

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

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

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

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

•For tourism experiences up to 50 people-please complete the checklist. Click here for Tourism Industry Approved Checklist.

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

•For accommodation providers (over 20 & max capacity based on 1 person per 4 square metres), please complete this plan.

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

All businesses must continue to comply with Workplace Health and Safety Queensland (WHSQ),COVID Safe Checklist & health management plan where appropriate requirements e.g. restaurants and beauty salons.

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

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

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

|  |  |
| --- | --- |
| **Business name:** | |
| **Date completed:** | |
| **Date distributed:** | |
| **Acknowledged by staff:** | |
| Name: | Signed: |
| **Manager approval** | |
| Manager name: | Manager signed: |
| **Revision date Plan: Revision Date WHS Risk:** | |
| **Review - Manager approval** | |
| Manager name: | Manager signed: |

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

# Checklist of requirements:

## Capacity-what are my maximum numbers?

## *(Reminder the rule: 1 person to 4 square metres)*

*Example: 260 SQM inside and 40 Sqm outside – Total 300 Sqm – (one person per 4 sqm ruling) equals to 75 people total.*

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

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

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

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

## Workplace Health & Safety-MANDATORY

I have developed a [Workplace Health and Safety Plan](https://qticau.sharepoint.com/businessdevelopment/Accreditation/COVID%20Modules/COVID%20SAFE%20DOCS%20for%20designer/WEBSITE%20FINALS/%5bhttps:/www.worksafe.qld.gov.au/coronavirus?utm_source=campaign+homepage&utm_medium=website&utm_content=covid-19+title+link&utm_campaign=novel+coronavirus+2019%5d) 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. [<https://www.worksafe.qld.gov.au/coronavirus?utm_source=campaign+homepage&utm_medium=website&utm_content=covid-19+title+link&utm_campaign=novel+coronavirus+2019>]

## Compliance statement-MANDATORY

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

## COVID Risk Register (RECOMMENDED):

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

## COVID Vulnerable Worker Risk assessment

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

Please document here:

* Approved Option\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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* Approved Option\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The above requirements have been signed off by management:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 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.

# TIPS

* Think about record keeping and how you will manage this? Records must be kept safe and secure for **two months (56 days)**. Can you automate this process by utilising existing online booking systems to collate this data? How will you record details for any ‘walk-ins’.
* Your record keeping needs to be scalable to accommodate two full months of data for customers and staff. Keeping in mind confidentiality and privacy of individuals data.

• 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 home address
* Tour Name/Trip record (transport only)
* 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 social 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](http://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b/workplace-psychological-health-considerations).

* Can you minimise the number of staff having contact with contractors, delivery staff and other visitors to your business? Are there any contactless solutions?
* You will also need to maintain records of risk management in COVID safe processes, records of training in COVID safe practices and procedures, any hazard checklists, worksheets, assessment tools, who you consulted with, how and when the control measures were implemented, monitored and reviewed, any plans for changes.

# APPROVED OPTIONS FOR TOURISM EXPERIENCES (50+ PEOPLE)

*In the unique circumstances of tourism operators, it may not be practical to maintain the one person per four square metre rule.*

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

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

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

 Allow for & maintain a social distance of 1.5 metres between individuals. Please calculate your capacity based on a social distance of 1.5 metres between individuals. Note a family group may be seated together.

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

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

 Most people who attend tourism experiences in Queensland will be familiar with this social distancing guideline and will likely have exhibited this behaviour prior to attendance. It is therefore anticipated that compliance by both businesses and customers will be high, and mutually well-supported/enforced.

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

**Precedents:**

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

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

**APPROVED OPTIONS FOR TOURISM TOURS (GROUPS 50+)**

**Seat allocation and social distancing in enclosed vehicles/vessels**

* If the vehicle/vessel seating arrangement makes 1.5m social distancing possible, then every effort should be made to ensure this is the case
* The operator is to control the allocation of seating to facilitate a 1.5 metre social distance. E.g. allocate spare seats/rows, creating the gap.
* If the vessel has an outdoor & indoor capacity, then you must consider the event of inclement weather and allow for this possibility when determining capacity & seating plans to ensure that a social distance of 1.5 metres is maintained if people are forced inside.
* Where the vessel contains fixed seating and the seats are less than 1.5m apart, the allocation of seats should occur such that social distancing is maintained.
  + The specifics of how this would be implemented depends on the seating arrangements of the vehicle and the projected occupancy
  + Suggested measures include outlining a planned order of ticket sales/seat filling that maximises physical distancing.
* If the vehicle has a combination of enclosed and open-air seating, the open-air seating should be maximised (weather/conditions permitting) before the indoor seating is utilised.
* Social distancing should be enforced in waiting areas and boarding/disembarking queues and unidirectional flows should be encouraged to limit the possibility of face-to-face contact
* Drivers/pilots and staff should be at least 1.5m from passengers at all times unless a specific situation arises in which this is not possible
* For drivers/pilots potentially exposed to high volumes of customers, physical barriers (sneeze guards) should be considered

**Travel times in enclosed vehicles/vessels**

* Travel times in enclosed vehicles/vessels will be restricted to two hours maximum before a break to clean the vehicle
* Time within the confines of the vehicle should be limited as much as possible. If there are stops during which it is safe and practical to disembark then passengers should be encouraged to do so – and at least every two hours
* During any periods where passengers have disembarked the vehicle, social distancing needs to once again be enforced.
* Passengers will leave the vehicle while it is cleaned (as a restaurant table setting would be after a sitting.
* Passengers can continue their journey for another maximum of two hours after each time the vehicle has been cleaned.

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

* If the vehicle/vessel seating arrangement makes 1.5m social distancing possible, then every effort should be made to ensure this is the case.
* Where an open-air vehicle/vessel contains fixed seating and the seats are less than 1.5m apart, the allocation of seats should occur such that social distancing is safely prioritised.
* The specifics of how this would be implemented depends on the seating arrangements of the vehicle and the projected occupancy.
* Suggested measures include outlining a planned order of ticket sales/seat filling that maximises physical distancing.
* If the vehicle has a combination of enclosed and open-air seating, the open-air seating should be maximised (weather/conditions permitting) before the indoor seating is utilised.
* Social distancing should be enforced in waiting areas and boarding/disembarking queues and unidirectional flows should be encouraged to limit possibility of face-to-face contact.
* Drivers and staff should be at least 1.5m from passengers always unless a specific situation arises in which this is not possible.
* For drivers potentially exposed to high volumes of customers, physical barriers (sneeze guards) should be considered.

# Pre-Screening:

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

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

* In addition to identifying potential infection, tourism businesses have an important role to play in supporting health authorities in contact tracing as required.
* Maintenance of effective records, survey/questionnaire responses and other customer information may be vital in the community response to COVID-19. Records including pre-screening and contact details must be kept for a two-month period.
* Pre-screening also helps to increase staff and customer confidence that they are safe.
* **Use of government COVID-safe app is encouraged BUT does not replace pre-screening requirements.**

## Pre-screening protocols – GENERAL:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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. 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. All staff have undergone any mandatory or supported training in new protocols and pre-screening procedures.* | *e.g. Content for website, web development time*  *e.g. Documented pre-screening procedures and questionnaire*  *e.g. Resources for training* | *e.g. Manager & Marketing Officer*  *e.g. Manager, and ALL staff adherence to protocols*  *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. Staff are required to sign in and sign out with date and time at commencement and end of each shift.*  *e.g. record keeping strategy of guests/customers that is secure and allows for the volume of for two months*  *e.g. do you have a register for suppliers/contractors/visitors* | *e.g. Full staff register can be found in Manager’s office.*  *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. does your online booking process need extra fields to capture data*  *e.g. can you export this data into a weekly report?*  *e.g. can staff collect this information & collate* | *e.g. Manager*  *e.g. Manager*  *e.g. receptionist* |  |
| How will you ensure compliance with relevant **privacy regulations**? | *e.g. Details will be recorded but not shared unless specifically requested by government for purposes of public health.*  *e.g. ALL staff are trained on privacy regulations. Procedures include [example]* |  | *e.g. manager* |  |
| 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.*  *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.* | Posters, staff updates, email reminders, regular staff meetings and communications | Manager (consult with staff) |  |
| 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*  *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).* |  | Manager (consult with staff) |  |
| 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.*  *e.g. Each team member will sign a declaration when signing in for each shift.*  *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* | Supervisor/Manager  (consult with staff) |  |
| How will the business manage an unwell staff member? | *e.g. Designated isolation area*  *e.g. PPE for staff who need to attend*  *e.g. Notify 13Health*  *e.g. call next of kin/ assist with transport*  *e.g. supply a mask to unwell staff member* | *e.g. Review first aid procedures to ensure PPE for staff* | *Staff to alert management* |  |
| Record any other measures that you are taking here |  |  |  |  |

## Pre-screening protocols for CUSTOMERS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Describe what you will do:** | **Resources required:** | **Who is responsible?** | **Completed** |
| How will you ensure **customers do not attend the premises if they are unwell**? | *e.g. A request that customers do not attend the premises if they are unwell will be issued to all confirmed bookings.*  *e.g. Posters outlining the request will be placed at the entrance to the premises.* |  |  | ☐ |
| How will you **protect vulnerable customers** from infection? | *e.g. Vulnerable customers (those who are identified as ‘at-risk’) are recommended not to attend the premises until QLD Health advises it is safe to do so.*  *e.g. 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. Advice available publicly via website and in booking information.*  *e.g. Staff training has covered vulnerable customer protocols.* | *e.g. All staff* | ☐ |
| 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. posters at entry points reminding customers that they must declare any symptoms prior to entry/boarding* | *e.g. Thermal temperature scanner*  *e.g. automated emailed questionnaire sent prior to departure-IT update* | *e.g. Overseen by management with cooperation of all staff* | ☐ |
| 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.* |  |  |  |
| How will the business manage an unwell customer? | *e.g. Designated isolation area*  *e.g. supply a mask for symptomatic individual & those within 1.5 metres*  *e.g. supply masks for all*  *e.g. PPE for staff who need to attend*  *e.g. Notify 13Health* | *e.g. Review first aid procedures to ensure PPE for staff* | *Staff to alert management* | ☐ |
| How will your team cope with aggressive customers/passengers? **For example, other passengers might get agitated if a passenger/customer falls ill or starts coughing.** | *e.g. In accommodation, you may reserve the right to remove the guest from the premises, call the police*  *e.g. On a tour/trip you may return to the closest town/port to seek support from the police if required*  *e.g. staff training in conflict resolution*  *e.g. review staff procedures to outline clear steps that staff must follow*  *e.g. engage counsellors for staff in the event of a serious/distressing incident* | *e.g. review policies*  *e.g. list of emergency contacts kept handy by all staff*  *e.g. training resources-see pg 8 of OIR COVID guide for information & guidance-*[*click here*](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf)  *e.g. Lifeline Counselling* | *Staff to alert management* | ☐ |
| Record any other measures that you are taking here |  |  |  |  |

**Social 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 social distancing aligned to most recent advice from the Chief Health Officer.

It is the responsibility of each business owner/operator to remain up to date with health advice and to ensure compliance, above and beyond the details outlined in this document.

The following social distancing recommendations and practices apply to ALL business operators, staff, customers, and visitors.

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

## Social distancing – GENERAL PROTOCOLS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Describe social distancing protocols enforced:** | **Resources required:** | **Who is responsible?** | **Completed** |
| How will you maintain a density of no more than one person per four square metres of floor space | *e.g. I have measured my indoor and outdoor areas and calculated my maximum capacity* | *tape measure/floor markers/floorplan* | *e.g. Manager* |  |
| Where necessary, how will you adapt your booking and opening hours to spread out customer and staff numbers across service hours? | *e.g. Businesses will arrange groups or sessions such that if an infected party was to attend, the group required to be contacted is significantly reduced.*  *e.g. Businesses will ensure signage (including opening times, directions, and capacity signage) are adapted to facilitate social distancing and displayed prominently.* | *e.g. Update booking systems*  *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 & an exit arrow on the right and may have created a barrier between the two.*  *e.g. I have marked on the floor reminders of a social distance*  *e.g. I have posters up asking customers to maintain a social distance*  *e.g. I have roped the entry/check points*  *e.g. I have timed entry into my attraction*  *e.g. I will direct boarding by calling customers names and will commence boarding from back of the vehicle* | *e.g. tape and tape measure*  *e.g. Informational posters outlining social distancing and hygiene protocols*  *e.g. a timed ticket*  *e.g barrier ropes* | *e.g. Manager with staff consultation* |  |
| Have you updated and reviewed your evacuation plans to allow for an orderly evacuation with social distancing measures? | *e.g. review policy*  *e.g. update fire warden training*  *e.g. update & display new fire & building evacuation diagram & 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. Face-to-face contact should be limited to 15 minutes where possible.*  *e.g. Staff and customers should not be in an enclosed space, with social distancing rules applied, for more than two hours where practical.*  *e.g. Technology will be used to minimise the risk of exposure.*  *e.g. Ensure that staff and customers always adhere to allocated seating plans.*  *e.g. The business will comply with all directions relating to room capacity and numbers.* | *e.g. updates to systems*  *e.g. updates to policies*  *e.g. new protocols written*  *e.g. revised seating plans with allocated seating and physical distancing marked on seating plan* | *e.g. Manager with staff consultation* |  |

## Social distancing protocols for STAFF:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Identify nature of all areas of business activity:**  ***(Add new cells as required - Remove cells that do not apply)*** | **Describe how you will maintain social distancing:** | **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/ (consult with staff)* |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Restaurant/Pub/Beauty Salon/day spa*** | *Must have a separate approved industry plan/checklist. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist.* |  |  |  |
| ***Tour Vehicles*** |  |  |  |  |
| *e.g. (6-seater 4WD)*  *e.g. (12-seater mini-bus)*  *e.g. (48-seater coach)* | *e.g. Businesses will ensure that seating in vehicles will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *e.g. Time within the confines of the vehicle will be limited wherever practical.*  *e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.*  *e.g. all staff are to maintain a social distance from others*  *e.g. Where practical, physical barriers in the form of sneeze shields and other like barriers could be installed in confined spaces for staff and guest interactions.* | *e.g. policy/procedure updates* | *Manager/ (consult with staff)* |  |
| ***Accommodation*** |  |  |  |  |
|  | *e.g. Staff (incl. cleaning staff) are instructed not to enter guest rooms while guests are present unless in an emergency, precautions for social distancing and cleaning/hygiene will be followed where staff are required to enter guest rooms in their presence.*  *e.g. Room service deliveries are to be delivered following no contact principles.*  *e.g. all staff are to maintain a social distance from others* | *e.g. policy/procedure updates*  *e.g. revised any communal seating plans/arrangements* | *Manager/ (consult with staff)* |  |
| ***Tour vessels*** |  |  |  |  |
| *e.g. Front viewing deck*  *e.g. Indoor saloon area* | *e.g. Businesses will ensure that seating in vessels will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *e.g. Time within the confines of the vehicle will be limited wherever practical.*  *e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.*  *e.g. all staff are seated to maintain a social distance from others*  *e.g. all staff are to maintain a social distance from others* | *e.g. policy/procedure updates*  *e.g. updates to systems*  *e.g. updates to policies*  *e.g. new protocols written*  *e.g. revised seating plans with allocated seating and physical distancing marked on seating plan* | *Manager/ (consult with staff)* |  |
| ***Scenic Flights/Hot air balloons*** |  |  |  |  |
|  | *e.g. Businesses will ensure that seating on scenic flights will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *e.g. Time within the confines of the aircraft/helicopter/hot air balloon will be limited wherever practical.*  *e.g. all staff are seated to maintain a social distance from others*  *e.g. promote family bookings* | *e.g. policy/procedure updates*  *e.g. new protocols written*  *e.g. revised seating plans with allocated seating and physical distancing marked on seating plan* | *Manager/ operator (consult with staff)* |  |
| ***Attraction - outdoor*** |  |  |  |  |
| *e.g. Amusement rides* | *e.g. Businesses will ensure that seating on amusement rides and in theatre settings will be spaced to adhere to the 1 per four square metre rule*  *e.g. 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 social distance from others* | *e.g. new protocols written*  *e.g. revised allocated seating and physical distancing marked on seating plan* | *e.g.* |  |
| ***Attractions –***  *e.g. Museum*  *e.g. Art Gallery*  *e,g, zoos and aquaria* | *Must have a separate approved industry plan. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist.* |  |  |  |
| Record any other measures that you are taking here |  |  |  |  |

## Social Distancing protocols for CUSTOMERS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Identify nature of all areas of business activity:**  ***(Add new cells as required - Remove cells that do not apply)*** | **Describe how you will maintain social 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/multi-purpose room* | *e.g. Businesses will encourage and support social distance reminders* | | *e.g. Posters, hand sanitizer etc.* | *e.g. Monitored by reception and cleaning staff* |  |
| *Shared facilities* | *NOTE: Facilities, such as swimming pools, barbecue areas and shared spaces, must comply with government health regulations specific to those functions.* | |  |  |  |
| *e.g. Toilets* | *e.g. Use tape markers on floor to guide entry and exit and may include barriers to separate*  *e.g. Queue markers must not exceed the capacity of the room* | | *e.g. floor stickers*  *e.g. roped queues/posters reminding of social distancing guidelines* | *e.g. Monitored by ground and cleaning staff* |  |
| *e.g. Swimming Pool/Spa* | *Follow QLD Government guidelines* | |  |  |  |
| ***Accommodation*** |  | |  |  |  |
| *Shared accommodation*  *e.g. 8-bed dorm*  *e.g. charter boat* | e.g. *Businesses will ensure that social distancing adhered to between separate groups of guests wherever it is possible and practical to do so. Implement and detail strategies to do so in shared facilities and common areas.*  *e.g. Family/residential groups are permitted to share the same accommodation but will be advised to maintain distance to other individual and family/residential groups outside of their allocated accommodation.*  *e.g. Shared dormitories accommodating individuals travelling separately must be large enough to accommodate adequate social distancing. Detail strategies implemented to manage social distancing in shared dormitories (e.g. one guest per bunk, allocated and marked areas for baggage storage, windows opened for ventilation, cleaning/hand sanitizer products available for guest use etc)*  *e.g. Seasonal workers have to be accommodated separately with separate communal facilities and must have a* [*health management plan.*](https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/seasonal-workers) *(See pg 23 of pdf)*  *e.g. accommodation with shared communal facilities e.g. backpackers and hostels must create a COVID Safe plan and a health management plan* | |  |  |  |
| *Private accommodation*  *e.g. holiday apartments/ short term accommodation/Airbnb/* | *e.g. Businesses will ensure that social distancing adhered to between separate groups of guests wherever it is possible and practical to do so. Implement strategies to do so in shared facilities and common areas.*  *e.g. Family/residential groups are permitted to share the same accommodation but will be advised to maintain distance to other individual and family/residential groups outside of their allocated accommodation.* | |  |  |  |
| ***Restaurant/Pubs/Cafes/Beauty spa/day spa*** | | *Must have a separate approved industry plan/checklist. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist.* |  |  |  |
| ***Tour vehicles*** | |  |  |  |  |
| *e.g. (6-seater 4WD)*  *(12-seater mini-bus)*  *(48-seater coach)* | | *e.g. Businesses will ensure that seating in vehicles will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *e.g. 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 vehicle will be limited wherever practical.*  *e.g. Passengers encouraged to minimise movement while the vehicle is in transit and stagger departure and gathering events (e.g. briefings) to reduce groupings and queuing.*  *e.g. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.* | *e.g. Posters outlining social distancing rules*  *e.g. Driver/Guide announcement and reminders* | *Manager/ driver (consult with staff)* |  |
| ***Vessels*** | |  |  |  |  |
| *includes Whale watching vessel,*  *Dive, marine, boat & fishing tours*  *e.g. Front viewing deck*  *e.g. Indoor saloon area* | | *e.g. Businesses will ensure that seating in vessels will be spaced to adhere to the will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *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. Posters outlining social distancing rules*  *e.g. Skipper announcement and reminders* | *Manager/ driver (consult with staff)* |  |
| ***Scenic Flights/Helicopters/balloon rides*** | |  |  |  |  |
|  | | *e.g. Businesses will ensure that seating in aircraft (including scenic flights, scenic helicopters flights & scenic balloon rides) will be spaced to adhere to* ***an approved option*** *or to the 1 per four square metre rule*  *e.g. encourage family group bookings*  *e.g. Time within the confines of the aircraft will be limited wherever practical.*  *e.g. Passengers encouraged to minimise movement whilst the aircraft is in the air and stagger departure and gathering events (e.g. briefings) to reduce groupings and queuing.*  *e.g. Family/residential groups are permitted to sit in closer proximity but will be allocated seating to maintain distance to other individual and family/residential groups.* | *e.g. Posters outlining social distancing rules*  *e.g. Pilot/operator announcement and reminders* | *e.g. pilots/operators*  */managers* |  |
| ***Day spa facilities and services*** | | *NOTE: Must have a separate approved industry/checklist plan. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist for beauty salons/day spas.* |  |  |  |
| ***Attraction - outdoor*** | |  |  |  |  |
| *e.g. Amusement rides* | | *e.g. Create one directional traffic flow through venue*  *e.g. Use cue markers to indicate spacing for social distancing*  *e.g. encourage family group bookings* | *e.g. Use cue markers to indicate spacing for social distancing* | *Manager/ driver (consult with staff)* |  |
| ***Attractions –***  *e.g. Museum*  *e.g. Art Gallery*  *e,g, zoos and aquaria* | | *Must have a separate approved industry plan. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist.* |  |  |  |
| Record any other measures that you have implemented here | |  |  |  |  |

# Cleaning and Hygiene

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

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

## Cleaning and hygiene RECOMMENDATIONS:

* Businesses will promote frequent and effective hand washing by all staff, customers, and visitors.
* Businesses will have cleaning and disinfect products readily available with instructions on safe & effective cleaning & disinfecting procedures.
* Businesses will ensure adequate time and resources are provided for enhanced cleaning procedures to be undertaken.
* Businesses will ensure appropriate training for staff to implement enhanced cleaning procedures in line with contemporary practice.
* Businesses must have alcohol-based hand sanitiser and or hand washing facilities with soap readily available to staff and customers for regular use.
* Visit pages 5-7 the OIR COVID Guide for instructions on use of PPE in cleaning-[click here.](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf)

TIP: IF YOU HAVE USED THE FREE COMPREHENSIVE [COVID CLEAN](https://www.qtic.com.au/about/covid-19-support/covid-clean/) PRACTISING BUSINESS MODULE, APPEND YOUR CLEANING CHECKLISTS TO THIS PLAN TO ADDRESS THIS SECTION.

## Cleaning and Hygiene Register:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Identify all areas of business activity:**  ***(Add new cells as required - Remove cells that do not apply)*** | **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. electronic devices (EFTPOS, keyboard, mouse, phone)* | *e.g. Touchless solutions are used where possible.*  *e.g. Alcohol based hand sanitiser is available for guest use at the service counter.*  *e.g. suppliers of soap and alcohol based hand sanitiser will be checked and refreshed at frequent intervals* | *e.g. Always* | *e.g. Hand sanitizer*  *e.g. at X intervals, increasing during peak periods* | *e.g. Receptionist* |  |
| ***Staff room*** |  |  |  |  |  |  |
|  | *e.g. counter-top and tables*  *e.g. appliances (microwave, kettle, fridge)* | *e.g. Staff are directed to sanitize surfaces using single use disinfectant wipes or disinfectant spray and a clean cloth before and after every use.*  *e.g. Appliances are wiped down with disinfectant wipes/spray and a clean cloth regularly, especially during peak use periods* | *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. at X intervals, increasing during peak periods* | *e.g. all staff, monitored by supervisor* |  |
| ***Shared facilities*** |  |  |  |  |  |  |
|  | *e.g. bathrooms (surfaces, taps, dispenser, door handles/locks etc)*  *e.g. common areas* | *e.g. High touch surfaces are wiped down regularly using alcohol based disinfectant wipes.*  *e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals*  *e.g. Brochures and flyer displays are accompanied by a poster requesting items touched not be returned to the display* |  | *e.g. Disinfectant wipes*  *e.g. Instructional poster for display* | *e.g. Cleaner*  *e.g. manager (consult with staff)*  *e.g. Manager* |  |
| ***Café/restaurant/day spa/pub*** |  | *Must have a separate approved industry plan. Please* [*click here*](http://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) *to find an approved industry plan/checklist.* |  |  |  |  |
| ***Picnic Lunches/tour lunches*** |  |  |  |  |  |  |
|  |  | *e.g. individually packed with eco-friendly disposable packaging & cutlery*  *e.g. no shared food or condiments*  *e.g. one staff member to distribute*  *e.g. individual rubbish bags*  *e.g. must be eaten outside where possible/practical*  *e.g. no food to be consumed on bus*  *e.g. stops need to have hand washing/alcohol based hand sanitising facilities prior and post consuming of food* |  |  | *Manager/ driver/skipper (consult with staff)* |  |
| ***Accommodation*** |  |  |  |  |  |  |
|  |  | *e.g. Detail enhanced cleaning practices implemented for room cleaning and guest facilities during guest stay and following departure*  *e.g. staff to have PPE available if required & have training on how to properly use their PPE* | *e.g. at X intervals, increasing during peak periods* | *e.g. Disinfectant spray and a clean cloth* | *e.g. Overseen by supervisory staff* |  |
| ***Tour Vessel*** |  |  |  |  |  |  |
| *e.g. Managing hygiene and infection control on vessels* | *e.g. Tabletop surfaces, service counter, handrails, seats etc.* | *e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding.*  *e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.*  *e.g. Businesses will ensure that appropriate cleaning and disinfecting products are available on the vehicle/vessel.*  *e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark/go diving*  *e.g. staff on vessels to have PPE available & have training on how to properly use their PPE*  *e.g. individual rubbish bags supplied for used tissues and other waste*  *e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals* | *e.g. at X intervals, increasing during peak periods* | *e.g. Disinfectant spray and a clean cloth* | *e.g. Overseen by supervisory staff* |  |
| ***Tour Vehicle*** |  |  |  |  |  |  |
| *e.g. Managing hygiene and infection control in tour vehicles* |  | *e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding.*  *e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.*  *e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark*  *e.g. Businesses will ensure that appropriate cleaning & disinfecting products are available on the vehicle/vessel.*  *e.g. individual rubbish bags supplied for used tissues and other waste*  *e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals* | *e.g. at X intervals, increasing during peak periods* |  | *e.g. Bus driver/tour staff* |  |
| ***Hire equipment*** |  |  |  |  |  |  |
| *e.g. Snorkeling equipment* |  | *e.g. Equipment is cleaned as per manufacturer instructions, with the strongest disinfectant suitable to the product (i.e. not harmful to humans).*  *e.g. Allocation of personal wetsuit/snorkel and dive gear – not to be shared during trip and sterilised after every user*  *e.g. use of hand sanitizer before handing out equipment* | *e.g. After every use, at the end of the trip, prior to commencing trip* | *e.g. cleaning product, warm water, bucket* | *e.g. Tour guides* |  |
| ***Scenic Flights/Hot air balloons*** |  |  |  |  |  |  |
|  |  | *e.g. Hand hygiene will be enforced upon entry and businesses will provide a mechanism whereby this is observed and literally enforced prior to/upon boarding.*  *e.g. Businesses will undertake enhanced cleaning between trips with particular attention to high-touch surfaces.*  *e.g. Businesses will ensure that appropriate cleaning products and disare available on the vehicle/vessel.*  *e.g. high touch points/seating/rails to be cleaned during trip when passengers disembark*  *e.g. individual rubbish bags supplied for used tissues and other waste*  *e.g. suppliers of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals* | *e.g. at X intervals, increasing during peak periods* |  | *Pilots and crew* |  |
| ***Attraction - outdoor*** |  |  |  |  |  |  |
| *e.g. Amusement rides* | *e.g. handrails, seating, interactive displays, amusement rides etc.* | *e.g. Detail enhanced cleaning practices for outdoor* attractions.  *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* | *e.g. at X intervals, increasing during peak periods* | *e.g. Disinfectant spray and a clean cloth* | *e.g. Overseen by supervisory staff* |  |
| Record any other measures you have implemented here |  |  |  |  |  |  |

# Staff Safety

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

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. ADDITIONAL MEASURES FOR CONSIDERATION TO CATER FOR MORE THAN 20 GUESTS SHOULD BE CONSIDERED IN THIS PLAN OR ADDED TO YOUR EXISTING WHS PLAN. YOUR EXISTING WHS PLAN MAY BE APPENDED HERE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***(Add new cells as required - Remove cells that do not apply)*** | **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 (consult with staff)* |  |
| *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 social distancing is provided for staff breaks.* |  |  | *Manager (consult with staff)* |  |
| *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. TAFE QLD COVID Safe Mandatory training for dining* |  | *e.g. Updated training, policies and procedures*  <https://go.tafeqld.edu.au/covid-safe.html> | *Manager (consult with staff)* |  |
| *Meetings* | *e.g. Face-to-face meetings are avoided, where unavoidable they take place outdoors or in large spaces where social distancing can be maintained.* |  |  |  |  |
| *Influenza vaccinations* | *e.g. The business supports/recommends staff receive an influenza vaccine.* |  |  | *Manager (consult with staff)* |  |
| *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 full pdf document)* |  |  |  |  |
| *Contact tracing* | *e.g. Suggest staff use the COVID Safe app on their personal devices.* | *e.g. activate for every shift* |  | *Manager (consult with staff)* |  |
| *Personal Protective Equipment* | *e.g. Staff are correctly trained on use of PPE and encouraged to use* |  |  | *Manager* |  |
| *Personal hygiene* | *e.g. Staff have own stock of personal hygiene products and facilities separate to those for guest use (i.e. hand sanitizers, hand washing stations, toilets)* |  |  |  |  |
| *Staff personal safety* | *e.g. The business requires all staff to adhere to their personal safety responsibilities and the general community advice regarding COVID-19, and to*   * *Actively engage in additional safety training,* * *Provide immediate advice about illness, contact with infection or vulnerability to COVID-19,* * *Remain up-to-date with, and adhere to, relevant safe practice and health guidelines within the business, and the broader community, and* * *Raise any Covid-related personal or customer safety concerns directly with their manager/employer.* * *Access to support for psychological well being* |  |  | *Manager (consult with staff)* |  |

## Additional Workplace Health & Safety measures:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***Additional protocols in place to protect staff and customers:*** | **Frequency:** | **Resources required:** | **Responsible:** |
|  |  |  |  |  |
| ***Customer contact*** |  |  |  |  |
|  |  |  |  |  |
| ***Reminder Announcements*** |  |  |  |  |
|  | *e.g. regular reminder announcements regarding hygiene & social distancing* |  | Driver/tour guide/manager | Driver/tour guide/pilot/manager |
|  |  |  |  |  |
|  |  |  |  |  |
| ***Tour vehicles*** |  |  |  |  |
|  | *e.g. Businesses will provide a supply of masks wherever possible (particularly for longer trips).* |  |  |  |
| ***Tour vessels/scenic aircraft*** |  |  |  |  |
|  | *e.g. Businesses will provide a supply of masks wherever possible (particularly for longer trips).* |  |  |  |
| ***Disabled/Vision Impaired Guests*** |  |  |  |  |
|  | *e.g. outline how you will safely assist disabled/vision impaired people with obligations for social distancing, hygiene and other COVID safe practices*  *e.g. does a support person need to accompany guest/customer?* |  |  |  |
| ***First Aid Procedures*** |  |  |  |  |
|  | *e.g. review first aid kit to ensure first aid responders have access to PPE*  *e.g. review first aid policy & amend where necessary* |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| ***Emergency Evacuation Procedures*** |  |  |  |  |
|  | *e.g. review plan for egress from building to ensure social distancing for staff and customers*  *e.g. Review evacuation points for capacity of a socially distanced evacuation of building* |  |  |  |

# 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, and/or
* They have been in regular contact with someone (partner, friend or family member) who has been overseas recently or who is showing signs of illness.

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

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

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

1. The staff member who has been diagnosed must quarantine in accordance with health advice and can return to work only when they have fully recovered and met the criteria for clearance from isolation. Clearance may be given by the public health authority or by the staff member's treating clinician and provided for the employer.
2. The business manager/operator will work with public health to inform all staff members that a case has been confirmed and request that those who have been in contact with the staff member immediately disclose their contact.
3. The business owner/operator will work with public health to consult with staff members who are identified as having had contact with the infected staff member and will continue to share information with the relevant state health authority and take any additional measures recommended by that authority.
4. A deep clean will be conducted in accordance with advice received from the relevant health authority.
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.

