

COVID-19 risk register: Tourist Accommodation

Location: Magnetic Shoals Ltd T/A Island Palms Resort

Date: 13/06/2020

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Complete	Maintenance and review
COVID-19 from guests who are infected	Staff or other guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Frequently touched surfaces including counters, handrails, doors, phones, keyboards and EFTPOS facilities are regularly cleaned.</p> <p>Guests are requested to only touch items they are interested in purchasing.</p> <p>Physical distancing – floor has markings to keep workers and guests at least 1.5m apart from each other. No more than 20 guests are allowed in the pool area and barbeque area at a time to allow for physical distancing and signs placed around the pool advising of these rules.</p> <p>Plexi glass screen is installed at reception. Guests are kept back from counters.</p> <p>Payments are only accepted via card wherever possible.</p> <p>Alcohol based hand sanitiser is provided throughout the resort and inside accommodation units.</p> <p>Posters on hand washing are prominent in location and hand washing facilities are available in the units and communal bathroom.</p>	Encouraging online pre-arrival registration.	Manager	13/06/2020	Monthly	Two monthly
COVID-19 from management/staff who are infected	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and Health authorities</p> <p>Frequently touched surfaces including counters, handrails, doors, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning.</p> <p>Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p> <p>If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention.</p>	Avoid hiring unknown staff/contractors.	Manager	13/06/2020	Monthly	Two monthly

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				<p>Staff don't have contact with delivery drivers, all paperwork is completed electronically.</p> <p>Soap and water for hand washing and paper towel for hand drying is available with instructional signs on hand washing.</p> <p>Alcohol based hand sanitiser is also available in all staff areas and signs are displayed on appropriate use.</p> <p>Where staff meetings are required, they are held over the phone and information sent by email where possible.</p>					
Fatigue from working longer hours to meet high demand	Injury to staff or others from fatigue related accidents or illness resulting from fatigue.	High, demand has increased significantly, and most workers did overtime last week.	High, particularly to staff doing deliveries or driving to and from work.	<p>Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue</p> <p>Ensure breaks are provided.</p> <p>Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours</p> <p>Staff numbers reflect work required to deal with guest flow and changeover of guests.</p> <p>Staff reporting feeling tired are sent home and driven or offered a taxi if necessary.</p>	<p>Update website to streamline service and reduce demand on staff.</p> <p>Hire temporary staff to meet demand.</p>	Manager	13/06/2020	Monthly	Two monthly
Guest aggression	Physical or psychological injury to staff.	Medium possibility due to current restrictions in place	Low, no issues at present	<p>There is always a manager rostered on to assist but they often get caught up with other tasks.</p> <p>There is a counter to physically separate staff and management from guests, but they often need to leave it to assist guests.</p> <p>Managers are on call to address any guest concerns.</p> <p>Processes are in place to ban abusive and violent guests from the premises or call police.</p> <p>Staff have access to psychological support through medical services.</p>	<p>Messages posted on the business website regarding an issues related to the resort.</p> <p>Manager prioritises assisting staff with upset guests and staff able to remove themselves if they feel necessary.</p> <p>Issues escalated to management</p>	Manager	13/06/2020	Monthly	Review if any further occurrences reported
Hire cars	Vehicle accidents injuring Managers/staff or guests	Moderate, based on experience.	High as injuries could be severe.	<p>Vehicles in good working order.</p> <p>Guests are given familiarisation with the vehicle before driving.</p> <p>Guest licences checked.</p>	Regular checks and maintenance scheduled for van.	Manager	13/06/2020	Monthly	Two monthly
Persistent use of hand sanitiser	Dermatitis	Moderate, many staff will not have used hand sanitiser regularly before	Moderate, effected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations	Ask staff if they have a history of dermatitis or allergy to alcohol	Manager	13/06/2020	Monthly	Two monthly

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Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, effected individuals may have a significant reaction	Staff are provided with non-latex gloves or remove gloves when not necessary.	Ensure latex free gloves are purchased.	Manager	13/06/2020	Monthly	Two monthly
Communal Barbeques	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Guests are provided with disinfectant wipes to use on barbeque before & after use. Each unit supplied with own barbeque tools and paper towel to use. Guests are advised to heed the current maximum number in a group gathering and social distancing whilst in this area.	Ensure re-stock of disinfectant wipes. Monitoring of numbers in pool area carried out by onsite manager.	Manager	13/06/2020	Monthly	Two monthly
Resort Pool	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Guests are advised to heed the current maximum number in a group gathering and social distancing whilst in this area. Regular sanitisation of pool gates and other high contact points within this area will be carried out at regular intervals throughout the day.	Monitoring of numbers in pool area carried out by onsite manager	Manager	13/06/2020	Monthly	Two monthly
Unit cleaning	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally	Moderate, while there are only a few local cases the consequences may be severe.	Housekeepers will be required to wear gloves whilst cleaning and our cleaning procedures will be increased to include disinfecting of all high contact surfaces, sanitisation of soft furnishings and removal of opened unit supplies. No extra linen or pillows will be left in any unit but will be available upon request.	All staff will complete the Department of Health Covid-19 Infection Control certification and housekeepers trained in new cleaning procedures	Manager	13/06/2020	Monthly	Two monthly
Activity/support resources	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally	Moderate, while there are only a few local cases the consequences may be severe.	All activity items already in locked storage and will require to be signed out and sanitised on return. Other hire items such as books, DVDs and board games will be kept behind reception and will also be signed out and sanitised on return.	Register of items to be kept and updated	Manager	13/06/2020	Monthly	Two monthly