



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

## FAQs for QCCC in the Covid Period – Updated 14 September 2020

*FAQs will be updated as each new guidance arrives from Government Health Authorities*

### **How many camps have you hosted since resuming operations?**

Since re-opening in late June QCCC's 4 Venues have successfully and safely hosted more than 100 individual group camps.

### **Do the limits on Public Gatherings in Queensland apply to QCCC Venues?**

No. The advice from the Chief Medical Officer specifically states "*these limits do not apply to businesses operating under a COVID Safe plan.*" Each QCCC Venue is operating under the Industry COVID-Safe Plan most applicable to its operation and following an individual Health Management Plan.

### **Are you able to host school camps in Term 4?**

Yes! The Education Queensland COVID-19 Updated Guidelines for Schools (19<sup>th</sup> June 2020) allows "*Excursions and camps are permitted to be held at locations or businesses that have approved COVID Safe Industry Plans.*" QCCC Brookfield is operating under the Tourism and Accommodation Industry Plan and other QCCC Venues and Expeditions are operating under the Outdoor Education Industry Plan. Each site has an individualised Health Management Plan and all the measures required to restore school camps. To assist with camp bookings and organisation all of QCCC's Covid specific information, forms and templates for group organisers is available at: <https://www.qccc.org.au/home/covid19-info/>

### **Are you taking bookings?**

Yes, QCCC venues are accepting bookings for the remainder of 2020 and normal booking arrangements are being observed for 2021. QCCC management at each venue are offering a Zoom Q&A with group organisers and school leadership groups to talk through COVID-Safe provisions and do a virtual walk-through of venues to inspire confidence in QCCC's Covid-readiness.

### **What approach is the Outdoor Education Industry COVID-SAFE Plan taking with social distancing requirements for school-aged groups?**

The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not required for school-aged students. This is reflected in the Outdoor Education Industry Plan which allows for school-aged children from the same client group to exceed the base density of one person per four-square metres, encouraging physical distancing protocols where possible. This arrangement applies to school-aged children in sleeping arrangements of bunk style and tent accommodation, dining, and bathroom facilities. This is achieved by chequerboard sleeping arrangements which is signed in every room. Adults are accommodated within the prevailing social distancing arrangements allowed in the Queensland Roadmap to recovery (currently 4m<sup>2</sup> per adult).

### **How many adults can you accommodate at each site with current social distancing requirements (4m squared) required for adults?**

**QCCC Brookfield** can operate at full capacity.

**Noosa Outdoor Education Centre** can accommodate 90 people in cabins/dorms and augment numbers up to 150 with tent camping capability.

**QCCC Tamborine** has four distinct individual properties, and larger groups can be booked across multiple sites or augmented with capacity from neighbouring facilities. Capacities are as follows:

- CMS: 64 reduced from 81
- Pioneers: 36 reduced from 48
- Tamborine Lodge: 47 reduced from 69
- WEC: 54 reduced from 94

**QCCC Mapleton** has a capacity of 200 reduced from 300.

## What about Music Camps?

Education Queensland has clarified their stance on Music Camps, advising they can proceed. *"Music camps for students from a single school are permitted at venues with Approved COVID Safe Industry Plans or a COVID SAFE PLAN Outdoor Education Providers; as long as the guidelines for [Instrumental music program, ensembles and choirs](#) and [Instrumental Music Program guidelines for managing hazards associated with COVID-19 \(PDF, 403KB\)](#) are adhered to.*

## The Outdoor Education Industry plan says the number of people per group must not exceed 100 people. We are a group larger than 100, can you take our booking?

Yes we can. The Industry Plan allows multiple groups to attend our venues with management of individual groups up to 100 guests in separate zones to prevent and limit co-mingling/ cross-contamination. QCCC Mapleton and Tamborine and Noosa Outdoor Education Centre have been broken up into distinctive and flexible "zone areas" to host multiple groups up to 100 each. QCCC Brookfield, operating under the Tourism and Accommodation Industry Plan does not have any restriction on numbers apart from those required by the provision of 4m<sup>2</sup> spacing per person, which is possible at full capacity with Brookfield's style of accommodation. The industry is currently negotiating with Queensland Health to allow further relaxation of the 100-person rule to allow groups larger than 100, from one group, to be together in a larger zone.

## How is QCCC Contact tracing?

QCCC requires Group Coordinators to compile and keep contact information of all guests in their group, and to provide this information to QCCC staff and/or Queensland Health where required and required. QCCC also keeps room registers for fire safety purposes as a back-up system. All visitors and contractors to QCCC venues are required to sign in and leave their contact details. To assist with the collection of contact information prior to arrival, QCCC has a [template available for download](#) on its website.

## What is QCCC's Cancellation Policy?

Due to growing demand for QCCC's facilities, normal cancellation policies, as per QCCC's booking contracts, apply.

## What extra provisions have you taken for social distancing in rooms and indoor spaces?

All rooms and common areas have been measured to clarify their capacity to operate within prevailing social distancing ratios. We also have the option to book additional rooms at neighbouring venues to spread guests out and/or to provide tent camping with individual tents or swags. We will prioritise the use of ensuited rooms where available. (QCCC Brookfield is fully ensuited.)

## What extra provisions have you taken with additional cleaning to prevent the spread of Covid?

Each site has a team of fulltime, professional cleaners implementing a best-practice, three stage Covid-relevant cleaning regime for spot clean, full clean and infectious clean (if required), developed with our aged-care partner. Hand sanitiser is available throughout each venue, along with signage to promote hygiene. Contingency plans in place for increased cleaning and sanitation of ablution areas.

## What extra provisions have been taken with your catering?

Where necessary, each QCCC venue has established multiple food service areas to aide social distancing, continuing with commercial-grade cleaning of all utensils after every meal, and adding some meals which can be eaten individually by hand to the menu. We encourage all guests to bring their own water bottles to use at the water stations at our sites. Hand sanitiser is available at each food station and throughout the site, along with signage to promote hygiene. Food service arrangements have been altered so all food is plated by QCCC staff to avoid cross-contamination from handling food service implements. Self-service buffet style service has been removed from QCCC venues until allowed by Queensland Health authorities. Food will be served by QCCC staff at service counters and guests otherwise required to remain seated for the duration of their allotted meal session.

## What extra provisions have you taken with your Outdoor Education activities?

QCCC has completed a process of review of all Outdoor Education activities. This includes temporarily not offering activities where it's difficult to stop cross-contamination, incorporating sanitising into ones where it can be used, and creating new activities which have a social distancing component inbuilt.

## What about pools at your venues?

Use of the Outdoor Swimming Pool area is guided by the Swimming Pool and Aquatic Centre Industry Plan (last update 24 July 2020) which advises that for Outdoor Pools and areas:

- capacity to be based on physical distancing requirements (1.5m per person);
- Physical distancing while in the water is not required;
- The above capacity requirements include children accompanying parents as spectators;

To minimise co-mingling between groups, access by each group, up to 100, needs to be negotiated and timetabled, and group coordinators understand they can't allow people in their group to access the pools if it's not booked, or in the booked time for another group. Where possible the gate entry, which is a high touch point, will be sanitised between uses by different groups. Signage will indicate capacities and conditions of use and hand sanitiser will be available at the entry gate. Pools will be available for groups to individually book (free of charge) for recreational use.

## What other measures are you taking?

Touchless thermometers have been purchased for each site to monitor temperatures of staff and guests (if required). The health and safety of our guests has always been our number one priority and we've compiled a professional, capable and committed team to deliver best-practice operations. Many of the measures suggested to prevent the spread of disease have been standard practice at QCCC sites for years.

## What else can you do to prevent the spread of Covid?

Each venue has large outdoor grounds (20-55 acres) full of sunshine and fresh country air to use for recreation and outdoor meetings. Our multiple meeting spaces and common areas will all be utilised to spread groups out across the venue as much as possible. All our sites have made significant recent investment in covered outdoor spaces which will be used as much as possible.

If you have any further questions or specific requests about your booking, or making a booking, please contact staff at each of our sites.

1. Site contact details can be found here: <https://www.qccc.org.au/contact-us/>
2. QCCC's Covid specific information, forms and templates for group organisers is available at: <https://www.qccc.org.au/home/covid19-info/>