

**COVID-19
risk assessment
examples**

A hazard is something that can cause harm, e.g. electricity, chemicals, working up a ladder, noise, a bully at work, stress, etc.

A risk is the chance that any hazard will actually cause harm.

For example, being in close proximity to a person who has the COVID-19 virus is the hazard; the risk is the likelihood and consequence of the exposure.

The 2-variable risk assessment matrix used in the examples we have provided below is based on the University of Melbourne’s health and safety risk assessment methodology.

How to use the 2-variable matrix in a COVID-19 clinic risk assessment

Table 1: 2-variable risk matrix

		Consequence				
		Insignificant	Minor	Moderate	Major	Severe
Likelihood	Almost certain	Medium	High	High	Extreme	Extreme
	Likely	Medium	Medium	High	Extreme	Extreme
	Possible	Low	Medium	Medium	High	Extreme
	Unlikely	Low	Low	Medium	High	High
	Rare	Low	Low	Low	Medium	High

1 Consider the likelihood of the exposure to the hazard occurring

Decide whether exposure to the hazard is:

- Almost certain
- Likely
- Possible
- Unlikely
- Rare

2 Consider the consequence of exposure to the hazard

Determine as realistically as possible the consequence of exposure to the hazard:

- Insignificant
- Minor
- Moderate
- Major
- Severe

3 Determine the risk rating from the likelihood and consequence descriptors chosen in step 1 and 2

The risk rating is where the 2 descriptors intersect on the matrix. For example, if the likelihood of exposure to a hazard is almost certain but the consequence of exposure is insignificant, then the risk rating is medium.

Hierarchy of controls

The concept of a “hierarchy of controls” refers to the ranking of ways in which hazards can be mitigated, from most effective to least effective. For example, in the massage therapy context, the top level of the hierarchy is ‘elimination’ of the hazard, which means not offering face-to face treatments. This is the best-practice approach to vulnerable groups, such as elderly clients and those with chronic conditions that are high risk for serious illness from COVID-19. The lowest level of control would include the use of personal protective equipment, such as masks, to limit the exposure to droplets in a confined treatment space.

Table 2: Hierarchy of controls

Level 1 (highest effectiveness)	Elimination	<ul style="list-style-type: none"> Remove the hazard. e.g. do not offer the service at this time.
Level 2	Substitution	<ul style="list-style-type: none"> Substitute the hazard for something safer. Consider the possibility of offering a telephone or online consultation, or referring to a health service that does not require close personal contact.
	Isolation	<ul style="list-style-type: none"> Isolate the hazard from people. This involves physically separating the source of harm from people by distance or using barriers. May be appropriate at POS facilities and reception counters.
	Engineering	<ul style="list-style-type: none"> Change the workplace, equipment or work process. Install devices to increase air flow in an enclosed space, open windows etc.
Level 3	Administration	<ul style="list-style-type: none"> Use administrative controls. For instance, develop procedures on cleaning protocols, limit exposure time by decreasing treatment duration, schedule appointments to ensure social distancing in waiting area and allow time to complete cleaning.
	PPE	<ul style="list-style-type: none"> Use personal protective equipment (PPE). This also includes protective clothing. Examples of PPE include masks, gloves, aprons and protective eyewear. PPE limits exposure to the harmful effects of a hazard but only if workers wear and use the PPE correctly. <u>Donning and doffing techniques are critical to this process.</u>

The risk assessment you complete for your business/clinic environment will generate 2 risk scores:

1. The inherent risk, which is the level of risk that an activity/hazard would pose if no controls or other mitigating factors were in place.
2. The residual risk is the level of risk associated with an activity after proposed or additional controls have been implemented to eliminate or reduce the risk.

When listing the “proposed risk control measures” the hierarchy of controls should be used to determine the best method of eliminating or reducing the risk.

The examples provided below include all three levels of control measures.





Risk acceptance guide (is the risk acceptable?)

The purpose of risk assessment is to help determine which risks can be effectively managed with appropriate controls and which risks may be unacceptable. A medium likelihood risk may be acceptable if the consequence of the exposure to that risk is relatively minor. However, a medium risk is not acceptable if the consequence of the exposure may be fatal.

Determining the residual risk after hazard controls have been applied will help to determine whether the residual risk is acceptable. For example, a risk assessment of providing in-home services to elderly and vulnerable clients is likely to show unacceptable residual risks due to the potentially fatal consequences of exposure.

Ongoing monitoring is also required to determine if a risk remains acceptable. For example, if there is evidence of local community transmission, administrative controls and PPE may no longer acceptably control the risks of providing treatment.

Table 3: Risk acceptance guide

Residual risk rating (from risk assessment)	Is the risk acceptable)		
Extreme	Not acceptable	<ul style="list-style-type: none"> • Service is not safe to be offered at this time. • The potential benefits of offering massage therapy do not outweigh the risk to the individual posed by COVID-19. 	
High	Not acceptable	<ul style="list-style-type: none"> • Service is not safe to be offered at this time. • The potential benefits of offering massage therapy do not outweigh the risk to the individual posed by COVID-19. 	
Medium	Acceptable unless there are major or severe consequences of exposure to the risk	<ul style="list-style-type: none"> • Service may not be safe to be offered at this time. • Consequences of failure of appropriate risk control measures currently are serious. • Relying on PPE and administrative controls alone do not mitigate the risk sufficiently. 	
Low	Acceptable	<ul style="list-style-type: none"> • Service may be safe to offer at this time. • Records of all administrative controls implemented must be kept (e.g. cleaning schedule, booking information) 	

COVID-19 risk register: Multi-practitioner commercial clinic

This risk register must be reviewed on an ongoing basis. As community transmission and local cases increase, the 'likelihood of occurrence' will also rise. That may lead to a scenario where the residual risk score makes it unacceptable to continue practising for a period of time, until the number of local cases decreases again.

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Therapist exposed to droplet transmission from a symptomatic client	Treating therapist, other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Moderate – Major (Depending on therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Pre-screen to determine if client is experiencing any primary or secondary known symptoms of COVID-19, currently or 14 days prior. Check temperature prior to entry to clinic with both therapist and client wearing mask. Exclude client from treatment if any symptoms are declared or if temperature is outside acceptable range. Instruct client to seek testing. Exclude any symptomatic individual for minimum 14 days or until 2 consecutive negative tests. Provide hand sanitiser at entry. Display WorkSafe Australia signage. Disinfect surfaces that may have been touched by the client. 	Low			
Therapist exposed to droplet transmission from an asymptomatic client	Treating therapist, other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Moderate – Major (Depending on therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Check temperature prior to entry to clinic with both therapist and client wearing mask. Encourage client to wear a mask when entering the facility and during pre-treatment and post-treatment discussions. Encourage client to wear a mask for all treatment conducted in supine or side-lying positions. Discourage client from excessive talking during treatment session. Apply standard precautions and educate client on hand hygiene, cough etiquette. Disinfect surfaces that may have been touched by the client. Stagger client arrival times. Minimise client on-premise waiting time and activity. Facilitate off-site payment process. Minimise need to interact at reception. Install perspex barriers around reception area. Observe social distancing between therapists and staff members. Implement traffic control for non-treatment areas, hall, stairways, shared egress. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist working whilst experiencing possible symptoms of COVID-19	Clients, other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Likely	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	Extreme	<ul style="list-style-type: none"> Screen temperature before treating clients. Seek medical attention if displaying any primary symptoms. Develop and implement communication strategy to notify clients and cancel all appointments if therapist experiences any symptoms. Observe social distancing between therapists and staff members. Implement traffic control for non-treatment areas, hall, stairways, shared egress. 	Medium			

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Therapist exposed to COVID-19 from an asymptomatic client through contact transmission from frequently touched surfaces (Treatment room and transit areas)	Clients, other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Possible	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Establish cleaning register of frequently touched surfaces and disinfect after every client. Provide hand sanitiser at entrance. Apply standard precautions and educate clients and staff on hand hygiene, cough etiquette. Provide email or telephone advice to client prior to appointment to advise on new protocols for COVID-19. Provide basket for client to place all personal belongings into and disinfect after use. Facilitate off-site payment process. Minimise need to interact at reception. Install perspex barriers around reception area. Use PPE for cleaning, include gloves, N95 mask and goggles. 	Low (Assumes that there is no community transmission occurring in local area)			
Client(s), other therapists and staff exposed to COVID-19 from asymptomatic therapist	Client(s), other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Apply standard precautions and educate client on hand hygiene, cough etiquette. Provide hand sanitiser. Wear face mask during all interactions with clients. Make face mask available to clients. Observe social distancing between therapists and staff members. Implement traffic for non-treatment areas, hall, stairways, shared egress. 	Low (Assumes that there is no community transmission occurring in local area)			
Client(s), therapists and staff exposed to COVID-19 from an asymptomatic client through contact transmission from frequently touched surfaces in the bathroom	Client(s), other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Possible	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Establish cleaning register of frequently touched surfaces and disinfect as soon as practicable after client use. Discourage clients from using facilities unless urgent. Request client to use hand sanitiser when exiting bathroom. Place signage in bathroom requesting clients close toilet lid prior to flushing. Establish cleaning roster for regular cleaning of bathroom and disinfection of frequently touched surfaces throughout the day. 	Low (Assumes that there is no community transmission occurring in local area)			
Contracting COVID-19 from an asymptomatic client through contact transmission from linens, therapist's clothing or shoes	Other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Apply standard precautions. Handle and store used linens in line with NHMRC guidelines. Wash linens in line with the principles in the NHMRC guidelines for Health Care Settings and the AS/NZS 4146:2000 Laundry Practice Standards, including the addition of a chemical agent if thermal disinfection is not an option. Wash hands after handling used linen. Use PPE (gloves, N95 mask and goggles) when handling used linens. Choose clothing that will minimise chance of contact with client. Use <u>doffing</u> technique when removing clothing and wash hands. Wear designated clinic footwear that can be washed or disinfected after treatments. Observe social distancing between therapists and staff members. Implement traffic control for non-treatment areas, hall, stairways, shared egress. 	Low (Assumes that there is no community transmission occurring in local area)			

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Contracting COVID-19 from an asymptomatic therapist or staff member through contact transmission from linens, therapist's clothing or shoes	Clients, other therapists and staff could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Apply standard precautions. Handle and store used linens in line with NHMRC guidelines. Wash linens in line with the principles in the NHMRC guidelines for Health Care Settings and the AS/NZS 4146:2000 Laundry Practice Standards, including the addition of a chemical agent if thermal disinfection is not an option. Wash hands after handling used linen. Use PPE (gloves, N95 mask and goggles) when handling used linens. Choose clothing that will minimise chance of contact with client. Use <u>doffing</u> technique when removing clothing and wash hands. Wear designated clinic footwear that can be washed or disinfected after treatments. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapists, staff and clients exposed to COVID-19 from contact transmission via a high concentration location	Clients, therapists and staff could contract COVID-19 (Could result in serious illness and death)	Possible	Major-severe (Depending on clients', therapists' and staff members' personal circumstances and health status)	High	<ul style="list-style-type: none"> Wash hard floors according to established cleaning protocols. Use protective, washable cover that can be disinfected (e.g. plastic) under the massage table face hole. Use PPE (gloves, N95 mask and goggles) during cleaning. Limit conversation during treatment to decrease the amount of breath being expelled. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist and clients exposed to COVID-19 from airborne transmission in a small treatment room	Therapist and clients could contract COVID-19 (Could result in serious illness and death)	Unknown – more research about potential airborne transmission required.	Major-severe (Depending on demographic and health status of therapist and clients)	Extreme Potential. Research review required.	<ul style="list-style-type: none"> Ventilate room between sessions. Leave gap between sessions. Restrict number of clients per day. Limit appointments to half an hour. Wear mask and encourage client to wear mask. 	Medium (Monitor evidence)			
Therapists and staff members develop contact dermatitis	Discomfort due to increased hand washing/sanitising and from wearing gloves	Possible	Minor	Medium	<ul style="list-style-type: none"> Source hypoallergenic gloves. Seek advice and treatment from a doctor or dermatologist. Moisturise hands frequently. 	Low			
Slips, trips and falls in clinic room as a result of new setup	Injury to client, therapists or staff	Possible	Moderate	Medium	<ul style="list-style-type: none"> Ensure any temporary floor coverings are secured appropriately to prevent trip hazards. Wear "grip socks" or shoes with non-slip soles to prevent slipping on hard surfaces. Ensure all oil is removed from the sole of client's feet to prevent slipping on hard floor surfaces. Advise clients to take care when moving between treatment table and chair. 	Low			
Requirement for hypervigilance on infection control protocols	Potential for psychological and emotional distress to therapists and staff members as a result of "information overload"	Likely	Moderate – Major	High	<ul style="list-style-type: none"> Access social and network connections to ensure adequate support system is available. Be aware of resources available to support the community (e.g., Beyond Blue). 	Medium			

COVID-19 risk register: Home-based clinic with shared bathroom facilities

Note: This risk register must be reviewed on an ongoing basis. As community transmission and local cases increase, the 'likelihood of occurrence' will also rise. That may lead to a scenario where the residual risk score makes it unacceptable to continue practising for a period of time, until the number of local cases decreases again.

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Therapist exposed to droplet transmission from a symptomatic client	Therapist could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Moderate – Major (Depending on therapist's personal circumstances and health status)	High	<ul style="list-style-type: none"> Pre-screen to determine if client is experiencing any primary or secondary known symptoms of COVID-19, currently or 14 days prior. Check temperature prior to entry to clinic with both therapist and client wearing mask. Exclude client from treatment if any symptoms are declared or if temperature is outside of acceptable range. Exclude any symptomatic individual for minimum 14 days or until 2 consecutive negative tests. Provide hand sanitiser at entry. Display WorkSafe Australia signage. Apply standard precautions and educate client on hand hygiene, cough etiquette. Disinfect surfaces that may have been touched by the client. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist exposed to droplet transmission from an asymptomatic client	Therapist could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Moderate – Major (Depending on therapist's personal circumstances)	High	<ul style="list-style-type: none"> Encourage client to wear a mask when entering the house and during pre-treatment and post-treatment discussions. Encourage client to wear a mask for all treatment conducted in supine or side-lying positions. Discourage client from excessive talking during treatment session. Apply standard precautions and educate client on hand hygiene, cough etiquette. Disinfect surfaces that may have been touched by the client. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist working whilst experiencing possible symptoms of COVID-19	Clients could become infected with COVID-19 (Could result in serious illness and death)	Likely	Major-severe	Extreme	<ul style="list-style-type: none"> Screen temperature before treating clients. Seek medical attention if displaying any primary symptoms. Develop and implement communication strategy to notify clients and cancel all appointments if client(s) experience any symptoms. . 	Medium			
Therapist exposed to COVID-19 from an asymptomatic client through contact transmission from frequently touched surfaces (Treatment room and transit areas)	Therapist and other household members could become infected with COVID-19 (Could result in serious illness and death)	Possible	Major	High	<ul style="list-style-type: none"> Establish cleaning register of frequently touched surfaces and disinfect after every client. Limit use of shared areas by household members during clinic times. Provide hand sanitiser at entrance. Apply standard precautions and educate client on hand hygiene, cough etiquette. Provide basket for client to place all personal belongings into and disinfect after use. Provide email or telephone advice to client prior to appointment to advise on new protocols for COVID-19. Use PPE for cleaning, include gloves, N95 mask and goggles. 	Low (Assumes that there is no community transmission occurring in local area)			

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Client(s) exposed to COVID-19 from asymptomatic therapist.	Client(s) could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on client demographic and health status)	High	<ul style="list-style-type: none"> Therapist to consider self isolation and avoidance of at-risk contacts to limit exposure to possible infection sources. Apply standard precautions, hand hygiene, cough etiquette. Wear face mask during all interactions with clients. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist and household members exposed to COVID-19 from an asymptomatic client through contact transmission from frequently touched surfaces in the bathroom	Therapist and household/family members could become infected with COVID-19 (Could result in serious illness and death)	Possible (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on demographic and health status of therapist and household members)	High	<ul style="list-style-type: none"> Establish cleaning register of frequently touched surfaces and disinfect as soon as practicable after client use. Discourage clients from using facilities unless urgent. Request client to use hand sanitiser when exiting bathroom. Place signage in bathroom requesting clients close toilet lid prior to flushing. Limit householder use of the bathroom until after disinfection from client use. 	Low (Assumes that there is no community transmission occurring in local area)			
Contracting COVID-19 from an asymptomatic client through contact transmission from linens, therapist's clothing or shoes	Therapist and household/family members could become infected with COVID-19 (Could result in serious illness and death)	Unlikely (Rating will vary according to recorded rate of local community transmission)	Major-severe (Depending on demographic and health status of therapist and household members)	High	<ul style="list-style-type: none"> Apply standard precautions. Handle and store used linens in line with NHMRC guidelines. Wash linens in line with the principles in the NHMRC guidelines for Health Care Settings and the AS/NZS 4146:2000 Laundry Practice Standards, including the addition of a chemical agent if thermal disinfection is not an option. Wash hands after handling used linen. Use PPE (gloves, N95 mask and goggles) when handling used linens. Choose clothing that will minimise chance of contact with client. Use <u>doffing</u> technique when removing clothing and wash hands. Wear designated clinic footwear that can be washed or disinfected after treatments. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist and clients exposed to COVID-19 from contact transmission via a high concentration location	Therapist and clients could contract COVID-19 (Could result in serious illness and death)	Possible	Major-severe (Depending on demographic and health status of therapist, household members and close contacts)	High	<ul style="list-style-type: none"> Wash hard floors according to established cleaning protocols. Use protective, washable cover (e.g., plastic) that can be disinfected under the massage table face hole. Use PPE (gloves, N95 mask and goggles) during cleaning. Limit conversation during treatment to decrease the amount of breath being expelled. 	Low (Assumes that there is no community transmission occurring in local area)			
Therapist and clients exposed to COVID-19 from airborne transmission in a small treatment room	Therapist and clients could contract COVID-19 (Could result in serious illness and death)	Unknown – more research about potential airborne transmission required.	Major-severe (Depending on demographic and health status of therapist, household members and close contacts)	Extreme Potential. Research review required.	<ul style="list-style-type: none"> Ventilate room between sessions. Leave gap between sessions. Restrict number of clients per day. Limit appointments to half an hour. Wear mask and encourage client to wear mask. 	Medium (Monitor evidence)			

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Therapist develops contact dermatitis	Discomfort due to increased hand washing/sanitizing and from wearing gloves	Possible	Minor	Medium	<ul style="list-style-type: none"> • Source hypoallergenic gloves. • Seek advice and treatment from a doctor or dermatologist. • Moisturise hands frequently. • 	Low			
Slips, trips and falls in clinic room as a result of new setup	Injury to client or therapist	Possible	Moderate	Medium	<ul style="list-style-type: none"> • Ensure any temporary floor coverings are secured appropriately to prevent trip hazards. • Wear “grip socks” or shoes with non-slip soles to prevent slipping on hard surfaces. • Ensure all oil is removed from the sole of client’s feet to prevent slipping on hard floor surfaces. • Advise client to take care when moving between treatment table and chair. 	Low			
Therapist experiences hypervigilance and fatigue arising from infection control protocols and risk assessments	Potential for psychological and emotional distress to therapists as a result of “information overload”	Likely	Moderate – Major	High	<ul style="list-style-type: none"> • Access social and network connections to ensure adequate support system is available. • Be aware of resources available to support the community (e.g., Beyond Blue). • 	Medium			

COVID-19 risk register: Providing in-home services to elderly clients

This risk register must be reviewed on an ongoing basis. As community transmission and local cases increase, the 'likelihood of occurrence' will also rise. That may lead to a scenario where the residual risk score makes it unacceptable to continue practising for a period of time, until the number of local cases decreases again.

All elderly clients are in the high-risk category for serious illness or death from COVID-19. As a result, many elderly clients have self-isolated to minimise their risk of exposure to community transmission of the virus. The risk of a therapist becoming a vector for transmission in this scenario is therefore far greater. Therapists are encouraged to review their client base at this time. If treating elderly clients is considered warranted and necessary at this time, therapists should consider limiting their own contacts as much as possible and avoid treating high-risk asymptomatic transmitters (25-30 and 35-40) age groups. Extra consideration must be given with all mobile services as the cleaning of the treatment area is completely out of the control of the therapist and every precaution must be implemented to prevent contact transmission of the virus from therapist's clothing and equipment.

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Symptomatic therapist attends client home and transmits COVID-19	Client could become infected with COVID-19 (Could result in serious illness and death)	Possible	Severe Elderly clients are in a vulnerable category for severe illness from COVID-19	Extreme	<ul style="list-style-type: none"> Complete a self-screening process in the two hours prior to attending client's home. Cancel appointment if there are any red flags, self-quarantine until negative test result confirmed. Monitor close contacts and household/family members to ensure they have not undertaken at-risk activities or had confirmed exposures to COVID-19. 	Medium			
Client displays possible primary or secondary symptoms of COVID-19 during onsite screening	Therapist could become infected with COVID-19 (Could result in serious illness and death)	Unlikely	Major	High	<ul style="list-style-type: none"> Ensure that any third party booking providers have appropriate COVID-19 screening protocols in place. Conduct secondary screening prior to attending client's home. Conduct temperature screening on client prior to treatment. Establish effective communication channels between case workers and booking agents to ensure there is no breakdown of communication between all parties involved in client care. Waive cancellation fee for illness-related cancellation. 	Medium			
Asymptomatic therapist transmits COVID-19 to elderly client through droplet transmission in close contact	Clients could become infected with COVID-19 (Could result in serious illness and death)	Possible (Rating will vary according to recorded rate of local community transmission)	Major/Severe	Extreme	<ul style="list-style-type: none"> Wear mask for the duration of treatment. Encourage client to wear minimum N95 mask during treatment. Avoid treating high-risk asymptomatic transmitters (25-30 and 35-40) age groups in other clinic environments. Therapist to consider self isolation and avoidance of at-risk contacts to limit exposure to possible infection sources. . 	Medium			
Asymptomatic therapist transmits COVID-19 to other household members or care workers through droplet transmission	Clients could become infected with COVID-19 (Could result in serious illness and death)	Possible (Rating will vary according to recorded rate of local community transmission)	Major	High	<ul style="list-style-type: none"> Pre-screen to determine where in the home service will be provided, presence of other household members on site, ventilation in room. Apply standard precautions and educate client on hand hygiene, cough etiquette. Wear a mask for the duration of the visit. Minimise conversation with other people in the house and with client. . 	Medium			
Therapist contracts COVID-19 from asymptomatic client	Therapist could become infected with COVID-19 (Could result in serious illness or death)	Possible (Rating will vary according to recorded rate of local community transmission)	Moderate – Major depending on therapist's personal circumstances and health status	Medium	<ul style="list-style-type: none"> Screen to establish if the client has had a lot of interactions with care workers and visitors. Undertake self-assessment to determine vulnerability to severe illness from COVID-19. Ask client to wear a mask. (May not be possible due to health issues including dementia and COPD.) Defer treatment indefinitely if in a high-risk category for serious illness due to COVID-19. 	Low			

Hazard	What could happen?	Likelihood of occurrence	Consequence of occurrence	Inherent risk score (if no measures)	Proposed control measures	Residual risk score	Implemented by	Date implemented	Date reviewed
Therapist contracts COVID-19 from other people in the client's home through droplet transmission	Therapists could become infected with COVID-19 (Could result in serious illness or death)	Possible (Rating will vary according to recorded rate of local community transmission)	Moderate – Major (Depending on therapist's personal circumstances and health status)	Medium	<ul style="list-style-type: none"> • Pre-screen to ensure minimal contact with others in the home. • Screen for the potential risk profile of others in the home (e.g. their contacts, level of isolation etc) • Request a dedicated, separate room for massage service to prevent contact with others. • Apply standard precautions and educate client on hand hygiene, cough etiquette. 	Low			
Therapist contracts COVID-19 from contact transmission in client's home environment	Therapist may contract COVID-19 through accidental contact with viral source in client's home. Therapist and equipment could also act as a vector between work locations.	Possible (Rating will vary according to recorded rate of local community transmission and number of visitors to the house)	Moderate – Major (Depending on therapists personal circumstances and health status)	Medium	<ul style="list-style-type: none"> • Take only essential equipment on site. • Remove treatment table carry bag and leave in car. • Disinfect all equipment prior to commencement of treatment and at conclusion of treatment. • Dispose of all generated disposable equipment in an appropriate receptacle. • Ensure that treatment can be delivered in a low traffic area. • Apply standard precautions and educate client on hand hygiene, cough etiquette. • Use full PPE (mask, gown, goggles, shoe covers) 	Low			
Client contracts COVID-19 through contact transmission from therapist's clothing during close personal contact	Therapist may transfer COVID-19 to client's environment. (Could result in serious illness or death for client)	Possible (Rating will vary according to recorded rate of local community transmission and number of visitors to the house)	Major/severe	High	<ul style="list-style-type: none"> • Assess the risk posed to client based on their demographic profile and health status. • Determine through pre-screening where the treatment will occur. • Avoid using client's own recliner/chair/furniture to treat. • Apply standard precautions and educate client on hand hygiene, cough etiquette. • Use full PPE (mask, gown, goggles, shoe covers) 	Medium			
Therapist is feeling bullied or pressured to provide unnecessary or high-risk services to clients by aged care package provider or other third party booking agents	Stress and anxiety from being required to work for fear of job loss	Likely	Moderate – Major	High	<ul style="list-style-type: none"> • Ensure that all FairWork conditions are being met by providers, including a consultative process for developing specific risk registers (even when engaged as a contractor). • Seek support and advice from state/jurisdiction Work Safe authority, and Fair Work Ombudsman. • Seek legal advice. 	Medium			
Therapist experiences hypervigilance and fatigue arising from infection control protocols and risk assessments	Potential for psychological and emotional distress to therapists as a result of "information overload"	Likely	Moderate – Major	High	<ul style="list-style-type: none"> • Access social and network connections to ensure adequate support system is available. • Be aware of resources available to support the community (e.g., Beyond Blue). 	Medium			



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