QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism

QUEENSLAND TOURISM AND ACCOMMODATION INDUSTRY
COVID-SAFE PLAN

May 2021

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QTIC MESSAGE

The tourism and accommodation 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 accommodation 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 Accommodation industry COVID safe plan*. 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 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 the tourism industry, 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.

The tourism industry 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 tourism 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).

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. All tourism and accommodation 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 COVID SAFETY

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.

- Contact tracing includes all staff, contractors and patrons and must include:
  - **Full name**
  - **Phone number**
  - **Email or residential address**
  - **Date and time of patronage**

- Businesses must be able to provide this information to public health officers within the stated time requested.

- 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.

- Businesses will need to enhance record keeping capacity to store large volumes of data, i.e. pre-screening and contact details for customers and staff, whilst maintaining confidentiality and in compliance with privacy legislation.

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. Comprehensive record keeping systems need to be in place and must be kept for a minimum of 30 days and a maximum of 56 days.

~ Aboriginal or Torres Strait Islander aged over 50 with a material medical condition

Pre-Screening

Require to all patrons, contractors and staff to not enter 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 Queensland declared COVID-19 hotspot or to a Queensland declared Interstate Exposure Venue in the previous 14 days.

Pre-screening 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 advertise (poster/website) the right of refusal of entry and/or service to customers that refuse to comply with the conditions of this COVID safe plan

• 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

~ 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 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, runny nose, vomiting or nausea, loss of smell or taste 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. PHYSICAL DISTANCING & CONTACT TRACING

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 physical distancing aligned to most recent advice from the Chief Health Officer. Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.

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.

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

Contact tracing is critical.

- Contact tracing includes all staff, contractors and patrons and must include:

  - **Full name**

  - **Phone number**

  - **Email or residential address**

  - **Date and time of patronage.**

- Businesses must be able to provide this information to public health officers within the stated time requested. The information should be securely stored, not used for any other purpose, and destroyed after 56 days.

- It is strongly recommended every venue encourages its patrons to download the COVIDSafe app link: https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app

- **The COVIDSafe app is not mandatory.**

- The COVIDSafe app is not an alternative to collecting and retaining contact information.

- 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.

Check In Qld app

- The Queensland Government has developed the *Check In Qld* app which can be used by businesses. This app is not mandatory for all businesses but is one of the tools available for businesses to collect contact tracing information.

- The *Check In Qld* app is mandatory for a range of hospitality venues including restaurants, cafés, pubs, bars and nightclubs.

Period of patronage

- Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.

- Venues should display signage encouraging patrons to sign out.

- Current Queensland Health rules allow:

Occupant density

No more than one person per 2 square metres indoors, outdoor areas do not have density requirements.

- Businesses must provide suitable signage stating maximum occupancy allowed at all indoor entry and exit points.

- Operators of venues / premises must have adequate policies in place to manage and monitor the number of patrons in attendance at the venue/premise at any time so as not to exceed the maximum occupancy allowed under this Plan, considering the different densities allowed for indoor and outdoor areas.

- The policy should include measures (for example the use of area-specific ticketing, wristbands, badging, direct supervision of indoor/outdoor entry and exit points) that will be taken to ensure only the maximum allowable patrons within any indoor area at the venue/premise at any one time.

- Upon request from an Emergency Officer, the operator of the venue/premise must be able to immediately provide the patron occupancy levels at any indoor area within the venue/premise, to the Emergency Officer.

PHYSICAL distancing RECOMMENDATIONS:

- Businesses will implement measures to support a physical distance and to remind individuals of their personal responsibility to maintain a physical distance of 1.5 metres away from other persons who are not part of their household group and will promote regular hand hygiene.

- 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 physical 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 physical 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 physical distancing limitations apply in all elevators and stairwells, including service elevators.

- Businesses will take all possible steps to prevent crowds from gathering.

Transport & leisure travel

- Businesses will practice and promote physical distancing.

  ~ Family/residential groups are permitted to sit in closer proximity but will be advised to maintain distance to other individual and family/residential groups.

- Businesses that are using an approved option in the application of physical distancing in vehicles and vessels, 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 of 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 physical 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 remind guests to maintain a physical distance 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.

Approved Travel Options

Marine Vessels

Live-aboard marine vessels

Live-aboard marine vessels are able to operate for 1 person per 2m2 in sleeping areas, for up to 50 passengers.

Point to point private ferries

Point-to-point private ferries will be required to operate under the same COVID safe requirements as public ferries provided the private ferry service is under three hour travel time. For clarity, these private ferries may operate as:

• 100% of indoor seated capacity provided patrons are in ticketed and allocated seating

• Passengers on day trips are to return to the same seat for the return journey

• Mask wearing is encouraged

• Recommended that only one person per two seats unless sitting in a household or social group.

Round trip day vessels

- A capacity of one person per two square metres based on accessible indoor and outdoor space provided the outdoor space offers protection when inclement weather is expected (e.g. from the sun and rain).

OR

- Up to 100% of indoor seated capacity provided passengers are in ticketed and allocated seating to allow for inclement weather, except the kiosk (e.g. food and beverage kiosk) where passengers must maintain 1.5m

physical distancing from these areas. Operators must also manage the outdoor space to maintain one person per two square metres in these areas.

Private Bus/coach transportation

• Up to 100% of seated capacity provided passengers are in ticketed and allocated seating. Operators must also manage the outdoor/shared spaced to allow for 1.5 metres physical distancing to the extent possible, this would include arrival/departure areas, group staging areas. Mask wearing is encouraged.

OR

• No more than one person per 2 square metres at all times. 1.5 metres physical distancing to be observed to the extent possible.

Trains

Point to point and Round trip Tourism Rail operators (For trips up to 5 hours without disembarking the train):

• Up to 100% of indoor seated capacity provided passengers are in ticketed and allocated seating, except the kiosk (e.g. food and beverage kiosk) where passengers must maintain 1.5 metres physical distancing in these areas. Operators must also manage the outdoor/shared spaces to allow for 1.5 metres physical distancing to the extent possible, this would include arrival/departure areas, group staging areas.

OR

• No more than one person per 2 square metres for indoor areas open to or used by guests or patrons; at all times.

• Observe 1.5 metres physical distancing to the extent possible.

Events

If you are planning to hold an event, an Event Organiser should identify whether there is an Approved COVID Safe Industry, Site-Specific or Professional Sporting Code Plan (Approved COVID Safe Plan) is applicable to your event in whole or in part:

• COVID Safe Industry Plan for specific industries, such as community sports, agricultural shows and hotels

• COVID Safe Site-Specific Plan for the venue in which the event is being held, such as a stadium or convention centre

• COVID Safe Professional Sporting Code Plan for professional sporting events.

For more information on Events please refer to the following link.

• https://www.covid19.qld.gov.au/government-actions/covid-safe-events

Operating under several Approved COVID Safe Plans

• (COVID Safe Industry Plans, COVID Safe Site-Specific Plans, COVID Safe Professional Sporting Plans)

• Interaction between Approved COVID Safe Plans

• If there are multiple industries and/or activities undertaken at a specific venue (e.g. restaurant, premises, gallery, place of worship) several Approved COVID Safe Plans may apply.

If this is the case, apply the following:

• Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.

• Display the COVID Safe Statement of Compliance for the appropriate Plan in each area and implement the Plan's requirements.

Where there is a difference between the Industry Plan and Chief Health Officer's direction

• Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.

Social groups and family groups

• For physical distancing, a social group or family group (see definitions below), will be managed as equivalent to one individual. As with individuals, each social group or family group will be required to maintain appropriate physical distancing from all individuals who are not part of their direct social group or family group, even if travelling together.

Social group – groups of people that arrive together or usually interact together.

Family group – persons who form a familial group or groups up to a maximum of 4 persons.

Accommodation and trip or tours greater than two hours

- Businesses which hire rooms, cabins, caravans, boats and other accommodations for more than two hours will comply with physical 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 physical distancing regulations.

- Businesses will ensure that customers are aware of their obligations to physical 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 physical 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 physical distancing wherever practical, acknowledging that it may be necessary to reduce passenger loads, trip times and distances travelled.

ii. 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,
- handrails,
- 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, alcohol based sanitising 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 (click here).

  ~ 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 and scheduled frequency where practical.

ROUTINE ENVIRONMENTAL CLEANING

Frequently touched surfaces

Door handles, bedrails, tabletops, light switches

- Should be cleaned frequently.

- Detergent solution (as per manufacturer's instructions) can be used, with the exact choice of detergent determined by the nature of the surface and likely degree of contamination.

- Detergent-impregnated wipes may be used but should not be used as a replacement for the mechanical cleaning process.

- Disinfect surfaces following cleaning.

Minimally touched surfaces

Floors, ceilings, walls, blinds, curtains

- Detergent solution/wipes (as per manufacturer's instructions) are adequate for cleaning general surfaces and non-patient care areas.

- Damp mopping is preferable to dry mopping.

- Walls and blinds should be cleaned when visibly dusty or soiled.

- Window curtains should be regularly cleaned in addition to being cleaned when soiled.

- Sinks and basins should be cleaned on a regular basis.

For information on workplace cleaning, please see pages 5-7 OIR COVID Guide which includes information on PPE for cleaning.

https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

* 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 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.

- Businesses will establish and implement procedures which comply with criteria established by Work Safe Queensland 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 physical 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. Business needs to consider how they will support staff through this process, including use of leave entitlements.

- Staff are to be consulted in the developing of COVID-Safe risk assessments and may be represented if required.

- 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 physical distancing can be 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 in a Queensland declared COVID-19 hotspot or to a Queensland declared Interstate Exposure Venue, overseas recently, has been in contact with a case 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. If a staff member falls ill with COVID like symptoms at work, they should be isolated, and masks should be provided. The staff member should be assisted to leave the business and instructed to seek medical advice.

2. 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.

3. 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.

4. 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.

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

05 INDIVIDUAL BUSINESS COVID SAFE PLANS

Each tourism (groups over 50) and accommodation business must have a Queensland Tourism and Accommodation 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 industry approved 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.

The Queensland Tourism Industry Council has produced a COVID safe plan template (attached). The COVID safe plan template guides you through all the mandatory requirements and through the process of producing your COVID safe plan, or you can contact QTIC at info@qtic.com.au for further information about this service.

You are not required to submit your plan for approval, but you are required to use an industry approved plan. It is important to use the correct plan for your business and you may need multiple plans for your business. This is the industry approved plan for tourism

operators and accommodation providers and businesses can opt in by using the principles and plan template provided.

For all other industry approved plans, please click here.

QTIC will regularly monitor effectiveness and new public health advice and review risk management. See Overview and page 2 of OIR COVID Guide: www.worksafe.qld.gov.au

QTIC will communicate broadly to industry any updates to this plan through our communication channels and on our website.

Short term rentals and short-term accommodation (for example, serviced apartments including holiday rentals, holiday accommodation or hosting accommodation provided through online booking platforms)

The person who owns or manages facilities must only allow the number of persons permitted to occupy the premises under a booking, letting or rental agreement to remain at the facility overnight. Owners / managers must ensure that all associated contact tracing requirements are being met.

Facilities that offer shared bathroom or shared kitchen facilities to persons staying at the facility must also have a health management plan and must operate in compliance with the health management plan.

06 FREQUENTLY ASKED QUESTIONS

What must I do for my business to be COVID Safe?

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 relevant business COVID Safe plan. All industry approved COVID Safe plans/checklists may be found here.

If your tourism experience is for less than 50 people, then please click here to go to the approved Tourism Experience Checklist.

If you require a Tourism and Accommodation COVID Safe plan, please download this template: Queensland Tourism and Accommodation 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.

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 business safety measures you have in place, they can report you to PoliceLink or your local council. Queensland Police and Queensland Health can issue fines for individuals and corporations if measures are considered inadequate.

What signage should I display?

In addition to the relevant Statements of Compliance. 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. Simply visit: 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).

Suitable signage must be displayed stating the maximum occupancy allowed, provided the appropriate occupancy density rule is applied. If a venue / premise comprises of indoor and outdoor patron facilities, the additional maximum occupancy signage for each area should be displayed at all entry/exit points for each indoor patron facility.

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:

- 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 physical distancing, irrespective of mask wearing. There can be no compromises of any other rules or regulations on the basis of mask wearing.

- For Current QLD Health advice regarding masks, please click here

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. You could consider checking border passes to confirm that they have not been to a Queensland declared COVID hotspot or to a Queensland declared Interstate Exposure Venue.

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 > 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.

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).

What rules are in place for commercial passenger vehicles?

Businesses operating boats, buses and other vehicular tours and transport must address and comply with approved options within their COVID safe plan, acknowledging that it will 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. 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 an Industry approved COVID Safe Plan and do I need one?

Developing a COVID Safe Business Plan is not a mandatory requirement for all tourism and accommodation businesses.

- For accommodation providers please complete this plan.

There are a number of approved industry plans that may apply to tourism and accommodation businesses. 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 for that area.

Do I need to submit my plan for approval?

No, you do not need to submit your plan for approval, our industry plan has been approved by Queensland Health. Please print and display the compliance statement which you will find included in our plan template.

What are the approved travel options?

Queensland Health have signed off on a list of approved options for a range of unique environments including vessels, buses, boats, trains and other vehicles (Refer page 10.)

07 ADDITIONAL RESOURCES

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 team at QTIC

info@qtic.com.au

For assistance regarding industry plans in general, please contact tourismresponse@dtis.qld.gov.au

Additional and Required Information

• Use the COVID clean checklist 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 2020-21 financial year.

  Join here: www.qtic.com.au/membership/join-qtic/

• TAFE Qld COVID Safe Training

• 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, approved industry plans and general help visit www.covid19.qld.gov.au.

• There is newly published guide (6 August 2020) for Charter Fishing Boat operators-please CLICK HERE

• For the Australian Department of Health – Healthdirect Coronavirus Symptom Checker, go to: www.health.gov.au

• For workplace psychological health considerations visit: www.worksafe.qld.gov.au

• For what to do if a worker has COVID-19 visit: www.safeworkaustralia.gov.au

• 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

• For Queensland Government "Check In APP" https://www.covid19.qld.gov.au/check-in-qld

• Additional support such as printable posters can be found at: www.safeworkaustralia.gov.au

• Plan should include the risk management framework as outlined in page 2 of the OIR COVID Guide under 'Duties under the Work Health and Safety Act 2011' (see here).

- Your plan should state that each stage of risk management, there must be communication, consultation, instruction, training and supervision of workers and their representatives (e.g. HSRs, union representatives) – see Overview and page 2 of OIR COVID Guide here.

Seasonal Workers

- If your tourism or accommodation business transports or accommodates seasonal workers, then you must create a COVID safe plan and a health management plan. Please click here for a link to this plan.

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 http://www.qtic.com.au/workforce-development/mircro-credentialing/

QUEENSLAND TOURISM INDUSTRY COUNCIL

The Voice of Tourism

QUEENSLAND TOURISM AND ACCOMMODATION INDUSTRY
COVID-SAFE PLAN

May 2021

08 QUEENSLAND TOURISM AND ACCOMMODATION INDUSTRY PLAN

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, hostels, backpackers, charter boats, bed and breakfasts and all short stay accommodation including Airbnb.

Note - Caravan parks and camping parks are not required to operate in accordance with an Approved Plan. Existing plans may be used as guidance. Caravan parks and camping parks are required to collect contact information. Occupant density does not apply.

Short term rentals and short-term accommodation (for example, serviced apartments including holiday rentals, holiday accommodation or hosting accommodation provided through online booking platforms)

The person who owns or manages facilities must only allow the number of persons permitted to occupy the premises under a booking, letting or rental agreement to remain at the facility overnight. Owners / managers must ensure that all associated contact tracing requirements are being met.

Facilities that offer shared bathroom or shared kitchen facilities to persons staying at the facility must also have a **health management plan** and must operate in compliance with the health management plan.

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 then you must create a COVID safe plan and a health management plan.

Occupant density and physical distancing at restricted residential facilities

The following occupant density is required at restricted residential facilities:

- No more than one person per 4 square metres* for sleeping areas

   *Excluding 'family groups' and 'social groups'

- No more than one person per 2 square metres for indoor common areas open to or used by guests

To ensure physical distancing, separate beds* so that they are at least 1.5 metres from other beds from all sides

   *Excluding the sole use of 'family groups' and 'social groups'

   * Excluding bunk beds where the top and bottom are less than 1.5 metres apart

Developing a COVID Safe Business Plan is **a mandatory requirement** for all tourism (groups over 50) and all accommodation businesses.

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

• For tourism experiences over 50, please complete this plan.

You must collect customer information for contact tracing requirement.

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 [including Directions on Movement and Gathering](#) .. QTIC will publish broadly to the industry any amendments to this approved industry plan, including an up to date version on our website.

Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.

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:

CHECKLIST OF REQUIREMENTS

Capacity-what are my maximum numbers?

_____

☐ Take your floor area (sqm) divide by 2 (accommodation providers do not have to limit total customer numbers)

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

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.

COVID Risk Register (RECOMMENDED)

☐ I have developed a COVID 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

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.

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.

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.

CRITERIA

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.

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.

TIPS:

- Think about record keeping and how you will manage this? Records must be kept safe and secure for a minimum of 30 days up to a maximum of 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 or residential address
- ✓ Tour Name/Trip record (transport only)
- ✓ Date and time of entry and estimated exit time 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.

- 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.

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.**

- **You may use the Queensland Government 'Check In Qld APP'.**

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 and 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	

	Describe what you will do	Resources required	Who is responsible?	Completed
	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. can you export this data into a weekly report?		

	Describe what you will do	Resources required	Who is responsible?	Completed
	e.g. do you have a register for suppliers/contractors/visitors.	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. And need to be provided to the Authorities in the stated timeframe.		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.			

	Describe what you will do	Resources required	Who is responsible?	Completed
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		

	Describe what you will do	Resources required	Who is responsible?	Completed
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
	e.g. A request that customers do not attend the premises if they are unwell will be issued to all confirmed bookings.			

	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. 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	

	Describe what you will do	Resources required	Who is responsible?	Completed
	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	e.g. In accommodation, you may reserve the right to remove the guest from the premises, call the police.	e.g. Review policies	Staff to alert Management	

	Describe what you will do	Resources required	Who is responsible?	Completed
customers/passengers? **For example, other passengers might get agitated if a passenger/customer falls ill or starts coughing.**	e.g. On a tour/trip you may return to the closest town/port to seek support from the police if required.	e.g. List of emergency contacts kept handy by all staff		
	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.

PHYSICAL Distancing – GENERAL PROTOCOLS:

	Describe physical distancing protocols enforced	Resources required	Who is responsible?	Completed
How will you maintain correct density • No more than one person per 4 square metres* for sleeping areas *Excluding 'family groups' and 'social groups' • No more than one person per 2sqm at indoor spaces open to or used by guests. (Note: There is no limit on the number of total customers for accommodation providers, however you must only allow the number of people permitted to occupy the premise under a booking to stay overnight. For any additional guests visiting the premise (e.g. an individual apartment or short-term rental), current gathering restrictions apply.)	e.g. I have measured my indoor areas and calculated my maximum capacity.	Tape measure/floor markers/floorplan	e.g. Manager	
Where necessary, how will you **adapt your booking and opening**	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	

	Describe physical distancing protocols enforced	Resources required	Who is responsible?	Completed
hours to spread out customer and staff numbers across service hours?	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			
How will you **manage areas** such as entries/exits/queues and other areas where bottlenecks may emerge?	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		

	Describe physical distancing protocols enforced	Resources required	Who is responsible?	Completed
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.			

	Describe physical distancing protocols enforced	Resources required	Who is responsible?	Completed
	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 to find an approved industry plan/checklist.			
Accommodation				

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. 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, Vehicles				
e.g. Front viewing deck	e.g. Businesses will ensure that seating in vessels will be spaced to adhere to an approved option.	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		

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. 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		
Attractions				
e.g. Amusement rides	e.g. Businesses will ensure that seating on indoor amusement rides and in indoor theatre settings will be spaced to adhere to the 1 per two square metre rule.	e.g. New protocols written		

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. 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 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 sanitiser 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.			

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
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.			

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
	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 (allocated and marked areas for baggage storage, windows opened for ventilation, cleaning/hand sanitiser 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.			
Restaurant/Pub/Beauty Salon/day spa/Charter Fishing operators	Must have a separate approved industry plan/checklist. Please click here to find an approved industry plan/checklist.			
Vehicles and 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 a capacity of 1 per 2sqm of indoor space	e.g. Posters outlining physical distancing rules	Manager/driver with staff consultation	

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
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		
Day spa facilities and services	Must have a separate approved industry plan/checklist. Please click here to find an approved industry plan/checklist			
Attraction – outdoor				

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
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 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.

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 sanitiser	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						

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
	e.g. Countertop and tables	e.g. Staff are directed to sanitise 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	

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
	e.g. common areas	e.g. suppliers of soap and alcohol-based sanitiser 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 to find an approved industry plan/checklist.				
Picnic Lunches/tour lunches						

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
		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	e.g. at X intervals, increasing during peak periods	e.g. Disinfectant spray and a clean cloth	e.g. Overseen by supervisory staff	

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
		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.				
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.				

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
		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 sanitiser will be checked and refreshed at frequent intervals.				
Tour Vehicle						

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
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 sanitiser will be checked and refreshed at frequent intervals.				

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
Hire equipment						
e.g. Snorkelling 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 sanitiser 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		Complete Checklist for vehicles/vessels under 50				

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
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.				

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
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					

Add /remove cells as required	Provide details of additional measures implemented to protect staff?	Frequency	Resources required	Who is responsible?	Completed
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	

Add /remove cells as required	Provide details of additional measures implemented to protect staff?	Frequency	Resources required	Who is responsible?	Completed
	e.g. TAFE QLD COVID Safe Mandatory training for dining within two weeks of starting employment		TAFE Qld website		
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				

Add /remove cells as required	Provide details of additional measures implemented to protect staff?	Frequency	Resources required	Who is responsible?	Completed
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, records must be kept safe and secure for a minimum of 30 days up to a maximum of 56 days and 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 sanitisers, 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,			Manager with staff consultation	

Add /remove cells as required	Provide details of additional measures implemented to protect staff?	Frequency	Resources required	Who is responsible?	Completed
	• 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.				

ADDITIONAL WORKPLACE HEALTH & SAFETY MEASURES:

	Additional protocols in place to protect staff and customers	Frequency	Resources required	Who is responsible?
Mandatory Contact Tracing requirements				
	Contact information must be kept for patrons, contractors, and staff. This information must include:			

	Additional protocols in place to protect staff and customers	Frequency	Resources required	Who is responsible?
	Name Phone number Email/home address Date Time of entry (and time of exit where feasible) If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request. The information should be securely stored, not used for any other purpose, and destroyed after 56 days.			
Reminder Announcements				
	e.g. Regular reminder announcements regarding hygiene & physical distancing			Driver/tour guide/pilot/ manager
Tour vehicles				

	Additional protocols in place to protect staff and customers	Frequency	Resources required	Who is responsible?
	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			

	Additional protocols in place to protect staff and customers	Frequency	Resources required	Who is responsible?
	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 Queensland declared COVID-19 hotspot or to a Queensland declared Interstate Exposure Venue • in the previous 14 days.			

	Additional protocols in place to protect staff and customers	Frequency	Resources required	Who is responsible?
	The list of Queensland declared COVID-19 hotspots can be found here: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19 Queensland declared Interstate Exposure Venue may be found at: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing Conditions of entry signage may be displayed.			

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 of 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 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 Queensland declared COVID hotspot or to a Queensland declared Interstate Exposure Venue 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.

QUEENSLAND TOURISM INDUSTRY COUNCIL