost income and medical costs if a worker contracts an infectious disease in the course of their employment at work.*

What it doesn't cover?

- *Employees putting themselves at risk through serious and wilful misconduct;*
- *Lost income and medical costs if an employee contracts an infectious disease outside of their employment (i.e. through their community or attending a non-work public event such as music festival or church, etc.).*

Each claim would need to be considered on its individual merits, having regard to the individual circumstances and evidence in relation to the claim.

Stand Down

Under the Fair Work Act, an employer may temporarily 'stand down' an employee without pay for a discrete period, where the employees cannot be 'usefully employed' because of 'a stoppage of work for any cause for which the employer cannot reasonably be held responsible. That is, where there is genuinely nothing for the employee to do for reasons which are clearly beyond the employer's control.

The Fair Work Ombudsman advises that in the present context stand down may be available where:

- The business has closed because of an enforceable government direction relating to non-essential services (which means there is no work at all for employees to do even from another location).
- A large proportion of the workforce is in self-isolation meaning the remaining employees can't be usefully employed.
- There's a stoppage of work due to lack of supply for which the employer can't be held responsible.

Employers must be careful, however. For example, the provisions won't apply just because trade has slowed down. Finally, these principles can be adjusted under employment contracts or enterprise agreements, so be sure there are no other principles you should be aware of.

Reducing hours and changing operations

As a result of the spread of COVID-19 some employers may be considering varying their operations. For example, they may wish to mix-up shifts and alternate work times to reduce the risk of exposing employees or because of changes in demand patterns of their customers.

The capacity to vary rosters and shifts or to shorten hours will be largely controlled by the applicable industrial instrument (e.g. enterprise agreement or award) or employment contract. Please check any requirements in the [Horticultural Award](#). There may be some employee consultation requirements for employees before reducing or changing hours.

Ending employment

As a final option, an employer may need to end an employee's employment. The rules for doing so are complicated and will vary from business to business and depending on the situation. General rules can be found [here on the FWO website](#). The Horticulture Award contains specific provisions dealing with redundancies.

Although not strictly an industrial relations consideration, bear in mind that terminating employment may have visa implications for skilled migrant workers that you are sponsoring. Considering other options such as leave without pay may be more attractive.

Terminating a person's employment is obviously difficult, complicated and controversial so we strongly advise you to consult with an industry relations specialist identified above before taking that course.

For any further details or questions on your specific situation, please contact the Fair Work Ombudsman by 13 13 94 or [here](#).

Discrimination, bullying and harassment

Coronavirus is not a reason to treat employees differently because of their national origin. Placing extra obligations on individuals (more robust hygiene methods, for example) just because they are from a particular country places you at risk of a discrimination claim. Therefore, any control measures you implement to manage the risk of coronavirus should be implemented across all employees.

Marketing and market assessment

There may be reduced demand for class two (2) and bulk fruit due to reduced consumer spend and the reduced nature of the food service industry. Maximising fruit dry matter and volumes of high-quality fruit will be important for ensuring growers maximise their profitability.

Growers should keep their forecast with AMIA up to date, have their fruit dry matter tested and be in regular contact with their wholesale agent or retailer to discuss market conditions and pricing.

Further updates on the marketing plan for the 2020/2021 season will be provided shortly.

Growcom has launched their [Eat Yourself to Health](#) campaign to encourage consumers to eat their required serves of fruit and vegetables to improve their immunity and diet variety.

Hort Innovation is promoting fresh Australian fruit, vegetables and nuts with their social media campaign on [Facebook](#), [Instagram](#) and their [website](#).

FOOD SAFETY AND PRODUCT MANAGEMENT

PPE and sourcing

Surgical masks

If you have COVID-19, wearing a surgical mask can help to prevent spreading it to others as it forms a physical barrier limiting droplets being spread when an infected person coughs or sneezes. If you are healthy, you do not need to wear a surgical mask, however asking staff to wear a mask could be a strategy to further limit transmission.

Health authorities have advised that:

- There is little evidence that use of surgical masks in healthy people prevents transmission because the virus is not spread through the air (airborne).
- There is a worldwide shortage of masks. Masks for the healthcare sector are being prioritised.
- Employees can be directed to wear a P2 or N95 mask if the employer, in consultation with workers, considers it is a necessary control measure to minimise the risk. If an employee prefers to wear a mask, this is not something that an employer can stop, unless it becomes a hazard.
- If using a mask, it is essential that it is worn correctly and disposed of as soon as it becomes moist or after coughing or sneezing. Resources on the correct application, use, removal and disposal of face masks are available from the WHO [here](#).



If using a mask, it is essential that it is worn correctly.

Things to consider and communicate to staff:

- A mask does not replace the need to adhere to social distancing rules.
- Touching a mask once it is on contaminates the mask.
- A mask can't be removed to the chin or forehead for a break, it is potentially contaminated, and these movements increase the risk of contact with the nose, mouth and eyes which is where the virus enters the body.

- Once the mask is wet it must be disposed of or if it is washable it must be laundered (>60°C) and replaced.

Persons wearing gloves should be mindful that gloves are clean and changed as necessary, and hands are washed between changes.

Cleaning

The most important thing to know about coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard but this is also influenced by temperature, humidity and other environmental conditions.

The definition of **cleaning** is to physically remove germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

The definition of **disinfection** is to use chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection.

Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs. During this time, you should ensure your infection control procedures are reviewed regularly in consultation with cleaning staff. For disinfection, current advice is that coronavirus is destroyed by hot water (above 60°C), or by commercial sanitisers normally used (sodium hypochlorite, hydrogen peroxide, and 70% ethanol). No change in concentration or exposure times is needed, just follow manufacturers' instructions.

PMA ANZ has an information sheet about [sanitation in the food industry](#).

See the [cleaning and sanitising](#) fact sheet by Food Standards Australia New Zealand.

Undertake a thorough review of your entire facility to identify areas, surfaces and equipment that may have been inadvertently overlooked in your existing cleaning program. Provide signs and cleaning supplies for staff use (details provided at end of document).

It is good practice to do as follows:

- Clean frequently touched surfaces with detergent, followed by a bleach or alcohol-based solution. Remember to wipe over:

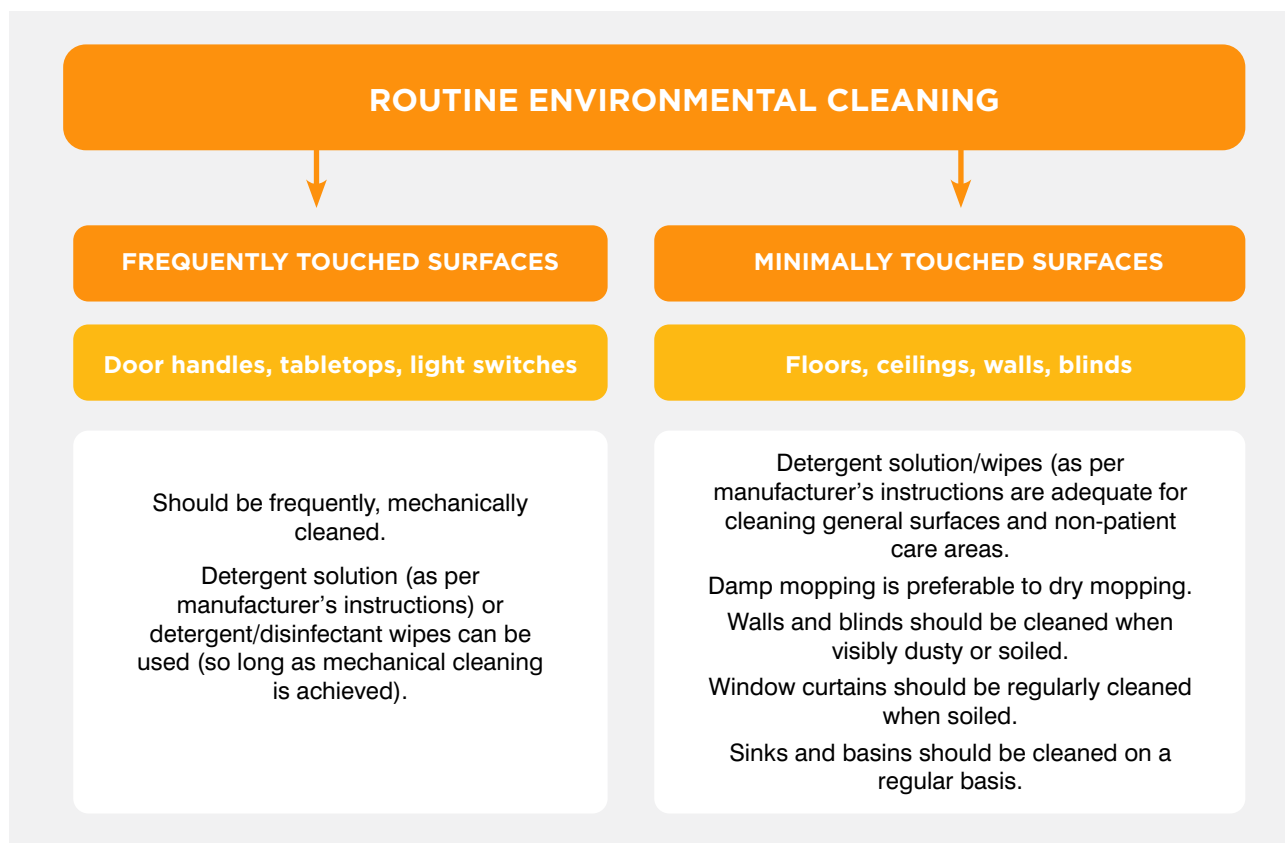
- ✓ Door handles
- ✓ Counters & tabletops desks
- ✓ Telephones keyboards and mice
- ✓ Lift buttons
- ✓ Kitchen appliances and whitegoods – handrails
- ✓ Light switches
- ✓ Taps and sinks
- ✓ Push plates
- ✓ Locks
- ✓ Remote controls
- ✓ Touch screens
- ✓ EFTPOS equipment
- ✓ Fridges
- ✓ Dishwashers
- ✓ Backrests of chair.

- Clean general surfaces and fittings when visibly soiled, and immediately after any spillage.
- Clean areas where there is public access.
- Linen should be laundered in accordance with the manufacturer's instructions using the hottest setting possible. Dry items completely.
- Crockery and cutlery should be washed in a dishwasher on the highest setting. If a dishwasher is not available, a hand wash in hot soapy water will suffice.
- Tea towels and dish cloths should be changed frequently.
- Cleaning staff should minimise the risk of being infected by wearing gloves and using alcohol-based hand sanitiser before and after wearing gloves.
- Cleaning staff should take appropriate measures regarding hygiene and PPE, when collecting and disposing of rubbish and extra caution should be utilised when collecting and disposing of rubbish from quarantine accommodation or from areas where a known infectious person has been.

Employees should be encouraged to clean and disinfect:

- Mobile phones
- Keys
- Wallets / purses
- Work passes.

Routine cleaning requirements can be divided into two groups¹:



¹ Adapted from Australian Guidelines for the Prevention and Control of Infection in Healthcare, Canberra: National Health and Medical Research Council (2019).

Hygiene

For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser before handling produce or materials that may come into contact with produce.

Handwashing should include full coverage of hands to wrists, underneath nails, between fingers for 20-30 seconds, followed by effective drying until hands are completely dry. Repeat this often, even if hands are still visibly clean (hand washing poster [here](#)). Disposable gloves should be worn and changed frequently after hand washing. Freshcare has also composed a [COVID-19 factsheet](#).

Safe Food Guide

It's important for food businesses to be extra vigilant with all aspects of health and hygiene, to ensure no-one contaminates the surfaces of your produce, or production lines, due to illness or unclean habits. Transmission is unlikely and so far, there is no evidence that people have become infected by swallowing the virus in or on food or drink as COVID-19 is not a foodborne illness.

There's no current evidence that COVID-19 can be transmitted through food and no reported cases of COVID-19 have been linked to contamination of food. The general public are being advised to thoroughly wash fresh fruit and vegetables under running water before eating to remove surface dirt. Use of soap, disinfectants or detergents to wash food is not recommended. These products are not designed for consumption and may actually be unsafe to use with food.

The main risk of transmission is from close contact with infected people. The best approach is to maintain good hygiene at all times. Wash your hands regularly with soap and water and avoid touching your face to reduce your risk.

WORK HEALTH SAFETY

If in doubt, please contact Safe Work Australia or your state equivalent (details provided at end of document).

Labour management

Put new/potential workers in accommodation separate to existing workers for their first 14 days. Before each shift, obtain a declaration covering movements and potential exposure (Annexe 1 in [NFF Guide](#)) and retain it as a workplace record. Although this may be tedious, it will not only allow you to plan and prepare, it may also influence the employees' behaviour while away from work.

Staff Induction

Aside from your business' general induction process for new employees, or those that were previously employed last season but have not been working for you recently, consider including the following:

- Ensure new staff have health checks before commencing work and have signed a health declaration.
- Make clear the importance of the biosecurity measures and any disciplinary action that will occur if these are not followed.
- Communicate the early warning signs of COVID-19 infection and your plan for staff if they suspect themselves or someone else to be infected.
- Encourage staff to download the [COVIDSafe app](#).
- Assign to team/group (if applicable) and show them their assigned team facilities and meal/break/work schedules that need to be adhered to.

Staff Briefings

- Have a 5-10 minute 'toolbox talk' before each shift with employees to discuss:
 - New cleaning requirements in the workplace.
 - New PPE, food safety, and hygiene practices in the workplace such as refreshing knowledge on effective hand washing techniques.
 - New procedures (note you should also consider providing this information outside of 'toolbox talks' in as many ways as possible e.g. verbally, via text, on email, with posters).
- Place posters in bathrooms and breakrooms, for staff to identify symptoms in comparison to other viruses (samples provided at the end of this document).

- Share with staff the [online coronavirus symptom checker](#).
- Assign staff supervisory roles to make sure the above is being followed.

Ensure you know where your staff are at all times, ideally keeping good records of where and what they are doing. If any workers demonstrate any symptoms, please visit the **Potential COVID-19 infection section of this document (page 6)**.

Management

- Split management teams up, have them work in different physical locations (including from home).
- You can develop infection control policies and procedures quickly by adapting the biosecurity measures that you already routinely practice, such as handwashing practices, using gloves, and wearing clean laundered protective clothing.
- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). If possible, avoid travelling to these places and avoid employing from these places unless 14-day self-isolation has been completed and no symptoms are detected.



The correct handwashing procedure.

- Implement a system for recording who each employee has had close contact within the course of each shift, and where they have been located:
 - Electronic staffing records, supplemented by records captured by supervisors, may meet these requirements.
- Hold meetings via video conferencing or phone call. Try Zoom, or Microsoft Teams. For messaging communication with your team, you could use Facebook's Messenger, or WhatsApp. Ask your provider if they have discounted rates. Put off large meetings or events to a later date or adapt to a webinar format.

Social distancing

Implement controls to reduce direct contact with employees and visitors to orchards/packsheds, including:

- Continue documenting staff movements in close detail, where they have worked, who with and on what date, so that records can be traced if there is an outbreak. An easy way to do this may be to have staff download the [COVIDSafe app](#) on their phones.
- Importantly, this should include who they had contact with during breaks or at the beginning and end of the shift.
- Ensure social distancing of at least 1.5metres (1 person per 4sqm indoors) barriers to create space at counters, between workstations, seated areas etc.
- Place crosses on the floor of where people should stand at the packing line, so they are within the social distancing guidelines.
- Install perspex or vinyl dividers between staff on packing lines where 1.5m spacing is not practical.
- Spread picking teams over wider areas if possible, to minimise periods of close contact.
- Modify shifts and rosters to reduce peak periods of staffing where possible.
- Ask employees to avoid congregating in carparks, farm offices or in other areas outside the workplace.
- Restrict access to areas of the workplace where possible, to reduce the unnecessary spread of germs.
- Ask employees sharing accommodation to maintain social distancing where possible at home and implement a strict cleaning routine for the kitchen and bathroom.
- For employees living off-site, employers could consider asking them to sign a memorandum of understanding (MOU), saying they will



Social distancing.

take all due care when off-site, including social distancing, in exchange for continued employment and a safe workplace. The MOU could include the employee recording who they have been in contact with at all times.

- Cease non-essential work activities that involve close personal contact, including face-to-face meetings.
- Where possible, divide the packing area into discrete zones (include walkways to get in and out of the shed) and discourage staff from entering zones outside of their work station.
- Reduce number of touch points (leave doors open).
- Consult with workers to identify other potential hazards
- Have a pool of staff available to fill in if you have employees that become sick or have to isolate.

Picking/Harvest Aid management

While out in the field picking, staff should maintain the 1.5m social distancing measures. Growers should measure the size of their machinery and evaluate worker positioning and tasks to determine appropriate people per machine while maintaining the 1.5m.

This may mean reducing the size of picking teams on each machine, implementing the wearing of PPE, installing handwashing/sanitising stations on each picking machine and increasing the frequency of cleaning for physical equipment like picking poles and bins. Each person in the picking team should have their own picking pole that they use each day—it may help to have coloured markings or tape on the poles, so it is easy to identify which one belongs to who.

Visitor safety

Consider stopping visitors from entering the packing shed and other common areas.

Safety inductions

Consider the following:

- Do these need to happen more frequently?
- Can these happen in smaller groups or outside to allow for appropriate physical distancing?
- Could staff be sent videos, links and documents beforehand to reduce the time needed for face-to-face induction?

To further contain any potential outbreak of the virus among staff, growers may choose to segregate different workers into groups i.e. each team working on the same harvest aide or specific areas of a packing shed would form a group. The workers would be accommodated together, travel to and from the work site (if applicable) together, share amenities such as kitchens, dining rooms, laundries, meal breaks and bathrooms as well as working in these teams. Their facilities and/or their work/meal/rest schedule should be marked (with numbers, colours, symbols etc.) to ensure they are easily identified by all workers.

If people from the same group/team become ill or may be positive for COVID-19, growers can quarantine this team of people until they are well or negative test results come back while other teams continue to work.

Mental health

Monitoring your team's (and your own) mental health during this period is important. There are many stresses on business, agriculture and staff, and people are learning to cope with new regulations and restrictions.

It is recommended that you provide regular updates on COVID-19 and how it may impact business operations to employees so that they feel informed and well supported and in return they are more likely to stay motivated to assist and adapt through this time. There are translated resources available [here](#) and [here](#).

Consider one point of contact within the business for information on COVID-19, to limit the risk of misinformation. Many people will find self-isolation difficult, so give your colleagues a call to make sure they are coping and feel supported. Find a healthy balance in relation to media coverage. Finally, be supportive of your staff and be conscious of the effects of isolation may have on mental health, and the anxiety and stress which the present situation may foster.

Please find further resources [here](#).

If you need to speak to someone or are feeling socially isolated, anxious or depressed, please call:

- **Lifeline** 13 11 14 (text 0477 131 114)
- **Beyond Blue** 1800 512 348.

Accommodation and sleeping arrangements

If you provide accommodation to your staff during the pandemic, it is recommended that you should observe the following:

- Good social practices, especially hygiene and social distancing;
 - Please note that certain arrangements such as bunk beds, may not be a sufficient distance apart and will only house one person,
 - Maximise ventilation in the accommodation and sleeping quarters (open the windows of the sleeping quarters during the day where practical),
 - Bathrooms should be well stocked, and checked regularly, with warm to hot water, soap and handwashing signage where possible.
- Premises should be thoroughly cleaned and disinfected before the worker arrives, after they leave, and as regularly as possible during their stay.
- To quarantine the risk of infection, staff who work in teams should be housed and travel within the same teams where possible.
- You may be obliged to comply with any governmental requirements which are issued to commercial accommodation providers.
- Of course, encouraging staff to live with the teams they work in is best practice and you should consider facilitating to the extent that you can, for example, when considering shifts (may need to consider couples, family members, people travelling to work together each shift etc.).
- Decentralise your accommodation facilities as much as possible.

- Minimise common area use like laundry/kitchen. If you can afford to, hire a cook/cleaner to reduce the amount of people needing to use these areas.

Each business/farm should have a designated quarantine area, for workers that have arrived from interstate or international destinations or if staff become unwell during their employment. This area should contain separate bathroom, laundry, bedroom and living facilities.

If a fully stocked kitchen with cooking facilities is not achievable, food may be delivered. It should be left in a place where the person delivering food will not come into contact with surfaces that the quarantining person has touched i.e. on the ground at the door of the quarantine building with the quarantined person inside the building. Food should be delivered in disposable packaging or containers so that cutlery and crockery can be thrown away.

For off farm accommodation, such as hostels etc., please contact the owner/manager of the establishment and discuss their arrangements and how they will be managing them to reduce the risks of COVID-19 transmission. Please enquire if the business has a COVID-19 management plan. If they do, it would be prudent for you to keep a copy on file if workers will be staying there.

Outside of work hours, be clear with staff about the relevant gathering/events restrictions in your state jurisdiction, such as the number of people allowed at one venue, and whether that venue is indoors or outdoors. If the staff do not live on site or leave the site outside of their shifts, you may wish to implement a sign in system which could include questions about where they have been and whom they have been with during that period (similar to the declaration in **External service providers section on page 10**). Please consult your relevant state/territory Work Health Safety authority to confirm any regionally specific requirements (see contact details at the end of this document).

Common areas and mealtimes

To reduce the number of people in common areas or break rooms, businesses may stagger break times or have longer breaks to allow more time for people to collect/eat food and cleaning to take place. Minimise the overlapping of shifts/rosters as much as possible and place all furniture at least 1.5m apart.

If you choose to have staggered meal breaks, group teams who would work together and are in similar areas of the farm, restricting contact with other employees.

This would ideally include organising or sourcing backpackers from separate accommodation.

Example Work Schedule for staggered breaks or meal groupings

Event	Time	Team/s	Destination
Breakfast	6:00 to 6:30am	Green	Dining room
Clean dining room			
Breakfast	6:40 to 7:10am	Blue	Dining room
Clean dining room			
Breakfast	7:20 to 7:50am	Orange	Dining room
Clean dining room			
Start work	6:50am	Green	Block 1A
Start work	7:30am	Blue	Block 2C
Start work	8:15am	Orange	Packing shed

Meal breaks

As well as keeping their distance from each other, the following should apply:

- Avoid sharing any food or drinks.
- Where possible, leave doors open to reduce number of touch points.
- Eat lunch at own desk or outside rather than in the lunchroom and limit food handling and sharing of food in the workplace.
- Promote strict hygiene among food preparation (canteen) staff and their close contacts.
- Arrange separate toilet facilities for workers, ensure the same teams use the same facilities, stagger breaks, or hire portable toilets.
- Increase time between shifts or service periods (e.g. breakfast and lunch; day/night shifts) to minimise staff interaction and allow for increased cleaning.
- Limit the number of people in contact on a production floor or kitchen, where possible.
- Minimise the overlapping of shifts/rosters as much as possible.

Travel and vehicles

Vehicles

Ideally, no more than two people should be in a vehicle (car etc.) otherwise adequate distance and other reasonable measures (such as PPE) should apply. Car-pooling should also be discouraged or crews arranged in groups. The following should also be taken into consideration:

1. Clean and sanitise vehicles before and after use including door handles, steering wheel, seatbelt, gears, handbrake, audio controls, pens (for driver log) and UHF radios. Alternatively, wear gloves and change when leaving vehicle.
2. Vehicle air-conditioning should be set to fresh air, and not recirculating.
3. Avoid non-essential travel.
4. Arrange more vehicle transfers of workers to orchards, to ensure there is social distancing in the vehicle. If in a car, passengers should sit in the back.
5. Increase the amount of fresh air available indoors or in vehicles by opening windows or adjust air conditioning.
6. It is a good idea to put together car cleaning kits for company vehicles. These could include:
 - Multi-purpose spray.
 - Paper towel.
 - Sanitiser spray.
 - Hand sanitiser (alcohol based).
 - Rubber gloves.
 - Face masks.
 - Cleaning instructions, for pre and post vehicle use.

For further information, visit the Australian Government Department of Health [‘Environmental cleaning and disinfection principles for COVID-19’](#).

Business travel

If travel is deemed necessary, you should involve the employee in a risk assessment. Some simple measures that can help reduce the risk while travelling include:

- Provide the employee with clear instructions on hygiene, to reduce the risk of picking up the virus.
- Provide the employee with a travellers’ first aid kit, and advise them how to monitor symptoms, and what actions to take if they fall ill whilst travelling.
- Keep a detailed record of where the employee is travelling, their flight, accommodation and transfer details, and regularly check in on their health.
- Monitor the news and updates on COVID-19 from your office and keep the employee up to date whilst they are travelling.
- If the employee does report symptoms of the virus, put in place a plan to support them.

You can direct employees not to undertake work-related travel if necessary, to meet workplace health and safety obligations, or if it is otherwise a lawful and reasonable direction.

Personal travel

You cannot force employees not to travel outside of the workplace, but you can encourage them to maintain good hygiene while travelling and pay attention to any signs of ill health.

Prior to an employee commencing leave, you should remind them in writing of the date they are required to return to work and make it clear that any self-isolation period would need to form part of their period of approved leave. You should also be clear on the requirement to provide evidence they have completed any government required self-isolation period prior to returning to work.

CONTACT DETAILS

AMIA

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Sarah Hain - NT/WA

M: 0457 555 939

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Regional bodies

Mareeba / Dimbulah Mareeba District Fruit & Vegetable Growers Associations

P: 07 4092 6099

E: mdfvga@bigpond.com

Northern Territory Mango Industry Association / Northern Territory Farmers Association

P: 08 8983 3233

E: info@ntfarmers.org.au

Bundaberg Fruit & Vegetable Growers

P: 07 4153 3007

E: bfbvg.info@bfbvg.com.au

Burdekin Delta Fruit & Vegetable Growers Association

M: 0428 835 599

E: bgsayr@bigpond.com

Bowen Gumlu Growers Association

P: 07 4785 2860

E: admin@bowengumlugrowers.com.au

Ord Mango Growers Association (OMGA)

M: 0403 705 588

E: cheekydingo@hotmail.com.au

Carnarvon Growers Assoc Inc

P: 08 9941 8384

E: admin@cga.org.au

Carnarvon Mango Exporters

P: 08 9941 8384

E: man_go@bigpond.com

Childers & District Fruit & Vegetable Growers Association Inc

P: 07 4126 1070

Gin Gin Fruit & Vegetable Growers Cooperative Ltd

P: 07 4157 1003

Hinkler Northern Districts Fruit & Vegetable Local Growers

P: 07 4157 8190

Southern Mango Growers Group

P: 0429 087 172

E: jjsfarmwa@bigpond.com

Work Health Safety organisations and contacts

[Safe Work Australia](#)

[SafeWork NSW](#) and other [NSW contact details](#)

[Workplace Health and Safety Queensland](#) and other [QLD contact details](#)

[NT WorkSafe](#) and other [NT contact details](#)

[WorkSafe WA](#) and other [WA contact details](#). Also [click here](#).

State Dept. Health

Relevant state COVID-19 hotline for advice.

NSW Healthdirect – 1800 022 222

QLD 13 Health – 13 432 584

VIC Coronavirus Hotline – 1800 675 398

SA COVID-19 Information Line – 1800 253 787

WA National Coronavirus Information Helpline – 1800 020 080

NT National Coronavirus Information Helpline – 1800 020 080

Other

[GrowCom](#) – 07 3620 3844; growcom@growcom.com.au

[National Farmers Federation](#) – 02 6269 5666

[World Health Organisation](#)

[Fair Work Ombudsman](#)

[Department Home Affairs](#)

[Hort Innovation](#)

[Produce Marketing Association Australia + New Zealand](#)

[Food Standards Australia New Zealand](#)

RESOURCES

Signage

The following signage is available for you to download, print and put up in your pack shed:

- [Coronavirus Information for Employers](#)
- [Coronavirus General Prevention Poster](#)
- [Clean Hands Poster](#)
- [When to Self-Isolate Poster](#)
- [See a Doctor Poster \(English\)](#)
- [Other translated resources](#)
- [Symptoms infographic](#)
- [COVIDSafe app available to download here](#)
- More resources [available here](#)
- [Videos and posters](#) from the Department of Health.

Templates

Health Plans

- [COVID-19 Management Plan template available here \(NT Farmers Association\)](#)
- [Queensland Health Plan](#)
- [Western Australia Health Plan](#)

Risk Management

This Risk Management Plan template, Risk Assessment Matrix and Consequence/Likelihood Scales may be used, or employers can develop their own with specific context for their business.

Risk Management Plan

The risk	Potential causes/ sources	Potential impacts	Controls	Likelihood with controls in place	Consequence with controls in place	Treated risk assessment	Risk evaluation	Responsible person
What could happen?	What could happen? What would cause it?	How would the risk impact on business operations?	What controls are in place, or will be in place, to manage the risk?	From Risk Likelihood Scale	From Risk Consequence Scale	From Risk Assessment Matrix	Could you defend this level of risk is acceptable? Yes/No	Who is the person/s responsible for monitoring and managing the risk?

Risk Likelihood Scale

Descriptor	Definition
Remote	May occur only in exceptional circumstances; < 10% probability
Unlikely	Could occur in some circumstances; 10 – 20% probability
Possible	Should occur at some time; 20 – 50% probability
Likely	Will probably occur in most circumstances; 50 – 80% probability
Almost Certain	Expected to occur in most circumstances; > 80% probability

Risk Consequence Scale

Descriptor	Definition
Insignificant	All outputs delivered and outcomes achieved; No loss of reputation of organisation/s; No loss of work time (e.g. due to availability of staff or weather interruptions); Minimal loss/damage to assets; Loss or impairment of a small amount of non-critical information
Minor	Outputs delivered but some quality reduction; Some reputational damage to organisation/s; Temporary loss of work time; Temporary corruption/loss of services/resources or non-critical information; Some loss of opportunity
Moderate	Failure to deliver some outputs and/or significant quality reduction in some outputs; Moderate reputational damage to organisation/s; Medium-term loss of work time; Corruption/loss of non-critical information resources
Major	Failure to deliver most outputs; Significant reputational damage to organisation/s; Long-term loss of work time; Loss/irrecoverable corruption of critical information resources; Major loss of opportunity
Catastrophic	Outcomes unable to be achieved and failure of delivery of all outputs; Irreparable damage to reputation of organisation/s; Loss of irreplaceable key staff or work time completely disrupted; Total loss/corruption of all information services/resources

Risk Assessment Matrix

Likelihood	Consequence					
	Scale	Insignificant	Minor	Moderate	Major	Catastrophic
	Remote	Low	Low	Low	Medium	Medium
	Unlikely	Low	Medium	Medium	Medium	High
	Possible	Low	Medium	High	High	High
	Likely	Medium	Medium	High	High	Extreme
	Almost Certain	Medium	High	High	Extreme	Extreme

Other industries' or organisations advice for COVID-19

[Citrus Australia](#)

[NFF](#)

[Australian Banana Growers Council](#)

[Avocados Australia](#)

[PMA ANZ](#) – Guidelines for the Fresh Produce Industry: COVID-19 and your workplace (and a [checklist](#) for managing teams during harvest)

[Safe Work Australia](#)

[Safe Food QLD](#) – Checklist for reducing workforce impact from COVID-19

[Australian Pork](#) – Coronavirus disease (COVID-19) and your workforce guide