

**Queensland Tourism and Accommodation Industry  
COVID-SAFE PLAN**

**AUGUST 2020**

This approved industry plan is for the **tourism sector** which covers but is not limited to tourism experiences, tours, trips, boat trips, charter boats, hot air balloons, scenic flights, bicycle tours, gondolas and bus tours. This approved plan also covers the **accommodation sector** and includes hotels, motels, caravan parks, hostels, backpackers, charter boats, bed and breakfasts and all short stay accommodation including Airbnb.

If your tourism or accommodation business contains a restaurant, pub, winery, beauty salon or gaming   
facilities you will need to visit <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses> and create an industry approved plan or checklist for that area.

If your tourism or accommodation business transports or accommodates [seasonal workers, or has shared communal facilities](https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/seasonal-workers) then you must create a COVID safe plan and a [health management plan](https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/seasonal-workers).

Developing a COVID Safe Business Plan is **not a**

**mandatory requirement** for all tourism and accommodation

businesses.

• For tourism experiences up to 50 people-please complete the

checklist. [Click here](https://qticazure.blob.core.windows.net/crmblobcontainer/Queensland%20Tourism%20and%20Accommodation%20COVID%20Safe%20Business%20Checklist.dotx) for Tourism Industry Approved Checklist.

• For tourism experiences over 50, please complete this plan. Please click here to access a customisable plan.

• For accommodation providers please use a capacity of 1 person per 4 square metres and complete this plan.

This customisable Plan must meet the COVID Safe standards enforced by the Queensland Government, and may be completed after reading the Queensland Tourism and Accommodation Industry COVID Safe Plan Principles at the start of this document, to create a business environment conducive to allow flexibility in the application of baseline restrictions.

Your COVID Safe Business Plan and supporting documentation must be made available to WHSQ Inspectors or other Queensland Government officials if they ask for it.

This is a fluid document and will change with any state or federal government directives. You must remain up to date with any changes to public health directives. QTIC will publish broadly to the industry any amendments to this approved industry plan, including an up to date version on our website.

*Note: Examples provided are examples only following guidelines based on the Queensland Tourism and Accommodation Industry COVID Safe Plan Principles. Businesses may adapt examples for their business but are encouraged to implement their own additional measures.   
A statement of compliance must be printed and displayed on premise.*

|  |  |
| --- | --- |
| **Business name:** | |
| Date completed: | |
| Date distributed: | |
| **Acknowledged by staff** | |
| Name: | Signed: |
| Name: | Signed: |
| Name: | Signed: |
| **Manager approval** | |
| Manager name: | Manager signed: |

|  |  |
| --- | --- |
| Revision Date Plan: | |
| Revision Date WHS Risk: | |
| **Review - Manager approval** | |
| Manager name: | Manager signed: |

**Disclaimer**: This disclaimer is to be interpreted in the natural and ordinary meaning of the words included herein. The Queensland Tourism Industry Council (QTIC) has prepared this document in good faith and with the collaboration of Mater Health, and the Qld Government specifically for tourism and hospitality businesses located in Queensland. The criteria asserted in the Queensland Tourism and Accommodation Industry COVID Safe plan are based on current National and State Government directives, guidelines, and advice. It is your responsibility to ensure your business remains compliant with all updated National, State and Local government level directives and legislation on an ongoing basis. A COVID safe business plan developed to these guidelines is not a guarantee that a business/individual is protected from COVID-19 and QTIC can accept no responsibility for this said outcome.

Capacity-what are my maximum numbers?

**Rule reminder: 1 person to 4 square metres**

Example: 260 sqm inside and 40 sqm outside = Total 300 sqm.ie. (one person per 4 sqm ruling) equals to 75 people total.

* Take your floor area (sqm) inside and divide by 4

Record here \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Take your floor area (sqm) outside and divide by 4

Record here \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Workplace Health & Safety-MANDATORY

* I have developed a **Workplace Health and Safety Plan** for managing COVID-19 in accordance with mandatory guidelines enforced by Workplace Health and Safety Queensland. This Plan will be made available as requested by the appropriate authorities. [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au/)

Compliance statement-MANDATORY

* I have printed and signed a Compliance Statement for the business, and it is displayed on the premises. [A Queensland Government Compliance Statement template can be found by clicking here](https://www.covid19.qld.gov.au/__data/assets/pdf_file/0030/129927/Statement-of-compliance.pdf).

COVID Risk Register (RECOMMENDED)

* I have developed a [COVID Risk Register](https://www.safeworkaustralia.gov.au/doc/template-and-example-covid-19-risk-register) for my business. I will document and keep information on the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process), how and when the control measures were implemented, monitored and reviewed. [www.safeworkaustralia.gov.au](https://www.safeworkaustralia.gov.au/doc/template-and-example-covid-19-risk-register)

COVID Vulnerable Worker Risk assessment

* I have implemented a model code of practice for **vulnerable workers** in my workplace. [Click here to go to SafeWork Australia website for information.](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/delivery-drivers/vulnerable-workers#heading--2--tab-toc-one_of_my_workers_is_a_vulnerable_person,_how%C2%A0do_i_conduct_a_risk_assessment?)

Deliveries/Contractors/Visitors

* I have developed **control measures** to manage record keeping, cleaning of high touch points, sanitation, and controls for suppliers/contractors and other visitors & have documented these in my plan. See recommended measures, [click here to go to SafeWork Australia website.](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/delivery-drivers/vulnerable-workers#heading--2--tab-toc-one_of_my_workers_is_a_vulnerable_person,_how%C2%A0do_i_conduct_a_risk_assessment?)

Plan Review

* I have scheduled an **internal review date** to ensure that the measures taken in this plan are effective and current.

WHS Review

* I have scheduled an **internal review of WHS risk management processes** will be revisited to identify and manage any new or changed hazards that may have arisen as a result of the Industry COVID Safe Plan.

Plan Location

* I have a hard copy of this plan available for staff to access in the event of an inspection.

Approved options

* I am using approved options in this plan. (I have attached example diagrams/seating plans/photos to this plan).

Record keeping

* I have reviewed business record keeping processes to ensure that I can provide public health officers the required details (pg. 25) within the stated time.



**Please document USE OF APPROVED OPTIONS FOR TOURS AND TRANSPORT here:**

Approved Option:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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The above requirements have been signed off by management:

|  |  |  |
| --- | --- | --- |
| Managers Name: | Manager signed: | Date: |

ALWAYS Consider these FOUR key criteria which should guide business with this plan. Each criterion aligns with government health policy and generally understood community behaviours which have been implemented in response to COVID-19

Tips:

• Think about record keeping and how you will manage this? Records must be kept safe and secure for **two months (56 days)**. Can you automate this process by utilising existing online booking systems to collate this data? How will you record details for any ‘walk-ins’?

• Your record keeping needs to be scalable to accommodate two full months of data for customers and staff. Keeping in mind confidentiality and privacy of individuals data. This must be made available to public health officers in a stated time.

• Keep all your COVID Safe documentation including this PLAN in a central location, with a hard copy accessible to staff/inspectors.

• Your records need to include all staff, guests, visitors and contractors by **date and time on site** at the accommodation and in transit per trip/stay.

To include:

✓ Full name

✓ Telephone number

✓ Current email/ home address

✓ Tour Name/Trip record (transport only)

✓ Time of entry & Exit where feasible

✓ Pre-screening records

• Think about areas that may get crowded such as entry and exit points. Can you use floor markers to direct people in and out? Can you use posters/announcements/timed or directed entry/exit to remind individuals to maintain a physical distance when entering/exiting or boarding/disembarking? Are there options for separate entry and exit points, or can you create barriers to separate customers as they entry or exit your business?

• Consider how you would manage any aggression from customers to keep staff/crew and other customers safe and to support a safe working environment. For workplace psychological health considerations, [click here](https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b/workplace-psychological-health-considerations).

• Can you minimise the number of staff having contact with contractors, delivery staff and other visitors to your business? Are there any contactless solutions?

• You will also need to maintain records of risk management in COVID safe processes, records of training in COVID safe practices and procedures, any hazard checklists, worksheets, assessment tools, who you consulted with, how and when the control measures were implemented, monitored and reviewed, any plans for changes.

*Includes scenic flights, hot air balloon rides, tour vehicles, gondolas, boat trips, charter boats, hot air balloons, bus tours, scenic flights, bicycle tours* ***i.e. all tours and trips****.   
In the unique circumstances of tourism operators, it may not be practical to maintain the one person per four square metre rule.*

*Tourism operators* ***will have to reduce capacity*** *to comply with the 1.5 metre physical distancing, as per the listed approved options and based on the principles outlined below.*

***Tourism operators may not take away an individual’s choice to maintain a physical distance of 1.5 metres.***

The 1.5 metre physical distancing rule accounts for the range (cough distance) at which it is considered ‘COVID safe’ to be around strangers.

Allow for and maintain a physical distance of 1.5 metres between individuals. Please calculate your capacity based on a physical distance of 1.5 metres between individuals. *Note: a family group may be seated togethers*

It is proposed that until such time that physical distancing guidelines are further relaxed, tourism operators who provide transport/travel as part of the tourism experience, will commit to maintaining the safe (and generally accepted) 1.5m physical distance for staff and customers.

This guideline would apply to all aspects of the experience including transport and travel operated by the tourism provider/business.

Most people who attend tourism experiences in Queensland will be familiar with this physical distancing guideline and will likely have exhibited this behaviour prior to attendance.

It is therefore anticipated that compliance by both businesses and customers will be high, and mutually well-supported/ enforced.

This approach would be communicated prior to travel and supported by enhanced pre-screening and hygiene measures per the recommendations outlined in the Tourism and Accommodation Industry COVID Safe Plan principles.

**Precedents:**

In addition to being widely accepted in the community, the 1.5m physical distance is the guideline passengers are expected to self-apply on public transport and in public places (though it is not enforced on public transport in Queensland).

The proposed maximum travel time in enclosed vehicles/vessels of two hours, is aligned to general behaviours in enclosed dining establishments. Many restaurants have restricted sitting times to two hours to facilitate appropriate hygiene and distancing restrictions.

**APPROVED OPTIONS FOR TOURISM TOURS (groups 50+) Seat allocation and physical distancing in enclosed vehicles/vessels:**

• Seating arrangements are to make 1.5m social distancing possible, every effort should be made to ensure this is the case.

• The operator is to control the allocation of seating to facilitate a 1.5 metre physical distance. E.g. allocate spare seats/rows, creating the gap.

• If the vessel has an outdoor and indoor capacity, then you must consider the event of inclement weather and allow for this possibility when determining capacity and seating plans to ensure that a physical distance of 1.5 metres is maintained if people are forced inside.

• Where the vessel contains fixed seating and the seats are less than 1.5m apart, the allocation of seats should occur such that physical distancing is maintained.

~ The specifics of how this would be implemented depends on the seating arrangements of the vehicle and the projected occupancy

~ Suggested measures include outlining a planned order of ticket sales/seat filling that maximises physical distancing.

• If the vehicle has a combination of enclosed and open-air seating, the open-air seating should be maximised (weather/conditions permitting) before the indoor seating is utilised.

• physical distancing should be enforced in waiting areas and boarding/disembarking queues and unidirectional flows should be encouraged to limit the possibility of face-to-face contact.

• Drivers/pilots and staff should be at least 1.5m from passengers at all times unless a specific situation arises in which this is not possible.

• For drivers/pilots potentially exposed to high volumes of customers, physical barriers (sneeze guards) should be considered.

**Travel times in enclosed vehicles/vessels:**

• Travel times in enclosed vehicles/vessels will be restricted to two hours maximum before a break to clean the vehicle.

• Time within the confines of the vehicle should be limited as much as possible. If there are stops during which it is safe and practical to disembark then passengers should be encouraged to do so — and at least every two hours.

• During any periods where passengers have disembarked the vehicle, physical distancing needs to once again be enforced.

• Passengers will leave the vehicle while it is cleaned (as a restaurant table setting would be after a sitting.

• Passengers can continue their journey for another maximum of two hours after each time the vehicle has been cleaned.

**Seat allocation and physical distancing in open-air vehicles/vessels:**

• Seating arrangements are to make 1.5m social distancing possible, every effort should be made to ensure this is the case.

• Where an open-air vehicle/vessel contains fixed seating and the seats are less than 1.5m apart, the allocation of seats should occur such that physical distancing is safely prioritised.

• The specifics of how this would be implemented depends on the seating arrangements of the vehicle and the projected occupancy.

• Suggested measures include outlining a planned order of ticket sales/seat filling that maximises physical distancing.

• If the vehicle has a combination of enclosed and open-air seating, the open-air seating should be maximised (weather/conditions permitting) before the indoor seating is utilised.

• physical distancing should be enforced in waiting areas and boarding/disembarking queues and unidirectional flows should be encouraged to limit possibility of face-to-face contact.

• Drivers and staff should be at least 1.5m from passengers always unless a specific situation arises in which this is not possible.

• For drivers potentially exposed to high volumes of customers, physical barriers (sneeze guards) should be considered

**Pre-Screening**

**The firmest control is to prevent any potentially infected staff or customers from attending.**

Wherever possible, businesses should seek to pre-screen staff and customers prior to attendance, in line with identified public health processes.

• In addition to identifying potential infection, tourism businesses have an important role to play in supporting health authorities in contact tracing as required.

• Maintenance of effective records, survey/questionnaire responses and other customer information may be vital in the community response to COVID-19. Records including pre-screening and contact details must be kept for a two-month period.

• Pre-screening also helps to increase staff and customer confidence that they are safe.

• **Use of government COVID-safe app is encouraged BUT does not replace pre-screening requirements.**

Pre-screening protocols – GENERAL PROTOCOLS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Describe what you will do** | **Resources required** | **Who is responsible?** | **Completed** |
| How have you **enhanced existing communication** to enable consumers and staff to provide relevant details prior to any face-to-face engagement? | e.g. Details of new protocols have been published on the business website. | e.g. Content for website, web development time | e.g. Manager & Marketing Officer |  |
| e.g. Screening questionnaires have been implemented and will be issued online/by print questionnaire/verbally, along with additional screening methods (e.g. thermal temperature scanners). | e.g. Documented pre-screening procedures and questionnaire | e.g. Manager, and ALL staff adherence to protocols |  |
| e.g. All staff have undergone any mandatory or supported training in new protocols and pre-screening procedures. | e.g. Resources for training | e.g. Manager |  |
| How will you ensure you are able to cooperate with authorities for contact tracing purposes? | e.g. All staff details are kept on file. Staff have been asked to ensure their details are current. | e.g. Full staff register can be found in Manager’s office. | e.g. Manager |  |
| e.g. record keeping strategy of guests/customers that is secure and allows for the volume of for two months. | e.g. Does your online booking process need extra fields to capture data | e.g. Receptionist |  |
| How will you ensure you are able to cooperate with authorities for contact tracing purposes? | e.g. Staff are required to sign in and sign out with date and time at commencement and end of each shift. | e.g. Electronic timesheets or Daily sign-in sheet is stationed in staff room and replaced daily. Alcohol based sanitiser stationed next to sign in area. Manager on duty to file records daily, collate weekly. | e.g. Manager |  |
| e.g. do you have a register for suppliers/contractors/visitors. | e.g. can you export this data into a weekly report?  e.g. can staff collect this information & collate | e.g. Receptionist |  |
| How will you ensure compliance with relevant privacy regulations? | e.g. Details will be recorded but not shared unless specifically requested by government for purposes of public health. |  | e.g. Manager |  |
| e.g. ALL staff are trained on privacy regulations. Procedures include [example]. |  |  |  |
| Record any other measures that you are taking here |  |  |  |  |

Pre-screening protocols for STAFF:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Describe what you will do** | **Resources required** | **Who is responsible?** | **Completed** |
| How will you ensure **staff do not attend work if they are unwell**? | e.g. Staff are advised, supported and reminded they MUST not attend work if they experience ANY symptoms consistent with COVID-19, even if they feel fit to work. | Posters, staff updates, email reminders, regular staff meetings and communications | Manager (consult with staff) |  |
| e.g. Unwell staff members must be excluded from the workplace, describe supportive procedures that support this process. |  |  |  |
| e.g. Staff experiencing symptoms will be required to seek advice from their general practitioner and must comply with self-quarantine directions as advised. |  |  |  |
| How will you **protect vulnerable staff** from infection?  Vulnerable staff (those who are identified as ‘at risk’) are recommended not to return to work until QLD Health advises it is safe to do so. | e.g. Have completed & implemented model code of practice for vulnerable workers. |  | Manager (consult with staff) |  |
| e.g. Roles of vulnerable staff have been redeployed where it has been possible to do so to enable them to continue working (e.g. working from home). |  |  |  |
| How will staff be **screened for symptoms** prior to returning to work, and on an ongoing basis? | e.g. Supervisor/Manager on duty will screen staff via a verbal/online questionnaire at commencement of each shift. |  | Supervisor/Manager (consult with staff) |  |
| e.g. ALL staff are trained on privacy regulations. Procedures include [example]. |  |  |  |
| e.g. Each team member will sign a declaration when signing in for each shift. |  |  |  |
| How will staff be **screened for symptoms** prior to returning to work, and on an ongoing basis? | e.g. You may choose to have each member of staff will have their temperature screened via thermal scanner prior to boarding the tour bus/vessel/tour/aircraft. | e.g. Thermal temperature scanner |  |  |
| How will the business manage an unwell staff member? | e.g. Designated isolation area.  e.g. PPE for staff who need to attend.  e.g. Notify 13Health.  e.g. Call next of kin/ assist with transport.  e.g. Supply a mask to unwell staff member. | e.g. Review first aid procedures to ensure PPE for staff | Staff to alert Management |  |
| Record any other measures that you are taking here |  |  |  |  |

Pre-screening protocols for CUSTOMERS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Describe what you will do | Resources required | Who is responsible? | Completed |
| How will you ensure **customers do not attend the premises if they are unwell**? | e.g. A request that customers do not attend the premises if they are unwell will be issued to all confirmed bookings. |  |  |  |
| e.g. Posters outlining the request will be placed at the entrance to the premises. |  |  |  |
| How will you **protect vulnerable customers** from infection? | e.g. Vulnerable customers (those who are identified as ‘at risk’) are recommended not to attend the premises until QLD Health advises it is safe to do so. | e .g. Advice available publicly via website and in booking information. | e.g. All staff |  |
| e.g. Vulnerable customer who are comfortable attending the premises are advised to take their own additional safety precautions and are notified that the business cannot guarantee their safety. | e.g. Staff training has covered vulnerable customer protocols. |  |  |
| How will customers be **screened for symptoms** prior to attending your accommodation/tourism experience? | e.g. All customers will complete a symptom screening questionnaire and declaration and will have their temperature scanned prior to entry or boarding of any vessel or vehicle.  e.g. include contact tracing details that must be retained and supplied to public health officers in a stated time | e.g. Thermal temperature scanner | e.g. Overseen by Management with cooperation of all staff |  |
| e.g. Posters at entry points reminding customers that they must declare any symptoms prior to entry/boarding. | e.g. automated emailed questionnaire sent prior to departure – IT update |  |  |
| How will you manage pre-screening for services utilising passenger vehicles/vessels? | e.g. Pre-screening will be enhanced to ensure that prior to boarding passengers and staff are asked about symptoms and risk factors for COVID-19 and if any are present, travel/entry will be deferred.  e.g. include contact tracing details that must be retained and supplied to public health officers in a stated time |  |  |  |
| How will the business manage an unwell customer? | e.g. Designated isolation area.  e.g. Supply a mask for symptomatic individual & those within 1.5 metres.  e.g. Supply masks for all.  e.g. PPE for staff who need to attend.  e.g. Notify 13Health. | e.g. Review first aid procedures to ensure PPE for staff | Staff to alert Management |  |
| How will your team cope with aggressive customers/passengers? **For example, other passengers might get agitated if a passenger/customer falls ill or starts coughing.** | e.g. In accommodation, you may reserve the right to remove the guest from the premises, call the police.  e.g. On a tour/trip you may return to the closest town/port to seek support from the police if required. | e.g. Review policies  e.g. List of emergency contacts kept handy by all staff | Staff to alert Management |  |
| e.g. Staff training in conflict resolution.  e.g. Review staff procedures to outline clear steps that staff must follow. | e.g. Training resources – see pg 8 of OIR COVID guide for information and guidance,  click here |  |  |
| e.g. engage counsellors for staff in the event of a serious/distressing incident. | e.g. Lifeline counselling |  |  |
| Record any other measures that you are taking here |  |  |  |  |

**PHYSICAL Distancing**

Due to the nature of COVID-19 and the manner in which the virus spreads (through close contact with an infected person or touching a contaminated surface), the most effective way to slow transmission of the virus is through physical distancing and hygiene practices.

In all contexts, participating vendors and operators must facilitate practices which support appropriate physical distancing aligned to most recent advice from the Chief Health Officer.

It is the responsibility of each business owner/operator to remain up to date with health advice and to ensure compliance, above and beyond the details outlined in this document.   
The following physical distancing **recommendations** and practices apply to ALL business operators, staff, customers, and visitors.

NOTE: Current Queensland Health rules state that **“In a given occupied space, there must be a density of no more than one person per four square metres of floor space.”**

**In venues under 200sqm, the rule is 1 person per two square metres.**

PHYSICAL Distancing – GENERAL PROTOCOLS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Describe physical distancing protocols enforced** | **Resources required** | **Who is responsible?** | **Completed** |
| How will you maintain a density of no more than **one person per four square metres of floor space**? | e.g. I have measured my indoor and outdoor areas and calculated my maximum capacity. | Tape measure/floor markers/floorplan | e.g. Manager |  |
| Where necessary, how will you **adapt your booking and opening hours** to spread out customer and staff numbers across service hours? | e.g. Businesses will arrange groups or sessions such that if an infected party was to attend, the group required to be contacted is significantly reduced. | e.g. Update booking systems | e.g. Manager |  |
| e.g. Businesses will ensure signage (including opening times, directions, and capacity signage) are adapted to facilitate physical distancing and displayed prominently. | e.g. Adjust rosters | e.g. Manager |  |
| How will you **manage areas** such as entries/exits/queues and other areas where bottlenecks may emerge? | e.g. I have created an arrow for entry on the left and an exit arrow on the right and may have created a barrier between the two. | e.g. Tape and tape measure | e.g. Manager with staff consultation |  |
| e.g. I have marked on the floor reminders of a physical distance |  |  |  |
| e.g. I have posters up asking customers to maintain a physical distance.  e.g. I have roped the entry/check points. | e.g. Informational posters outlining physical distancing and hygiene protocols | e.g. Manager with staff consultation |  |
| e.g. I have timed entry into my attraction. | e.g. A timed ticket |  |  |
| e.g. I will direct boarding by calling customers names and will commence boarding from back of the vehicle. | e.g. Barrier ropes |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Have you updated and reviewed your **evacuation plans** to allow for an orderly evacuation with physical distancing measures? | e.g. Review policy.  e.g. Update fire warden training.  e.g. Update and display new fire and building evacuation diagram and update website if applicable. |  | Management and fire wardens |  |
| What measures have you implemented to ensure **staff avoid intentional physical contact** in the workplace and minimise close personal contact? | e.g. No shared food, no shaking of hands, and no physical touching. | e.g. Updates to systems  e.g. Updates to policies | e.g. Manager with staff consultation |  |
| e.g. Face-to-face contact should be limited to 15 minutes where possible. | e.g. New protocols written |  |  |
| e.g. Staff and customers should not be in an enclosed space, with physical distancing rules applied, for more than two hours where practical. | e.g. revised seating plans with allocated seating and physical distancing marked on seating plan |  |  |
| e.g. Technology will be used to minimise the risk of exposure.  e.g. Ensure that staff and customers always adhere to allocated seating plans.  e.g. The business will comply with all directions relating to room capacity and numbers. |  |  |  |

Physical distancing protocols for STAFF:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Identify nature of all areas of business activity. (Add /remove cells as required) | Describe physical distancing protocols enforced | Resources required | Who is responsible? | Completed |
| e.g. Staff room/kitchen | e.g. Stagger break times and set time limits for use.  e.g. Review rosters where possible.  e.g. Set up contactless deliveries. | e.g. policy/procedure updates | Manager with staff consultation |  |
| **Restaurant/Pub/Beauty Salon/day spa/Charter Fishing operators** | Must have a separate approved industry plan/checklist.  Please [click here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an approved industry plan/checklist. |  |  |  |
| **Tour Vehicles** |  |  |  |  |
| e.g. (6-seater 4WD) | e.g. Businesses will ensure that seating in vehicles will be spaced to adhere to an approved option or to the 1 per four square metre rule. | e.g. policy/procedure updates | Manager with staff consultation |  |
| e.g. (12-seater mini-bus) | e.g. Time within the confines of the vehicle will be limited wherever practical. |  |  |  |
| e.g. (48-seater coach) | e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.  e.g. all staff are to maintain a physical distance from others.  e.g. Where practical, physical barriers in the form of sneeze shields and other like barriers could be installed in confined spaces for staff and guest interactions. |  |  |  |
| **Accommodation** |  |  |  |  |
|  | e.g. Room service deliveries are to be delivered following no contact principles. |  | Manager with staff consultation |  |
|  | e.g. Staff (incl. cleaning staff) are instructed not to enter guest rooms while guests are present unless in an emergency, precautions for physical distancing and cleaning/hygiene will be followed where staff are required to enter guest rooms in their presence. | e.g. Policy/procedure updates | Manager with staff consultation |  |
|  | e.g. All staff are to maintain a physical distance from others. | e.g. Revised any communal seating plans/arrangements |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tour Vessels** |  |  |  |  |
| e.g. Front viewing deck | e.g. Businesses will ensure that seating in vessels will be spaced to adhere to an approved option or to the 1 per four square metre rule. | e.g. Policy/procedure updates | Manager with staff consultation |  |
| e.g. Indoor saloon area | e.g. Time within the confines of the vehicle will be limited wherever practical. | e.g. Updates to systems |  |  |
|  | e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on. | e.g. Updates to policies |  |  |
|  | e.g. All staff are seated to maintain a physical distance from others. | e.g. Revised seating plans with allocated seating and physical distancing marked on seating plan |  |  |
|  | e.g. All staff are to maintain a physical distance from others. | e.g. New protocols written |  |  |
| **Scenic Flights/Hot air balloons** |  |  |  |  |
|  | e.g. Businesses will ensure that seating on scenic flights will be spaced to adhere to an approved option or to the 1 per four square metre rule. | e.g. Policy/procedure updates | Manager /operator  with staff consultation |  |
|  | e.g. Time within the confines of the aircraft/helicopter/hot air balloon will be limited wherever practical. | e.g. New protocols written |  |  |
|  | e.g. All staff are seated to maintain a physical distance from others.  e.g. Promote family bookings. | e.g. Revised seating plans with allocated seating and physical distancing marked on seating plan |  |  |
| **Attraction – outdoor** |  |  |  |  |
| e.g. Amusement rides | e.g. Businesses will ensure that seating on amusement rides and in theatre settings will be spaced to adhere to the 1 per four square metre rule. | e.g. New protocols written |  |  |
|  | e.g. Create one directional traffic flow for ride  e.g. Strategies should be detailed here and implemented to minimise contact and or increase hygiene when seating and fitting harnesses on amusement ride passengers.  e.g. all staff are to maintain a PHYSICAL distance from others. | e.g. Revised allocated seating and physical distancing marked on seating plan |  |  |
| **Attractions – e.g. Museum, Art Gallery, Zoos and Aquaria** | Must have a separate approved industry plan/checklist.  Please [click here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an approved industry plan/checklist. |  |  |  |
| Record any other measures that you are taking here |  |  |  |  |

Physical Distancing protocols for CUSTOMERS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Identify nature of all areas of business activity. (Add /remove cells as required) | Describe how you will maintain physical distancing | Resources required | Who is responsible? | Completed |
| Lines and Queues | e.g. Businesses will ensure that indoor lines and queue markers will be planned to only allow patrons up to the maximum allowable capacity of the indoor space.  e.g. Where possible businesses will create unidirectional flow of customers, to reduce face-to-face interaction.  e.g. businesses will take steps to prevent crowds from gathering outside their premises. |  |  |  |
| **Common areas** |  |  |  |  |
| e.g. Common room/multipurpose room | e.g. Businesses will encourage and support physical distance reminders. | e.g. Posters, hand sanitizer etc. | e.g. Monitored by reception and cleaning staff |  |
| **Shared facilities** | NOTE: Facilities, such as swimming pools, barbecue areas and shared spaces, must comply with government health regulations specific to those functions. |  |  |  |
| e.g. Toilets | e.g. Use tape markers on floor to guide entry and exit and may include barriers to separate. | e.g. Floor stickers | e.g. Monitored by ground and cleaning staff |  |
|  | e.g. Queue markers must not exceed the capacity of the room. | e.g. Roped queues/posters reminding of physical distancing guidelines |  |  |
| e.g. Swimming Pool/Spa | Follow Queensland Government guidelines |  |  |  |
| **Accommodation** |  |  |  |  |
| Shared accommodation  e.g. 8-bed dorm  e.g. charter boat | e.g. Businesses will ensure that physical distancing adhered to between separate groups of guests wherever it is possible and practical to do so. Implement and detail strategies to do so in shared facilities and common areas.  e.g. Family/residential groups are permitted to share the same accommodation but will be advised to maintain distance to other individual and family/residential groups outside of their allocated accommodation.  e.g. Shared dormitories accommodating individuals travelling separately must be large enough to accommodate adequate physical distancing. Detail strategies implemented to manage physical distancing in shared dormitories (e.g. one guest per bunk, allocated and marked areas for baggage storage, windows opened for ventilation, cleaning/hand sanitizer products available for guest use etc).  e.g. Seasonal workers have to be accommodated separately with separate communal facilities and must have a health management plan. See pg 23. |  |  |  |
| Private accommodation  e.g. holiday apartments/short term accommodation /Airbnb | e.g. Businesses will ensure that physical distancing adhered to between separate groups of guests wherever it is possible and practical to do so. Implement strategies to do so in shared facilities and common areas.  e.g. Family/residential groups are permitted to share the same accommodation but will be advised to maintain distance to other individual and family/residential groups outside of their allocated accommodation. |  |  |  |
| **Restaurant/Pub/Beauty Salon/day spa/Charter Fishing operators** | Must have a separate approved industry plan/checklist.  Please c[lick here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an approved industry plan/checklist. |  |  |  |
| **Tour Vehicles-under 50 people -go to checklist** |  |  |  |  |
| e.g. coach seating more than 50 | e.g. g. Businesses will ensure that seating in vessels will be spaced to adhere to **an approved option** or to the 1 per four square metre rule.  e.g. Time within the confines of the vehicle will be limited wherever practical.  e.g. Passengers encouraged to minimise movement while the vehicle is in transit and stagger departure and gathering events (e.g. briefings) to reduce groupings and queuing.  e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.  e.g. Assigned seating  e.g. Family/residential groups are permitted to sit in closer proximity but will be allocated seating to maintain distance to other individual and family/residential groups. | e.g. Posters outlining physical distancing rules  e.g. Driver/Guide announcement and reminders | Manager with staff consultation |  |
| **Vessels** |  |  |  |  |
| Includes whale watching vessel, dive, marine, boat & fishing tours | e.g. Businesses will ensure that seating in vessels will be spaced to adhere to **an approved option** or to the 1 per four square metre rule. | e.g. Posters outlining physical distancing rules | Manager/driver  with staff consultation |  |
| e.g. Front viewing deck  e.g. Indoor saloon area | e.g. Passengers encouraged to minimise movement whilst the vessel is in transit and stagger departure and gathering events (e.g. briefings) to reduce groupings and queuing.  e.g. Family/residential groups are permitted to sit in closer proximity but will be allocated seating to maintain distance to other individual and family/residential groups.  e.g. Time within the confines of the vessel will be limited wherever practical.  e.g. Where practical windows in vessels will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.  e.g. Assigned seating | e.g. Skipper announcement and reminders |  |  |
| **Scenic Flights/Helicopters/ Hot air balloon rides** |  |  |  |  |
|  | e.g. Businesses will ensure that seating in aircraft (including scenic flights, scenic helicopters flights & scenic balloon rides) will be spaced to adhere to an approved option or to the 1 per four square metre rule.  e.g. Assigned seating | e.g. Posters outlining physical distancing rules | e.g. Pilots/operators/managers |  |
|  | e.g. Encourage family group bookings.  e.g. Time within the confines of the aircraft will be limited wherever practical. | e.g. Pilot/operator announcement and reminders |  |  |
|  | e.g. Passengers encouraged to minimise movement whilst the aircraft is in the air and stagger departure and gathering events (e.g. briefings) to reduce groupings and queuing.  e.g. Family/residential groups are permitted to sit in closer proximity but will be allocated seating to maintain distance to other individual and family/residential groups. |  |  |  |
| **Day spa facilities and services** | Must have a separate approved industry plan/checklist.  Please [click here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an approved industry plan/checklist |  |  |  |
| **Attraction – outdoor** |  |  |  |  |
| e.g. Amusement rides | e.g. Create one directional traffic flow through venue.  e.g. Use cue markers to indicate spacing for physical distancing.  e.g. Encourage family group bookings. | e.g. Use cue markers to indicate spacing for physical distancing | Manager/driver  with staff consultation |  |
| **Attractions – e.g. Museum, Art Gallery, Zoos and Aquaria** | Must have a separate approved industry plan/checklist.  Please [click here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an approved industry plan/checklist. |  |  |  |
| Record any other measures that you have implemented here |  |  |  |  |

Cleaning and Hygiene

As large numbers of people return to your business, it will be important to ensure that cleaning routines are enhanced. Your cleaning needs to include steps to disinfect. While touchless solutions will reduce the degree to which surfaces are contaminated, in the ordinary function of many businesses, it may still be necessary for staff and/or customers to interact with high-touch surfaces, such as;

• Screens,  
• Counter-tops and serving areas,  
• Vending, arcade and service machines,  
• Handrails,  
• Elevator panels, door handles and trolleys,  
• Seats,  
• Seat backs,  
• Windows and windowsills next to seats.

Cleaning and hygiene RECOMMENDATIONS:

• Businesses will promote frequent and effective hand washing by all staff, customers, and visitors.

• Businesses will have cleaning and disinfect products readily available with instructions on safe & effective cleaning & disinfecting procedures.

• Businesses will ensure adequate time and resources are provided for enhanced cleaning procedures to be undertaken.

• Businesses will ensure appropriate training for staff to implement enhanced cleaning procedures in line with contemporary practice.

• Businesses must have alcohol-based hand sanitiser and or hand washing facilities with soap readily available to staff and customers for regular use.

• Visit pages 5-7 the OIR COVID Guide for instructions on use of PPE in cleaning - [click here](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf).

**TIP: If you have used the free comprehensive COVID Clean Practising Business Module, append your cleaning checklists to this plan to address this section.**

Cleaning and Hygiene Register:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Identify nature of all areas of business activity. (Add /remove cells as required) | High risk, high-touch surfaces, and items | Method. (Describe how you will maintain cleanliness and hygiene at an enhanced level) | Frequency | Resources required | Who is responsible? | Completed |
| **Reception** |  |  |  |  |  |  |
|  | e.g. Service counter | e.g. Touchless solutions are used where possible. |  |  |  |  |
| e.g. Electronic devices (EFTPOS, keyboard, mouse, phone) | e.g. Alcohol based hand sanitiser is available for guest use at the service counter. | e.g. Always | e.g. Hand sanitizer | e.g. Receptionist |  |
|  | e.g. suppliers of soap and alcohol based hand sanitiser will be checked and refreshed at frequent intervals. | e.g. at X intervals, increasing during peak periods |  |  |  |
| **Staff room** |  |  |  |  |  |  |
|  | e.g. Countertop and tables | e.g. Staff are directed to sanitize surfaces using single use disinfectant wipes or disinfectant spray and a clean cloth before and after every use. | e.g. As routine open and close cleaning, regularly during peak use times/before and after use | e.g. Disinfectant wipes, disinfectant spray, clean cloths | e.g. All staff, monitored by supervisor |  |
| e.g. Appliances  (microwave, kettle, fridge) | e.g. Appliances are wiped down with disinfectant wipes/spray and a clean cloth regularly, especially during peak use periods. |  | e.g. at X intervals, increasing during peak periods |  |  |
| **Shared facilities** |  |  |  |  |  |  |
|  | e.g. bathrooms (surfaces, taps, dispenser, door handles/locks etc) | e.g. High touch surfaces are wiped down regularly using alcohol based disinfectant wipes. |  | e.g. Disinfectant wipes | e.g. Cleaner |  |
|  | e.g. common areas | e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals. |  |  | e.g. Manager/driver with staff consultation |  |
|  |  | e.g. Brochures and flyer displays are accompanied by a poster requesting items touched not be returned to the display. |  | e.g. Display instructional poster | e.g. Manager |  |
| **Café/restaurant/day spa/pub** |  | Must have a separate approved industry plan/checklist.  Please [click here](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) to find an  approved industry plan/checklist. |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Picnic Lunches/tour lunches** |  |  |  |  |  |  |
|  |  | e.g. individually packed with eco-friendly disposable packaging & cutlery.  e.g. no shared food or condiments.  e.g. one staff member to distribute.  e.g. individual rubbish bags.  e.g. must be eaten outside where possible/practical.  e.g. no food to be consumed on bus.  e.g. stops need to have hand washing/alcohol based hand sanitising facilities prior and post consuming of food. |  |  | e.g. Driver/skipper with staff consultation |  |
| **Accommodation** |  |  |  |  |  |  |
|  |  | e.g. Detail enhanced cleaning practices implemented for room cleaning and guest facilities during guest stay and following departure.  e.g. staff to have PPE available if required & have training on how to properly use their PPE. | e.g. at X intervals, increasing during peak periods | e.g. Disinfectant spray and a clean cloth | e.g. Overseen by supervisory staff |  |
| **Tour Vessel** |  |  |  |  |  |  |
| e.g. Managing hygiene and infection control on vessels | e.g. Tabletop surfaces, service counter, handrails, seats etc. | e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding. | e.g. at X intervals, increasing during peak periods | e.g. Disinfectant spray and a clean cloth | e.g. Overseen by supervisory staff |  |
|  |  | e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.  e.g. Businesses will ensure that appropriate cleaning and disinfecting products are available on the vehicle/vessel.  e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark/go diving.  e.g. staff on vessels to have PPE available & have training on how to properly use their PPE.  e.g. individual rubbish bags supplied for used tissues and other waste.  e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals. |  |  |  |  |
| **Tour Vehicle** |  |  |  |  |  |  |
| e.g. Managing hygiene and infection control in tour vehicles |  | e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding.  e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.  e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark.  e.g. Businesses will ensure that appropriate cleaning & disinfecting products are available on the vehicle/vessel. |  |  | e.g. Bus driver/tour staff |  |
|  |  | e.g. individual rubbish bags supplied for used tissues and other waste.  e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals. |  |  |  |  |
| **Hire equipment** |  |  |  |  |  |  |
| e.g. Snorkeling equipment |  | e.g. Equipment is cleaned as per manufacturer instructions, with the strongest disinfectant suitable to the product (i.e. not harmful to humans).  e.g. Allocation of personal wetsuit/snorkel and dive gear – not to be shared during trip and sterilised after every user.  e.g. use of hand sanitizer before handing out equipment. | e.g. After every use, at the end of the trip, prior to commencing trip | e.g. cleaning product, warm water, bucket | e.g. Tour guides |  |
| **Scenic Flights/Hot air balloons** |  |  |  |  |  |  |
|  |  | e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding.  e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.  e.g. Businesses will ensure that appropriate cleaning products and disinfectants are available on the vehicle/vessel. | e.g. at X intervals, increasing during peak periods |  | Pilots and crew |  |
|  |  | e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark.  e.g. individual rubbish bags supplied for used tissues and other waste.­  e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals. |  |  |  |  |
| **Attraction - outdoor** |  |  |  |  |  |  |
| e.g. Amusement rides | e.g. handrails, seating, amusement rides, interactive displays etc. | e.g. Detail enhanced cleaning practices for outdoor attractions. | e.g. at X intervals, increasing during peak periods | e.g. Disinfectant spray and a clean cloth | e.g. Overseen by supervisory staff |  |
|  |  | e.g. Additional cleaning of high touch surfaces (handrails, seats, tables, information/directory boards etc.).  e.g. Interactive displays, where permitted, are monitored, and cleaned regularly. |  |  |  |  |
| Record any other measures that you have implemented here |  |  |  |  |  |  |

**Staff Safety**

In addition to adhering to physical and community health guidelines relating to the COVID-19 pandemic, business owners and staff are responsible for ensuring a safe workplace. In the context of COVID-19, the responsibility for staff safety belongs to both the business owners/operators and individual staff members.

Importantly, businesses MUST establish and implement procedures which comply with criteria established by Safe Work Australia and enforced by Workplace Health and Safety Queensland (WHS).

**NOTE: It is mandatory to develop a Workplace Health and Safety plan for managing COVID-19. Your existing WHS plan may be appended here.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Add /remove cells  as required | Provide details of additional measures implemented to protect staff? | Frequency | Resources required | Who is responsible? | Completed |
| **Reception** |  |  |  |  |  |
| Rostering/staff rotation | e.g. Staggered start/stop times and break times,  e.g. A and B teams and consistent work groups/teams. |  |  | Manager with staff consultation |  |
| Working from home |  |  |  |  |  |
| Vulnerable staff | e.g. Where vulnerable (at-risk) staff may have the opportunity to work from home this opportunity is extended, or duties are redeployed to accommodate for their needs. |  |  | Employer |  |
| Break times and areas | e.g. Areas of appropriate size and space for physical distancing is provided for staff breaks. |  |  | Manager with staff consultation |  |
| Mandatory staff training and understanding of COVID | e.g. Businesses will provide training on COVID-19 management including a basic understanding of the pathogen, how COVID-19 is transmitted, how to prevent transmission and, how to respond to a suspected COVID-19 infection. ALL staff must sign off that they have agreed to COVID-19 safety procedures. |  | e.g. Updated training, policies and procedures | Manager with staff consultation |  |
|  | e.g. TAFE QLD COVID Safe Mandatory training for dining within two weeks of starting employment |  | [TAFE Qld website](https://go.tafeqld.edu.au/covidsafe.%20html) |  |  |
| Meetings | e.g. Face-to-face meetings are avoided, where unavoidable they take place outdoors or in large spaces where physical distancing can be maintained. |  |  |  |  |
| Influenza vaccinations | e.g. The business supports/recommends staff receive an influenza vaccine. |  |  | Manager with staff consultation |  |
| Protocol for staff (or customer) presenting to the business unwell (including self-quarantine measures) | e.g. Management has adopted management plans for potential COVID-19 cases, including but not limited to:  • Immediate isolation of the potential case,  • Distribution of PPE for any staff in contact,  • Immediate advice and liaison with appropriate public health authorities, and,  • Thorough cleaning of the surrounding environment.  • See more information pg 13 of this plan |  |  |  |  |
| Contact tracing | e.g. Suggest staff use the COVID Safe app on their personal devices, though this is not mandatory.  e.g. mandatory to keep contact tracing information outlined in this document for 56 days which must be produced in a stated timeframe as requested by public health officers. |  |  | Manager with staff consultation |  |
| Personal Protective Equipment | e.g. Staff are correctly trained on use of PPE and encouraged to use |  |  | Manager |  |
| Personal hygiene | e.g. Staff have own stock of personal hygiene products and facilities separate to those for guest use (i.e. hand sanitizers, hand washing stations, toilets) |  |  |  |  |
| Staff personal safety | e.g. The business requires all staff to adhere to their personal safety responsibilities and the general community advice regarding COVID-19, and to  • Actively engage in additional safety training,  • Provide immediate advice about illness, contact with infection or vulnerability to COVID-19,  • Remain up-to-date with, and adhere to, relevant safe practice and health guidelines within the business, and the broader community, and  • Raise any Covid-related personal or customer safety concerns directly with their manager/employer,  • Access to support for psychological wellbeing. |  |  | Manager with staff consultation |  |

Additional Workplace Health & Safety measures:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Additional protocols in place to protect staff and customers** | **Frequency** | **Resources required** | **Who is responsible?** |
| **Mandatory Contact Tracing requirements** |  |  |  |  |
|  | Name  Phone number  Email/home address  Date  Time of entry (and exit where feasible) |  |  |  |
| **Reminder Announcements** |  |  |  |  |
|  | e.g. Regular reminder announcements regarding hygiene & physical distancing |  |  | Driver/tour guide/pilot/manager |
| **Tour vehicles** |  |  |  |  |
|  | e.g. Businesses will provide a supply of masks wherever possible (particularly for longer trips). |  |  |  |
| **Tour vessels/scenic aircraft** |  |  |  |  |
|  | e.g. Businesses will provide a supply of masks wherever possible (particularly for longer trips). |  |  |  |
| **Disabled/Vision Impaired Guests** |  |  |  |  |
|  | e.g. Outline how you will safely assist disabled/vision impaired people with obligations for physical distancing, hygiene and other COVID safe practices  e.g. Does a support person need to accompany guest/customer? |  |  |  |
| **First Aid Procedures** |  |  |  |  |
|  | e.g. Review first aid kit to ensure first aid responders have access to PPE  e.g. Review first aid policy & amend where necessary |  |  |  |
| **Emergency Evacuation Procedures** |  |  |  |  |
|  | e.g. Review plan for egress from building to ensure physical distancing for staff and customers  e.g. Review evacuation points for capacity of a physically distanced evacuation of building |  |  |  |
| **Exclusion Signage** |  |  |  |  |
|  | Notice to all patrons, contractors or staff to not enter the venue if they:   * are unwell * have been in close contact with a known active case of COVID-19 * have COVID-19 symptoms * have travelled overseas in the previous 14 days * have been to a declared COVID-19 hotspot in the previous 14 days.   The list of declared COVID-19 hotspots may be found at [www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19](http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19).  Conditions of entry signage may be displayed. |  |  |  |

Any staff member who has a confirmed case of COVID-19, whether asymptomatic or not, must immediately advise their supervisor of manager and self-isolate in accordance with government regulations for the time period stipulated.

Confirmed COVID-19 diagnosis or personal contact with a known case

Staff must also notify their supervisor or manager if;

• They have been in direct contact with someone who has been diagnosed with COVID-19 i.e. a known case, and/or

• They have been in regular contact with someone (partner, friend or family member) who has been overseas or in a COVID hotspot recently or who is showing signs of illness.

If the business is notified of a confirmed case of COVID-19, risk mitigation measures will be actioned as appropriate following Queensland Health advice.

If a staff member has been tested for COVID-19 and is awaiting test results, they are instructed not to attend the business until they have been confirmed as having a negative result. In the interim period, they must self-isolate, but may work from home in circumstances that allow.

In the event of a confirmed COVID-19 case on business premises

**1.** The staff member who has been diagnosed must quarantine in accordance with health advice and can return to work only when they have fully recovered and met the criteria for clearance from isolation. Clearance may be given by the public health authority or by the staff member’s treating clinician and provided for the employer.

**2.** The business manager/operator will work with public health to inform all staff members that a case has been confirmed and request that those who have been in contact with the staff member immediately disclose their contact.

**3.** The business owner/operator will work with public health to consult with staff members who are identified as having had contact with the infected staff member and will continue to share information with the relevant state health authority and take any additional measures recommended by that authority.

**4.** A deep clean will be conducted in accordance with advice received from the relevant health authority.

**5.** Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, a person in control of the business or undertaking must notify Workplace Health and Safety Queensland that the case has been confirmed.

**6.** Businesses must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

** [As of 12 noon, 3 July 2020]**

This checklist should be completed and read in conjunction with the COVID Safe Principles outlined in the *Queensland Tourism and Accommodation Industry COVID Safe Plan*.

What you need to do to safely re-open your business

1. Wellbeing of workers

🞏 Direct workers to stay at home if they are sick, and to go home immediately if they become unwell. Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home until they get the result and it is negative for COVID-19.

🞏 Implement appropriate WHS controls as outlined in the WorkSafe COVID-19 guide.

🞏 Consider encouraging your staff to get flu shots as an additional public health measure. This should not be a mandatory requirement.

🞏 Implement measures to maximise the distancing between workers to the extent it is safe and practical. Minimise the time that workers are in close contact with each other.

🞏 To separate workers from patrons, either provide physical barriers such as plexiglass, or leave vacant seats to allow for 1.5m physical distancing.

🞏 Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers and patrons.

🞏 Encourage baggage handling by patrons rather than   
staff, or if not possible, establish protocols to ensure staff are adequately protected with gloves and handwashing straight after handling.

🞏 Consult and communicate with workers and their representatives on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.

2. Pre-screening

🞏 ­­Check that patrons have not been in a declared COVID-19 hotspot in the past 14 days. This may include checking border declarations or residency documentation before commencing the experience.

🞏 Notify patrons that they will not be able to enter the experience if they are unwell, have COVID-19 symptoms or have been in a declared COVID-19 hotspot in the past 14 days. The notice should state that businesses have the right to refuse service and must insist that anyone with these symptoms will not be able to participate. This should be done at the time of booking and with signs at the entrance.

🞏 Inform patrons of expectations including staying at home if they feel unwell, providing contact details for record keeping and maintaining appropriate respiratory and hand hygiene.

🞏 Introduce flexible booking and refund policies to help encourage sick patrons to stay home.

🞏 Implement measures to restrict numbers within the experience, including maintaining a maximum of 50 people at any one time, in addition to staff. Experiences for more than 50 people are not covered by this checklist.

🞏 If physical distancing cannot be accommodated in the experience, patrons should be informed at the time of booking or refunds offered to patrons who do not wish to proceed. In cases where patrons have consented to participate without physical distancing, the entire tour group.

3. Physical distancing

🞏 Introduce measures to restrict interaction between different groups in the tourism experience including assigning individual seats for the duration of the experience. Wherever possible, patrons should be seated and remain seated for the experience.

🞏 If practicable, set up separate exit and entry points to minimise contact. Introduce measures to provide for appropriate physical distancing between tour groups and members of the general public when in public spaces (e.g. lunch breaks on bus tours).

🞏 Limit the use of cash transactions by encouraging patrons to use contactless payment options.

4. Record keeping

🞏 Contact information must be kept on all patrons, workers and contractors, including full name, email address (residential address if not available), phone number and date and time of entry for a period of at least 56 days.

🞏 Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

5. Hygiene and cleaning

🞏 Ensure patrons are provided with hand washing facilities or appropriate alcohol-based hand sanitisers. Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

🞏 Where experiences required masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures), they must continue to do so. For controlling the risk of COVID-19 infection, masks and gloves may be considered as part of a range of controls.

🞏 Instruct patrons and workers to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

🞏 Refrain from providing refreshments in a manner which allows handling of plates, cutlery and other items by multiple people

🞏 Limit time within the confines of a vehicle/vessel wherever practical to help enable frequent cleaning of high touch areas, surfaces and spaces with detergent or disinfectant and to minimise use of shared facilities such as changing areas, toilets, and showers on the vehicle/vessel.

🞏 Any surfaces or equipment used by patrons must be cleaned between patrons. Ensure appropriate sterilisation of relevant equipment and sufficient time is kept between appointments to allow for this.

6. Review and monitor

🞏 **Regularly review** your systems of work to ensure they are consistent with current directions and advice provided by health authorities.

This checklist is a key part of your compliance with a COVID Industry Plan.

