



QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism

QUEENSLAND TOURISM AND HOSPITALITY COVID-SAFE: BUSINESS PRINCIPLES

MAY 2020



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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 specifically for tourism and hospitality businesses located in Queensland. The criteria asserted in the QTIC COVID-safe Return to Business Standards document 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.

QTIC MESSAGE

The tourism and hospitality industry has had to deal with a long list of internal and external disruptions — as an industry we have become accustomed to this over many years.

Tourism operators are adaptive, resilient and innovative. We will have to demonstrate all these innate skills in the face of the COVID-19 pandemic and its aftermath. A critical element for businesses to navigate their way through these conditions is our capacity to offer services and experiences in a safe and sustainable way, compliant with expectations of governments and reassuring for our customers.

Australian governments' have done an outstanding job in managing the response to the health threats from COVID-19 to date. The famous 'curve' has been flattened comprehensively which is a great outcome for us all. As we now work our way back to opening businesses and the community, we need to ensure our industry can do its share to protecting the status of all regions in Queensland as safe destinations to travel and live in. All tourism and hospitality businesses must be part of this effort.

QTIC has worked with industry stakeholder, health professionals from Mater Health and the Queensland Government to prepare these *Queensland Tourism and Hospitality COVID-safe* documents: the *Business Principles* and the *Business Plan Template*. By implementing the principles of safe operations in each business, we can keep customers and staff safe and ensure a speedy recovery of our industry and our economy.

We thank all of our partners and collaborators in this endeavour, specially our QTIC members who are supporting the work we can do for the industry, and the Queensland Government who has provided financial support for this work.



01 PURPOSE AND BACKGROUND

On behalf of its members, the Queensland Tourism Industry Council (QTIC) has engaged Mater Health to develop a framework and recommendations for the safe return to business across the tourism industry.

QTIC membership comprises businesses across Queensland in a wide variety of sectors and services within tourism. While each business may have specific protocols and implementation requirements, a broader framework offers scope for all businesses and the industry to establish consistent, safe practice in line with COVID-19 health regulations.

Acknowledging the imperative to return to 'normal' as soon as possible and the necessity to balance community health and safety, this document seeks to outline minimum standards for business owners and operators seeking to re-open their businesses.

This document is prepared for the Board and Executive of Queensland Tourism Industry Council by Mater Health as an independent provider of health services in Queensland.

In preparing this document, Mater has engaged expertise in clinical leadership of infectious disease response, health system management and business strategy. As a public and private healthcare provider across a network of hospitals and care services in Queensland, Mater is well-qualified to provide independent health expertise for review by the State government.

Mater complies with State and Federal Government health regulations and advice in the context of COVID-19 and provides

this framework for safe practice for staff and customers in line with those regulations and advice.

Mater acknowledges the efforts of QTIC member businesses in developing individual plans for re-opening in line with government advice. These plans have been consolidated and incorporated into this document to provide a consistent baseline for recommendations.

The recommendations and procedures outlined in this document are intended to apply to all Queensland tourism businesses (and their owners, operators, staff, customers and visitors) with further support available to members of the Queensland Tourism Industry Council.

Recommendations should be read in conjunction with current government regulations and health advice relating to COVID-19. These procedures may be updated as necessary to ensure current best practice standards and measures for COVID-19 risk mitigation.

These recommendations apply to business premises in Queensland only. Some businesses may need to apply state-specific measures to individual business operations and/or premises outside Queensland.

This document and recommendations are endorsed by the undersigned.

Dr Paul Griffin
Director of Infectious Diseases
Mater Health

Dr Peter Steer
Chief Executive Officer
Mater



02 PRINCIPLES

The following principles guide the development of this document and its recommendations;

- **The risk is never zero**

It is acknowledged by all parties to this proposal that in the context of pandemic management prior to eradication, that there is an ever-present risk of infection in the community. This proposal, and recommended actions, is drafted in the context of mitigating known risks while facilitating a return to 'normal' business practices as quickly and safely as practicable.

- **Government health advice leads this proposal**

It must be clear that any recommendations proposed in this document are in the context of, and subservient to, government policy and guidelines which may change at any time. Queensland tourism operators are obliged to conduct their business to comply with all government health advice and are individually responsible for ensuring that they are compliant.

- **Queensland-wide application**

While there is likely to be some timing variance in the capability of individual businesses and/or segments within the industry to recommence business, the approach outlined in this document should be consistently applied state-wide.

- **The return to 'normal' may be staggered**

Based on the capacity for individual businesses to comply with recommendations, it is acknowledged that not all facilities and services will be able to re-open at the same time, or on the same scale. While consistency of information and application is critical in the community, some services are likely to be able to meet criteria faster and should not be impeded from a return to business where the criteria can be safely met.

- **Education for staff and the community is critical**

The pandemic impacts all aspects of society and businesses commit to a program of staff training to ensure competence and compliance with new hygiene and safety practices. QTIC businesses acknowledge their role in communicating, promoting and maintaining safe practice.

- **Businesses are responsible for monitoring and reporting**

Upon endorsement and implementation, businesses will report any variance, risk or identified breach of the recommended processes immediately to the appropriate authority.



03 CRITERIA

The following recommendations relate to FOUR key criteria which should guide the safe return to business function. Each criterion aligns with government health policy and generally understood community behaviours which have been implemented in response to COVID-19.

These criteria and the associated recommendations have been homogenised to ensure broad application. In some instances, it may be necessary to develop specific criteria for unique business plans (such as zoos and aquaria, bus tours and other unique applications).

The four key criteria for a safe return to business:

01

Promote and facilitate pre-screening to prevent potentially infected staff and customers from attending.

02

Alter business practices where relevant to ensure social distancing in line with government health guidelines.

03

Enhance cleaning and hygiene practices to reduce the risk of infection.

04

Establish and maintain Covid-safe procedures aligned to Work Safe Queensland guidelines.



04

RECOMMENDATIONS

i. PRE-SCREENING

The firmest control is to prevent any potentially infected customers or staff 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, member 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.
- Pre-screening also helps to increase staff and customer confidence that they are safe.

General Pre-screening RECOMMENDATIONS:

- Where possible, businesses will enhance existing communication (including online and telephone) to enable consumers and staff to provide relevant details prior to any face-to-face engagement.
 - ~ Screening may include verbal/print questionnaire or electronic solutions.
 - ~ Businesses may also wish to implement temperature or thermal scanning for customers upon arrival.
 - ~ Ongoing adherence will require implementation of training, auditing and record keeping processes.
- Businesses will implement policies and procedures which assist health professionals in targeted testing, and management of tested staff members.
- Businesses will enforce appropriate quarantine of staff members in accordance with relevant public health guidelines at the time (e.g. for contacts of cases and returned travellers).
- Business will ensure compliance with relevant privacy regulations. Details will be recorded but not shared unless specifically requested by government for purposes of public health.



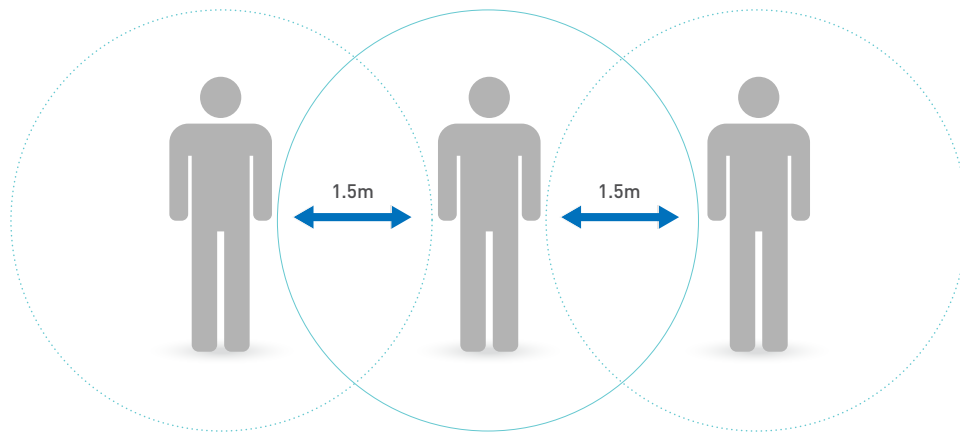
Pre-screening RECOMMENDATIONS for customers:

- Businesses will ensure any potential customers are aware that they **MUST NOT** attend if they have **ANY** symptoms potentially consistent with COVID-19.
 - ~ Distribute email/text to all known and previous customers to advise the business's plan and requirements.
 - ~ Update online and printed collateral (where possible) to include information about business changes in response to COVID-19.
 - ~ Enhance business information (particularly online and signage) to provide prominent advice about customer requirements and pre-screening.
- Businesses will ensure potential customers who are in the 'at-risk' groups are aware of risk mitigation strategies. The Australian Government advises that the following people are most 'at risk':
 - ~ aged over 70
 - ~ aged over 65 with a material medical condition
 - ~ Aboriginal or Torres Strait Islander aged over 50 with a material medical condition
 - ~ people with material medical conditions
 - ~ people who are immunocompromised
- Businesses will enhance booking/ticketing systems to include advice regarding their approach to COVID-19 management.
 - ~ Where possible seek additional pre-screening information at the booking/ticketing point through survey/questionnaire.
 - ~ Include reminders in any relevant communications (including confirmation emails, follow-up texts and any printed materials where possible).

- ~ Where possible, send reminders just prior to known booking (for longer-term bookings) to ensure customer compliance and awareness.

Pre-screening RECOMMENDATIONS for staff:

- Businesses will ensure all staff are aware that they **MUST NOT** attend if they have **ANY** symptoms potentially consistent with COVID-19.
 - ~ COVID-19 symptoms include; cough, fever, sore throat, fatigue and shortness of breath.
 - ~ In addition, to COVID-19 symptoms, staff should be advised not to attend work with any flu-like symptoms or related illness.
- Where possible businesses will engage with staff who are in the 'at-risk' COVID-19 groups to discuss redeployment to lower risk environments. The Australian Government advises that the following people are most 'at risk':
 - ~ aged over 70
 - ~ aged over 65 with a material medical condition
 - ~ Aboriginal or Torres Strait Islander aged over 50 with a material medical condition
 - ~ people with material medical conditions
 - ~ people who are immunocompromised
- Where possible staff will be screened prior to attending work, and will at a minimum, be screened upon arrival/shift commencement.
- All businesses will implement symptom screening for staff.
 - ~ Screening may include verbal/print questionnaire or electronic solutions.
 - ~ Businesses may also wish to implement temperature or thermal scanning for staff upon arrival.
 - ~ Ongoing adherence will require implementation of training, auditing and record keeping processes.



ii. SOCIAL DISTANCING

Due to the nature of COVID-19 and how 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 social 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 social distancing recommendations and practices apply to ALL business operators, staff, customers and visitors.

- In addition to identifying potential infection, member 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.
- Pre-screening also helps to increase staff and customer confidence that they are safe.
- 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.”

Social distancing RECOMMENDATIONS:

- Businesses will install physical barriers where appropriate and practical to maintain a minimum 1.5 metres between individuals and/or family groups.
- Businesses will implement measures to maintain a minimum physical distance of 1.5 metres between individuals wherever possible.
- Businesses will implement measures to ensure staff avoid any intentional physical contact in the workplace, which includes;
 - ~ no shared food,

- ~ no shaking of hands, and
- ~ no physical touching.

- Where possible, businesses will adapt booking and opening hours to spread customer and staff numbers.
 - ~ Businesses will arrange groups or sessions such that if an infected party was to attend, the group required to be contacted is significantly reduced.
 - ~ Businesses will ensure signage (including opening times, directions and capacity signage) are adapted to facilitate social distancing and displayed prominently.
- Where possible businesses will implement measures to minimise close personal contact
 - ~ Face-to-face contact should be limited to 15 minutes where possible.
 - ~ Staff and customers should not be in an enclosed space, with social distancing rules applied, for more than two hours where practical.
- Businesses will use technology where possible to minimise the risk of exposure.
- Businesses will ensure that staff and customers always adhere to allocated seating plans.
- Businesses will comply with all directions relating to room capacity and numbers.
 - ~ Staff and customers will be instructed not to move furniture and equipment which has been positioned to maximise physical distancing.
 - ~ Staff will be instructed not to congregate in corridors or restricted spaces.
 - ~ Businesses will ensure that social distancing limitations apply in all elevators and stairwells, including service elevators.

Seated dining

- Tables and table settings will be spaced at least 1.5 metres apart from each other where it is practical to do so.
 - ~ Children requiring high chairs or other assistance are permitted to be closer than 1.5m to their parent/carer.
 - ~ Businesses will ensure that staff and customers always adhere to allocated seating plans.

Transport and leisure travel (eg, boat and bus trips, rides and attractions)

- Wherever practical businesses will practice and promote social distancing.
- Businesses will ensure that seating in vehicles (including buses, trains, rides, attractions, cars and boats) will be spaced to adhere to the 1.5 metre distancing guidelines wherever it is possible and practical to do so.
 - ~ Family/residential groups are permitted to sit in closer proximity but will be advised to maintain distance to other individual and family/residential groups.
- When it is considered acceptable for flexibility in the application of social distancing in vehicles and vessels, businesses in this sector will ensure significantly increased emphasis on the following mitigation strategies;
 - ~ Time within the confines of the vehicle will be limited wherever practical (e.g. if there are stops during which it is safe and practical to disembark then passengers will be encouraged to do so).
 - ~ 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.
 - ~ Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and enforced prior to/upon boarding.
 - ~ While the use of masks by all passengers is not likely to be of benefit, businesses will provide masks wherever possible (particularly for longer trips). For people who are or become unwell in transit, (particularly those with obvious respiratory or flu like symptoms), masks should be supplied both for the person exhibiting symptoms and everyone within a 1.5 metre radius (including any staff attending to them).
- Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.
- Businesses will ensure that appropriate cleaning products are available on the vehicle/vessel such that cleaning of potentially contaminated surfaces can occur in transit (where safe and practical) particularly if any passengers or staff display any respiratory or flu like symptoms (or there is a blood or body fluid contamination of the environment) in transit.
- Businesses will ensure that all staff working on/operating vehicles/vessels in which social distancing measures are not able to be routinely applied are trained in the appropriate strategies (outlined above) to ensure adherence.
- 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.

Lines and queues

- Where possible, businesses will ensure that markers and/or physical barriers are installed to maintain a minimum 1.5 metres between individuals and/or family groups.
- Businesses will ensure that indoor lines and queues will be planned to only allow patrons up to the maximum allowable capacity of the indoor space.
- Where possible businesses will create unidirectional flow of customers, to reduce face-to-face interaction.

Concourses and large event spaces

- Businesses will ensure that large open spaces will adhere to the 1.5 metre distancing guidelines including maximum occupancy based on size.
 - ~ Lines in and out of event spaces will be marked to ensure appropriate spacing, and customer flow and lines will be unidirectional.

Family units

- For social distancing, a family unit, (ie with the same residential address), will be managed as equivalent to one individual. As with individuals, each family unit will be required to maintain appropriate social distancing from all individuals who are not part of their direct family unit, even if travelling together.

Accommodation and trips or tours greater than two hours

- Businesses which hire rooms, cabins, caravans, boats and other accommodations for more than two hours will comply with social distancing, cleaning and hygiene obligations at all times.
 - ~ Associated facilities, such as swimming pools, barbecue areas and shared spaces will comply with government health regulations specific to those functions.
 - ~ Associated short tours must also comply with social distancing regulations.
- Businesses will ensure that customers are aware of their obligations to social distancing in all shared areas, acknowledging that families who share a residence are counted the same as one individual.
- Businesses which provide staffed tours and/or accommodation will ensure social distancing wherever practical and will focus on robust pre-screening and complete adherence to hand hygiene practices.
- Businesses operating boats, buses and other vehicular tours and transport will comply with social distancing wherever practical, acknowledging that it may be necessary to reduce passenger loads, trip times and distances travelled.

iii. CLEANING AND HYGIENE

As large numbers of people start to return to tourism venues and businesses, it will be important to ensure that cleaning routines are enhanced. 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 consumers to interact with high-touch surfaces such as;

- Screens,
- Counter-tops and serving areas,
- Vending, arcade and service machines,
- Hand rails,
- Elevator panels, door handles and trolleys.

Cleaning and hygiene RECOMMENDATIONS:

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

Hand hygiene

- Businesses will provide ready access to hand hygiene products (alcohol-based hand rubs and/or a sink with soap and water) with particular attention to;
 - ~ Entry and exit points to the venue/vehicle,
 - ~ Toilets and bathrooms,
 - ~ Eateries,
 - ~ Prior to contact with any high-touch surface.
- Businesses will prominently display signage highlighting the importance of hand hygiene with instructions on how to perform correct hand washing.
- All staff will be trained on correct hand hygiene techniques
 - ~ Cough and sneeze etiquette education may also be provided, however if a staff member or customer is exhibiting these symptoms, they should be asked to leave.
- Businesses will provide tissues, wipes and other items to assist with personal hygiene for the cleaning of potentially contaminated surfaces or items by customers and staff.
- Businesses will provide receptacles for the appropriate and timely disposal of contaminated products (such as wipes and tissues) and will arrange regular disposal to reduce the likelihood of cross contamination.

Touchless solutions

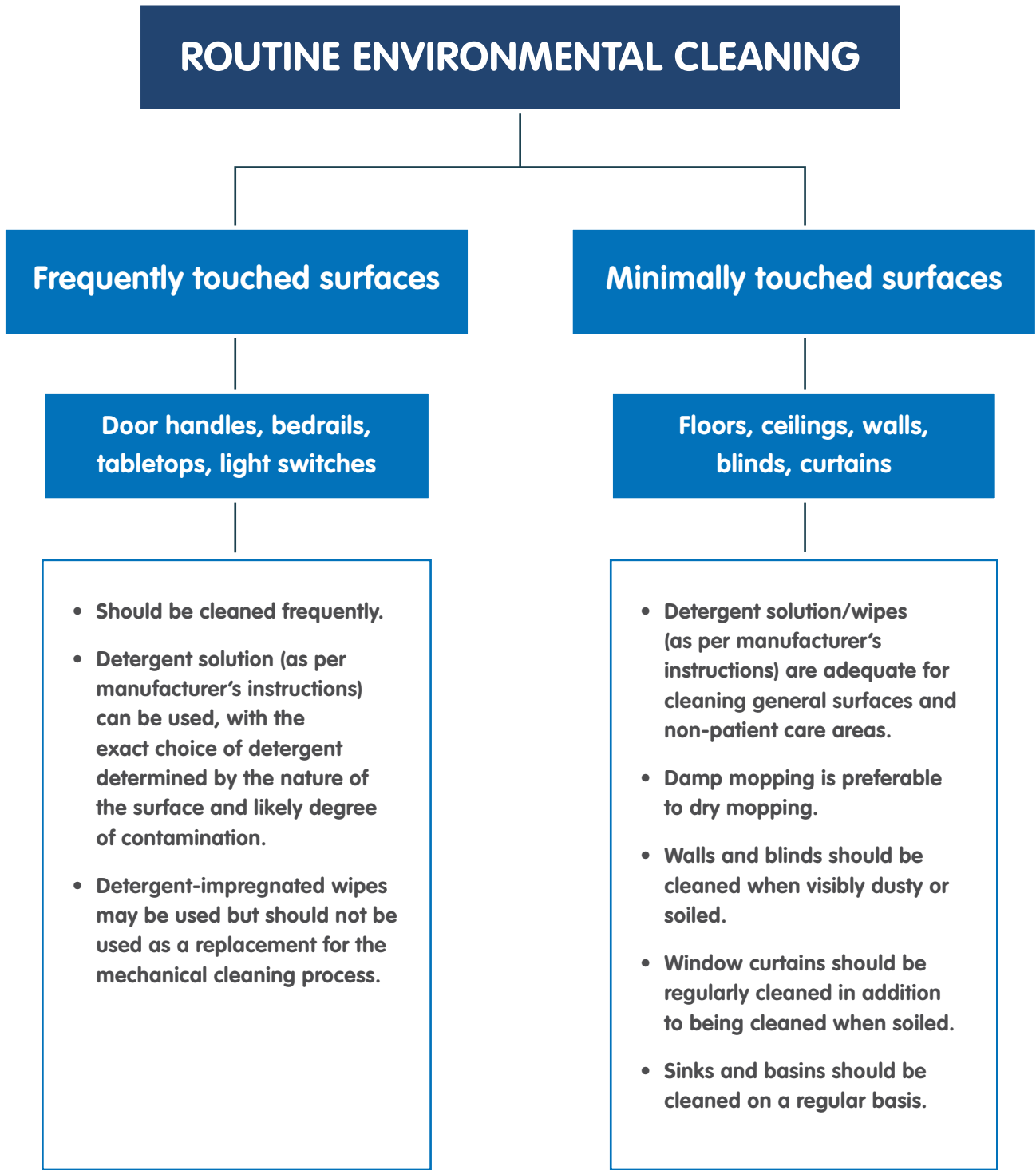
- Wherever possible, businesses will provide touchless solutions for interactions including ticketing, payment, vending and booking.
- Businesses will give preference to electronic menus and other communication collateral. Where this is not possible, menus and other printed materials will be disposable or coated so they may be regularly wiped clean.
- In all retail environments, customers will be asked to only touch what they intend to purchase.

Transition to disposable items

- Wherever practical, and in appropriate circumstances, businesses will use environmentally sustainable disposable items in place of reusable items.
- Where possible businesses will ensure items that come into contact with an individual's mouth/mucous membranes will not be shared, this includes but is not limited to;
 - ~ Paper towels in place of reusable towels in kitchens and bathrooms,
 - ~ Disposable cutlery and plates, and
 - ~ Coffee cups.
- Where practical, customers will be requested to dispose of cutlery, cups and plates in bins provided, and not to leave them for others (including staff) to touch.
- Where it is not possible or practical to provide/use disposable items, businesses will ensure thorough dishwashing of re-usable cutlery and crockery after each use and will not re-use items without washing.

Enhanced cleaning

- Staff and customers will be encouraged to perform hand hygiene prior to touching any high-touch surfaces to reduce the prospect of contamination.
- Businesses will ensure that all skin-touch surfaces are cleaned regularly using products that meet requirements for effectiveness against COVID-19 and in line with relevant guidelines including;
 - ~ DOH: Environmental cleaning and disinfection principles for COVID-19 (www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf)
 - ~ Dining tables (and chairs if required) will be wiped and cleaned after each customer service.
 - ~ Toilets, basins and bathroom facilities will be cleaned regularly with increased frequency where practical.



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

iv. STAFF SAFETY

In addition to adhering to social 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.

- Businesses will establish and implement procedures which comply with criteria established by Work Safe Queensland [Worksafe.qld.gov.au](https://www.worksafe.qld.gov.au)
- Businesses will implement rostering and staff rotation programs to reduce the risk of clusters of infection, which may include;
 - ~ Staggered start/stop times and break times,
 - ~ A and B teams and consistent work groups/teams.
- Businesses will ensure that all staff have undertaken mandatory COVID-19 training prior to returning to work.
 - ~ Staff are required to actively participate in additional training and are also required to sign-off that they have agreed to the COVID-19 safety procedures.
- Businesses will recommend that staff download and activate the COVIDSafe mobile application on their personal devices.
- Businesses will provide adequate personal protective equipment and training for staff who may require it
 - ~ Gloves for heavily soiled cleaning or handling of contaminated items.
- 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.
- Business will provide areas, with appropriate space for social distancing, for staff to take breaks.
- In line with government guidelines, businesses will recommend that all staff receive the influenza vaccine.
- Wherever possible and practical, businesses will identify and offer redeployment opportunities to less customer-facing roles for vulnerable staff such as the elderly or immunocompromised.
- Wherever practical, businesses will encourage staff to work from home (or other Covid-safe remote location).
- Staff who are unwell or symptomatic will be very actively discouraged from attending and advised to seek appropriate medical review.

- Businesses will discourage face-to-face meetings and if required, meetings will ideally be held online, outdoors or in large indoor meeting venues such that appropriate social distancing is always maintained.
- Businesses will adopt 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.
- Businesses will require 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.

v. PERSONAL ILLNESS

Persons who are unwell or show any signs of illness (flu-like symptoms, runny nose, cough or sore throat), must stay home and cannot attend the business while sick.

Supervisors or managers must be notified of any absences and will need advance notice of when individual staff intend to return. Staff must not attend the business until symptoms have cleared.

- If staff display cold or flu-like symptoms but feel well enough to work and have the capability to work from home, they will be encouraged to do so.
- Staff who are not well enough to work are not to attend the office and personal leave must be taken for any illness-related absence.
- If a staff member is at work and develops any cold or flu-like symptoms, they must immediately advise their supervisor or manager. They will be directed to leave until they have recovered. In these cases, staff should contact their GP and seek advice about testing for COVID-19 under the current health regulations. Staff will report back to their supervisor or manager if they are advised to be tested and appropriate steps will be taken to reduce the risk of the virus spreading.



vi. CONFIRMED COVID-19 DIAGNOSIS OR PERSONAL CONTACT WITH A KNOWN CASE

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

Staff must also notify their supervisor or manager if;

- They have been in direct contact with someone who has been diagnosed with COVID-19, and/or
- They have been in regular contact with someone (partner, friend or family member) who has been overseas 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.



05 INDIVIDUAL BUSINESS COVID SAFE PLANS

Each business is required to produce, maintain and adhere to an individual Queensland Tourism and Hospitality Industry COVID Safe Plan which complies with;

- the principles and recommendations outlined in this document, and
- the most recent and relevant health advice from State and Federal government relative to COVID-19.

While it is anticipated that the vast majority of businesses will be able to develop individual COVID Safe Plan based on the recommendations in this document, it is acknowledged that some may require specific sub-sections and schedules to meet unique criteria. For example, zoos and aquaria.

These will be reviewed through QTIC in consultation with Mater as required, and additional schedules drafted and communicated to comply with State and Federal health advice.

Mater Health will provide ongoing support for;

- Development and review of additional and/or unique requirements
- Staff training in QTIC to enhance the capacity of the review process.

The Queensland Tourism Industry Council has produced a Covid Safe plan template. The COVID Safe plan template guides you through all the mandatory requirements and through the process of producing your COVID Safe plan.

[Download your Queensland Tourism and Hospitality COVID Safe Business Plan template here](#) or you can contact QTIC at info@qtic.com.au for further information about this service.



06 FREQUENTLY ASKED QUESTIONS

What must I do for my business to re-open?

Please see our checklist which outlines what is a mandatory requirement and what is recommended. The standards outlined above must be comprehensively addressed in your business COVID Safe plan which is required should you wish to re-open for more than the prescribed numbers outlined in the government roadmap.

www.covid19.qld.gov.au/data/assets/pdf_file/0016/127150/DPC7309-COVID-19-Restrictions-roadmap.pdf

(downloaded 28 May 2020 - please check for updates)

If you require a COVID Safe plan, please download this template: [Queensland Tourism and Hospitality COVID Safe Business Plan](#). The COVID Safe Business plan template guides you through all the mandatory requirements and through the process of producing your COVID Safe plan.

What are the physical distancing rules for dining within a venue?

To ensure social distancing, tables and table settings must be spaced at least 1.5 metres apart from each other and no more than 1 patron per 4 square metres. Businesses are to ensure that staff and customers adhere to the allocated seating plans.

Will businesses be fined if physical distancing is not adhered to?

If a customer or member of the public is concerned about appropriate physical distancing or safety measures you have in place, they can report you to PoliceLink or your local council. Queensland Police can issue fines for individuals and corporations if measures are considered inadequate.

What signage should I display?

A wide range of workplace health and safety resources, posters, and fact sheets have been developed by the Queensland Government to help you stay informed and manage your business during the Coronavirus (COVID-19) pandemic.

You can print and display these posters to show your customers and employees what actions you are taking to stop the spread of COVID-19. www.business.qld.gov.au/running-business/whs/resources-covid-19

Choose a prominent location to display them (e.g. your foyer, entrance, noticeboards, bathrooms, meeting rooms).

Should we encourage wearing of masks?

The wearing of masks outside of the healthcare setting remains controversial. There is a possibility of some benefit in certain circumstances provided all other controls are not compromised as a result of false reassurance or unrealistic expectations of protection from the wearing of the mask.

There are also many factors to consider including the type of mask, how it is worn including how often it is changed and how long its worn for and how it is removed.

Given these issues, Mater's recommendation is to provide masks for those customers and staff who feel that it offers protection as this will contribute to instilling of confidence that all possible measures have been implemented.

Given the limited evidence, Mater recommends that this not be mandatory for staff or customers.

Recommendations:

- Discourage routine use but provide masks for staff and customers who wish to use them.
- Ensure (particularly for staff) that recommendations/policies exist for the proper application, removal and disposal of masks in the business.
- Provide consistent messaging around hand hygiene and social distancing, irrespective of mask wearing. There can be no compromises of any other rules or regulations on the basis of mask wearing.

Do we need to implement temperature testing and thermal scanning?

Temperature testing and thermal scanning are of little value in reducing the risk of people with COVID-19 entering the premises.

- A number of infected people have few to no symptoms, including not having a fever while being infectious.
- The majority of contactless thermometers and thermal imaging equipment are quite inaccurate and may not detect an actual fever at all.

While the actual benefit is low, there is a perceived benefit in terms of the potential to reassure staff, customers and regulators. Implementation of these devices is therefore an individual business matter of assessing the value of reassurance against the cost of implementation.

In addition to the capital cost of the equipment there are associated costs of staff to administer the assessment via whatever means chosen as well as the intervention if a temperature out of range is detected.

Instead, refusing entry for any person who has travelled from an area of high transmission, had contact with a case, or who has any symptoms is clearly a superior risk mitigation.

Here a pre-screening questionnaire could be used. This may be labour-intensive depending on the application and requirements but could be implemented quickly through online resources. While the obvious issue with a survey/questionnaire is that customers (and staff) may not respond completely accurately, there would be some reduction in responsibility of the organisation if a customer (or staff member) was found to be infected and had knowingly attended regardless.

There is also the potential for secondary benefit of the presence of temperature/thermal scanning in that patrons as well as staff may be less likely to provide misleading information or attend when unwell if they perceive there is a greater likelihood that this will be discovered.

Recommendations:

- Consider cost-effective temperature/thermal scanning solution to be applied in a reasonable fashion (e.g. realistic temperature threshold of $\rightarrow 37.9$) more for the purpose of reassurance than eliminating the risk of infected staff and customers.
- Thermal scanning should not be mandatory for the re-opening of businesses.

When should staff be wearing gloves?

The routine wearing of gloves essentially has no role and, in many ways, poses a greater risk than not wearing gloves, particularly if it compromises the ability to perform frequent, effective hand hygiene.

However, the use of gloves in a single use fashion is a very effective risk mitigation strategy in the context of contact with heavily soiled materials such as the cleaning of toilets or contact with potentially contaminated linen.

Recommendations:

- Gloves should be recommended only for specific indications where the prospect of contact with heavily contaminated items is high, such as cleaning of bathrooms or changing of linen.
- Gloves should be considered single use, disposed of appropriately and businesses MUST emphasise that hand hygiene needs to be performed before wearing, and immediately after removal, of gloves.
- Gloves may be supplied for staff clearing tables (and other tasks), though the risk of contact with contaminated parts

of dishes during this process is not considered high. Staff wearing gloves for any process must comply with glove-wearing recommendations above.

Will I have to close my business if a staff member or guest develops symptoms?

Businesses may not be required to close their workplace following a suspected or confirmed case of COVID-19. The possible suspension of operations will depend on factors such as the size of the workplace, nature of work, number of people and suspected areas of contamination in the workplace. The business manager/operator will work with the relevant state health authority and will implement measures recommended by that authority.

What rules are in place for commercial passenger vehicles?

Businesses operating boats, buses and other vehicular tours and transport will comply with social distancing wherever practical, acknowledging that it may be necessary to reduce passenger loads, trip times and distances travelled. Robust pre-screening and complete adherence to enhanced cleaning and hygiene practices is essential.

What if I reopen and don't have a COVID Safe Checklist?

Certain higher risk business types are required to have a signed COVID Safe Checklist for restaurants, cafes, pubs, RSL's, clubs, hotels, beauty and nail salons) www.business.qld.gov.au/running-business/covid-19-restrictions/easing. This is not required if you are not one of these. The COVID Safe Checklist forms part of the Non-Essential Business, Activity and Undertaking Closure Direction made by the Queensland Chief Health Officer under the Public Health Act 2005. Failure to comply with this public health direction can result in an on-the-spot fine of \$1,334.50 for individuals and \$6,672.50 for a business.

Additionally, under Queensland's work health and safety laws businesses are required to identify and manage work health and safety risks including the exposure to COVID-19. You should put in place your own plan to respond to COVID-19 as part of your obligations under Work Health & Safety Legislation.

What is a COVID Safe Plan? How is it different from a COVID Safe Checklist?

Queensland Tourism and Hospitality Industry COVID Safe Plans will be created by an industry at a whole of industry level. [Please click here for a Queensland Tourism and Hospitality COVID Safe Business Plan Template.](#)

They are not mandatory but are encouraged as a way of promoting best practice across numerous sectors and business types. From Stage 2 certain eligible industries, such as restaurants, pubs and clubs will be able to lodge a COVID Safe Plan for that Industry, which if approved by the relevant health authority, will allow businesses compliant with this plan to offer services to an increased number of customers.

How do I arrange COVID testing?

Contact a doctor immediately if you, a staff member, patron or guest have symptoms of COVID-19 such as fever, cough, shortness of breath or sore throat.

Before your appointment, please call ahead and mention your symptoms and travel (or contact) history so they can prepare for your visit.

For further advice you can call 13HEALTH (13 43 25 84).

More questions?

The Queensland Government provides up-to-date information about COVID-19 for the general and business community online. www.qld.gov.au

Need more help? Please contact the friendly QTIC team at info@qtic.com.au

07 ADDITIONAL RESOURCES

Additional helpful resources

- Use the COVID CLEAN checklists developed by the Australian Tourism Industry Council. [Click here](#) for more information. This comprehensive checklist has been developed as part of the Quality Tourism Framework platform. Completing the checklist will give operators access to a national COVID-Clean logo for tourism operators to display. The intention is to reassure travellers of our industry's ability to provide safer experiences as travel restrictions are eased.
- Help strengthen our industry by becoming members of Queensland Tourism Industry Council (QTIC). We are supporting operators during this pandemic with a 100% discounted supporter level membership for the 20-21 financial year. Join here: www.qtic.com.au/membership/join-qtic/
- For business continuity, federal government support and tips to keep your business financially viable, please visit www.business.gov.au/guide/continuing-your-business
- For state government up to date information that covers the roadmap, health information, health directives and general help www.covid19.qld.gov.au
- For FAQ on the QLD government COVID site www.covid19.qld.gov.au/_data/assets/pdf_file/0024/127653/COVID-Safe-FAQ.pdf
- For Queensland Government resources on COVID Safe Business Planning www.covid19.qld.gov.au/government-actions/covid-safe-businesses
- For the Australian Department of Health – Healthdirect Coronavirus Symptom Checker www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker
- For workplace psychological health considerations www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b/workplace-psychological-health-considerations
- For what to do if a worker has COVID-19 www.safeworkaustralia.gov.au/doc/what-do-if-worker-has-covid-19-infographic
- For the COVIDSafe phone app www.health.gov.au/resources/apps-and-tools/covidsafe-app

- For Queensland health updates www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19
- Additional support such as printable posters can be found at www.safeworkaustralia.gov.au/covid-19-information-workplaces

Additional helpful training

- Eligible businesses that have registered for the QTIC micro-credentialing program can access further COVID-19 training. For more information, please visit www.qtic.com.au/workforce-development/micro-credentialing/

We also recommend that you:

- Develop a COVID Risk Register www.safeworkaustralia.gov.au/doc/template-and-example-covid-19-risk-register



**QUEENSLAND
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