



QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism

QUEENSLAND TOURISM AND ACCOMMODATION INDUSTRY COVID-SAFE PLAN

JUNE 2020

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](#) then you must create a COVID safe plan and a [health management plan](#).

Developing a COVID Safe Business Plan is **not a mandatory requirement** for all tourism and accommodation businesses. However, businesses [who wish to carry more than the numbers stated in the roadmap from Stage 2 or 3](#) or who wish to use **an approved option** in their business **MUST** develop a COVID Safe Business Plan. When considering whether you are required to have a plan, remember the rule is that you may have one person per four square metres.

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.

Where a business remains within the stated limits of the roadmap (i.e. 20 pax in Stage 2/100 people in Stage 3) and does not need to utilise **an approved option** and does not need to develop a COVID Safe Business Plan, it must continue to comply with Workplace Health and Safety Queensland (WHSQ) and COVID Safe **Checklist** requirements where appropriate 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: MAGNETIC SHOALS LTD T/A ISLAND PALMS RESORT	
Date completed: 09 JUNE 2020	
Date distributed:	
Acknowledged by staff:	
Name: LINDA PERKINS DAVE JOYCE	Signed:
Manager approval	
Manager name: ANDREW WHEATLEY	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: 60 SQM inside and 40 Sqm outside – Total 100 Sqm – (one person per 4 sqm ruling) equals to 25 people total.

Take your floor area (sqm) inside and divide by 4
Record here__**PER UNIT 70 m² (X 12 UNITS)**

Take your floor area (sqm) outside and divide by 4
Record here__**2000 m²**

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.
[\[https://www.worksafe.qld.gov.au/coronavirus?utm_source=campaign+homepage&utm_medium=website&utm_content=covid-19+title+link&utm_campaign=novel+coronavirus+2019\]](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.](#)

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.
<https://www.safeworkaustralia.gov.au/doc/template-and-example-covid-19-risk-register>

COVID Vulnerable Worker Risk assessment

I have implemented a model code of practice for vulnerable workers in my workplace. [Click here](#) to go to SafeWork Australia website for information.

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.

BOB NEY, MSL Director (WHS)

Plan Location

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

Hard copy filed in Reception Office & Housekeeping Store

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__ **IN-ROOM & COMMON AREA SANITISATION STATIONS**
- Approved Option__ **CLEANING REGISTER FOR BBQS & COMMUNAL TOILET**
- Approved Option__ **PRE-REGISTRATION OF ALL GUESTS PRIOR TO ARRIVAL**
- Approved Option__ **INCREASED CLEANING WITH REGISTER COMMON AREAS_**
- Approved Option__ **REDUCED SEATING IN OUTDOOR AREAS TO COMPLY TO 1.5 M SOCIAL DISTANCING**
- Approved Option__ **SANITISATION PLAN FOR COURTESY BUS & REDUCED TO SINGLE FAMILY GROUPS ONLY**
- Approved Option _____
- Approved Option _____

The above requirements have been signed off by management:

Name: Andrew Wheatley (Chairman) Signed: _____ Date: 13/06/2020

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.

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 **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 guests 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 guests as they entry or exit your business?
- Consider how you would manage any aggression from guests to keep staff/crew and other guests 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.

Transport and Travel

Seat allocation and social distancing in enclosed vehicles

- If the vehicle 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 guests, physical barriers (sneeze guards) should be considered

Travel times in enclosed vehicles

- Travel times in enclosed vehicles 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

- N/A.

Pre-Screening:

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

Wherever possible, businesses should seek to pre-screen staff and guests 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 guest 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 guest 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?	<p><i>Screening questionnaires have been implemented and will be issued online/by print questionnaire/verbally, along with additional screening methods (e.g. thermal temperature scanners)</i></p> <p><i>All staff have undergone any mandatory or supported training in new protocols and pre-screening procedures.</i></p>	<p><i>Documented pre-screening procedures and questionnaire</i></p> <p><i>Resources for training</i></p>	<p><i>Manager</i></p> <p><i>Manager</i></p>	☒

<p>How will you ensure you are able to cooperate with authorities for contact tracing purposes?</p>	<p><i>All staff details are kept on file. Staff have been asked to ensure their details are current.</i></p> <p><i>Staff are required to sign in and sign out with date and time at commencement and end of each shift.</i></p> <p><i>Record keeping strategy of guests/guests that is secure and allows for the volume of for two months</i></p> <p><i>Sign in register for suppliers/contractors/visitors</i></p>	<p><i>Full staff register can be found in Manager's office.</i></p> <p><i>Electronic timesheets or Daily sign-in sheet is stationed in Reception.</i></p> <p><i>Alcohol based sanitiser stationed next to sign in area. Manager on duty to file records daily, collate weekly.</i></p> <p><i>Online booking has been updated with extra fields to capture data</i></p> <p><i>Staff can collect this information & collate</i></p>	<p><i>Manager</i></p> <p><i>Manager</i></p> <p><i>Manager</i></p> <p><i>Manager</i></p>	<p>☒</p>
<p>How will you ensure compliance with relevant privacy regulations?</p>	<p><i>Details will be recorded but not shared unless specifically requested by government for purposes of public health.</i></p> <p><i>ALL staff are trained on privacy regulations.</i></p>	<p><i>Privacy Policy</i></p>	<p><i>Manager</i></p> <p><i>Manager</i></p>	<p>☒</p>

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 ?	<p><i>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.</i></p> <p><i>Unwell staff members must be excluded from the workplace, describe supportive procedures that support this process</i></p> <p><i>Staff experiencing symptoms will be required to seek advice from their general practitioner and must comply with self-quarantine directions as advised.</i></p>	Posters, staff updates, email reminders, regular staff meetings and communications	Manager	<input checked="" type="checkbox"/>
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.	<i>Vulnerable workers recognized and supported</i>		Manager	<input checked="" type="checkbox"/>
How will staff be screened for symptoms prior to returning to work, and on an ongoing basis?	<i>Each team member will sign a declaration when signing in for each shift. If unwell medical clearance certificate</i>	<i>Sign in register</i>	Manager (consult with staff)	<input type="checkbox"/>
How will the business manage an unwell staff member?	<i>Call next of kin/ assist with transport for medical attention</i> <i>Supply a mask to unwell staff member</i>	<i>Review first aid procedures to ensure PPE for staff</i>	<i>Staff to alert management</i>	<input checked="" type="checkbox"/>

Pre-screening protocols for GUESTS:

	Describe what you will do:	Resources required:	Who is responsible?	Completed
How will you ensure guests do not attend the premises if they are unwell?	<p><i>A request that guests do not attend the premises if they are unwell will be issued to all confirmed bookings via pre-arrival questionnaire.</i></p> <p><i>Posters outlining the request will be placed at the entrance to the premises & will be assessed by Managers on arrival if required.</i></p>	Pre-arrival questionnaires	Manager	<input checked="" type="checkbox"/>
How will you protect vulnerable guests from infection?	<p><i>Vulnerable guest 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.</i></p>	<p><i>Advice available in booking information. Staff training has covered vulnerable guest protocols.</i></p>	Manager & staff	<input checked="" type="checkbox"/>
How will guests be screened for symptoms prior to attending your accommodation/tourism experience.	<p><i>All guests will complete a symptom screening questionnaire and declaration.</i></p> <p><i>On arrival managers will remind guests that they must declare any symptoms prior to entry.</i></p>	<p><i>Automated emailed questionnaire sent prior to departure-IT update</i></p>	Management	<input checked="" type="checkbox"/>
How will you manage pre-screening for services utilising passenger vehicles?	<p><i>Pre-screening will be enhanced to ensure that prior to arrival are asked about symptoms and risk factors for COVID-19 and if any are present, travel/entry will be deferred this is checked again on arrival</i></p>	<p><i>Automated emailed questionnaire sent prior to departure-IT update</i></p>	manager	<input checked="" type="checkbox"/>
How will the business manage an unwell guest?	<p><i>Supply a mask for symptomatic individual & those within 1.5 metres</i></p> <p><i>Symptomatic individual directed to local Community Health Centre for assessment/treatment.</i></p>	<p><i>Review first aid procedures to ensure PPE for staff</i></p>	Manager	<input checked="" type="checkbox"/>

How will your team cope with aggressive guests/passengers? For example, other passengers might get agitated if a passenger/guest falls ill or starts coughing.	<i>In accordance with existing protocols in place</i>	<i>Magnetic Island Community Health Centre</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
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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, guests, 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	<i>Not required due to unit size and maximum occupancy.</i>	<i>tape measure/floor markers/floorplan</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
Where necessary, how will you adapt your booking and opening hours to spread out guest and staff numbers across service hours?	<i>Existing model and pre-check in compliance does not require all persons to check in or make bookings to be in the office at the same time. One person per group will enter the office for payment requirements</i>	<i>Updated booking systems</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
How will you manage areas such as entries/exits/queues and other areas where bottlenecks may emerge	<i>Due to maximum occupancy numbers no bottlenecks exist. Office capacity is already restricted.</i>	<i>Informational posters outlining social distancing and hygiene protocols</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
Have you updated and reviewed your evacuation plans to allow for an orderly evacuation with social distancing measures?	<i>Current evacuation plans yes isolation of guests and areas restricted and self distancing, numbers of guests restricted</i>		<i>Manager/Fire Warden</i>	<input checked="" type="checkbox"/>
What measures have you implemented to ensure staff avoid intentional physical contact in the workplace and minimise close personal contact?	<i>Implemented sanitiser in rooms and public areas, signs etc. No guest contact allowed. Contractors have their own COVID plan.</i>		<i>Manager</i>	<input checked="" type="checkbox"/>

Social distancing protocols for STAFF:

Identify nature of all areas of business activity:	Describe how you will maintain social distancing:	Resources required:	Who is responsible?	Completed
<i>Staff facilities</i>	<i>N/A - There is no communal staff room/kitchen. Staff numbers minimal.</i>			<input checked="" type="checkbox"/>
Restaurant/Pub/Beauty Salon/day spa	<i>N/A</i>			<input checked="" type="checkbox"/>
Tour Vehicles	<i>N/A</i>			<input checked="" type="checkbox"/>
Accommodation				
	<i>Normal procedure is for entry to units upon request for maintenance issues. Social distancing will be followed.</i>	<i>Revised communal seating plans/arrangements</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
Tour vessels	<i>N/A</i>			<input checked="" type="checkbox"/>
Scenic Flights/Hot air balloons	<i>N/A</i>			<input checked="" type="checkbox"/>
Attraction - outdoor	<i>N/A</i>			<input checked="" type="checkbox"/>
Attractions – <i>e.g. Museum</i> <i>e.g. Art Gallery</i> <i>e,g, zoos and aquaria</i>	<i>N/A</i>			<input checked="" type="checkbox"/>

Social Distancing protocols for GUESTS

Identify nature of all areas of business activity:	Describe how you will maintain social distancing:	Resources required:	Who is responsible?	Completed
<i>Lines and Queues</i>	<i>Signs posted.</i>			<input checked="" type="checkbox"/>
<i>Common areas</i>				
<i>Common room/multi-purpose room</i>	<i>N/A</i>			<input checked="" type="checkbox"/>
<i>Shared facilities</i>	<i>NOTE: Facilities, such as swimming pools, barbecue areas and shared spaces, must comply with government health regulations specific to those functions and numbers Signs posted and cleaning register on site</i>	<i>Posters regarding handwashing/Social Distancing guidelines</i>	<i>Manager/ground staff</i>	
<i>Toilet</i>	<i>signs posted and cleaning register on site.</i>	<i>Posters regarding handwashing/Social Distancing guidelines</i>	<i>Monitored by Manager/ground and cleaning staff</i>	<input checked="" type="checkbox"/>
<i>Swimming Pool/Spa</i>	<i>Signs posted and cleaning register on site.</i>	<i>Posters regarding handwashing/Social Distancing guidelines</i>	<i>Monitored by Manager/ground and cleaning staff</i>	<input checked="" type="checkbox"/>
<i>Barbeques</i>	<i>Signs posted and cleaning register on site.</i>	<i>Posters regarding handwashing/Social Distancing guidelines</i>	<i>Monitored by Manager/ground and cleaning staff</i>	<input checked="" type="checkbox"/>
Accommodation				
<i>Shared accommodation</i>	<i>N/A</i>			<input checked="" type="checkbox"/>
<i>Private accommodation e.g. holiday apartments/ short term accommodation/Airbnb/</i>	<i>Signs posted and cleaning register on site. 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.</i>	<i>Cleaning register Social distancing and sanitization signage</i>	<i>Monitored by Manager</i>	<input checked="" type="checkbox"/>

Restaurant/Pubs/Cafes/Beauty spa/day spa	N/A			☒
Tour vehicles	N/A			☒
Vessels	N/A			☒
Scenic Flights/Helicopters/balloon rides	N/A			☒
Day spa facilities and services	N/A			☒
Attraction - outdoor	N/A			☒
Attractions – <i>e.g. Museum</i> <i>e.g. Art Gallery</i> <i>e.g, zoos and aquaria</i>	N/A			☒

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 guests 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, guests, 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 guests 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 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						
	<i>service counter, electronic devices (EFTPOS, keyboard, mouse, phone)</i>	<i>Touchless solutions are used where possible. Alcohol based hand sanitiser is available for guest use at the service counter. Supplies of soap and alcohol based hand sanitiser will be checked and refreshed at frequent intervals</i>	<i>Always Daily</i>	<i>Hand sanitizer stations</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
Staff room		N/A – no staff amenities				<input checked="" type="checkbox"/>

Shared facilities						
	<i>bathrooms (surfaces, taps, dispenser, door handles/locks etc) common areas</i>	<i>High touch surfaces are wiped High touch surfaces wiped down regularly using alcohol based disinfectant wipes. Supplies of soap and alcohol based sanitizer will be checked and refreshed at frequent intervals Brochures and flyer displays are accompanied by a poster requesting items touched not be returned to the display</i>	<i>Twice daily Daily</i>	<i>Disinfectant Disinfectant wipes Instructional poster for display</i>	<i>Manager Manager Manager</i>	<input checked="" type="checkbox"/>
Café/restaurant/day spa/pub		<i>N/A</i>				<input checked="" type="checkbox"/>
Picnic Lunches/tour lunches		<i>N/A</i>				<input checked="" type="checkbox"/>
Accommodation						
		<i>No change required to deep cleaning practices implemented for room cleaning prior to guest stay and following departure Staff to have PPE available if required & have training on how to properly use their PPE</i>	<i>Weekly</i>		<i>Housekeeping staff supervised by Manager</i>	<input checked="" type="checkbox"/>
Tour Vessel		<i>N/A</i>				<input checked="" type="checkbox"/>
Tour Vehicle		<i>N/A</i>				<input checked="" type="checkbox"/>

Hire equipment						
<i>Snorkeling equipment</i>		<i>Equipment is cleaned as per manufacturer instructions, with the strongest disinfectant suitable to the product (i.e. not harmful to humans).</i> <i>Use of hand sanitizer before handing out equipment</i>	<i>After every use</i>	<i>cleaning product, water, bucket</i>	<i>Manager</i>	<input checked="" type="checkbox"/>
Scenic Flights/Hot air balloons		N/A				<input checked="" type="checkbox"/>
Attraction - outdoor		N/A				<input checked="" type="checkbox"/>

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.

	Provide details of additional measures implemented to protect staff?	Frequency:	Resources required:	Who is responsible?	Completed
<i>Rostering/staff rotation</i>	<i>N/A – apart from onsite managers minimal staff Contractors have own protocols</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Working from home</i>	<i>N/A</i>				<input checked="" type="checkbox"/>
<i>Vulnerable staff</i>	<i>Where recognized duties are redeployed to accommodate for their needs.</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Break times and areas</i>	<i>No staff room on site - staff breaks are taken outside within social distancing guidelines.</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Mandatory staff training and understanding of COVID</i>	<i>All staff trained in COVID-19 Infection Control which includes 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.</i>		<i>Training register</i>	<i>Manager (consult with staff)</i>	<input checked="" type="checkbox"/>
<i>Meetings</i>	<i>Face-to-face meetings are avoided, where unavoidable they take place outdoors or in large spaces where social distancing can be maintained.</i>				<input checked="" type="checkbox"/>
<i>Influenza vaccinations</i>	<i>The business supports/recommends staff receive an influenza vaccine.</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Protocol for staff (or guest) presenting to the business unwell (including self-quarantine measures)</i>	<p><i>Management has adopted management plans for potential COVID-19 cases, including but not limited to:</i></p> <ul style="list-style-type: none"> <i>• Immediate isolation of the potential case,</i> <i>• Distribution of PPE for any staff in contact,</i> <i>• Immediate advice and liaison with appropriate public health authorities, and,</i> <i>• Thorough cleaning of the surrounding environment.</i> 			<i>Manager</i>	<input checked="" type="checkbox"/>

<i>Contact tracing</i>	<i>Suggest staff use the COVID Safe app on their personal devices.</i>	<i>activate for every shift</i>		<i>Manager (consult with staff)</i>	<input checked="" type="checkbox"/>
<i>Personal Protective Equipment</i>	<i>Staff are correctly trained on use of PPE and encouraged to use</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Personal hygiene</i>	<i>Staff have own stock of personal hygiene products and facilities separate to those for guest use</i>			<i>Manager</i>	<input checked="" type="checkbox"/>
<i>Staff personal safety</i>	<p><i>The business requires all staff to adhere to their personal safety responsibilities and the general community advice regarding COVID-19, and to</i></p> <ul style="list-style-type: none"> <i>• Actively engage in additional safety training,</i> <i>• Provide immediate advice about illness, contact with infection or vulnerability to COVID-19,</i> <i>• Remain up-to-date with, and adhere to, relevant safe practice and health guidelines within the business, and the broader community, and</i> <i>• Raise any Covid-related personal or guest safety concerns directly with their manager/employer.</i> <i>• Access to support for psychological well being</i> 			<i>Manager (consult with staff)</i>	<input checked="" type="checkbox"/>

Additional Workplace Health & Safety measures:

	Additional protocols in place to protect staff and guests:	Frequency:	Resources required:	Responsible:
Guest contact				
	<i>Minimal direct guest contact – Electronic/contactless re-arrival questionnaire & registration prior to check in provided wherever possible. Only one guest required for identification/payment purposes & COVID safe protocols practiced in reception</i>	Weekly	Online questionnaire	Manager
Reminder Announcements				
	<i>Regular reminder announcements regarding hygiene & social distancing</i>	Weekly	Signage provided	Manager
Disabled/Vision Impaired Guests				
	<i>Disabled/vision impaired people are recognized by management on check-in and advised verbally of obligations for social distancing, hygiene and other COVID safe practices</i>			Manager
First Aid Procedures				
	<i>First aid responders have access to PPE incl mask & gloves First aid kit available in office and housekeeping store</i>		First Aid Procedure	Manager
Emergency Evacuation Procedures				
	<i>Existing plan for egress from building ensures social distancing for staff and guests Evacuation points have capacity of a socially distanced evacuation of building</i>		Fire & Evacuation Plan	Manager

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

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

Staff must also notify their supervisor or manager if;

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

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

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

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

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

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