

# COVID SAFE PLAN

## Outdoor Education Providers

<b>Industry Segment:</b>	Outdoor Education Providers
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Dom Courtney is responsible for this document	

### Purpose

As per the information released by the Queensland Government on 25 May 2020, Industry COVID Safe Plans will be developed by industry for industry.

This COVID SAFE Plan has been developed for Queensland Outdoor Education Providers (commonly referred to as school camp operators). Outdoor Education Providers must adhere to this COVID SAFE Plan.

The purpose of this COVID SAFE Plan is to help Queensland Outdoor Education Providers show the health authorities and the community that they operate sufficiently safely and can service more participants/customers than the baseline restrictions at each stage in Queensland's Roadmap to Easing Restrictions (the Roadmap).

The outdoor education activity covered by this COVID SAFE Plan is primarily accommodation (sleeping arrangements, dining, bathroom facilities, and delivery of outdoor recreation activities) for groups of **school-aged children** with attendant adults, such as teachers. In the outdoor education context, accommodation could be in rooms at an outdoor education centre or it could be in tents in a bushland setting.

Once approved, this COVID SAFE Plan will be accessible for all Queensland Outdoor Education Providers across the outdoor industry to consider (regardless of membership of an industry peak body such as QORF).

This COVID SAFE Plan applies from Stage 3 of the Roadmap, while recognising that different restrictions will apply at different stages of the Roadmap.

This COVID SAFE Plan does not apply to Queensland Outdoor Recreation Activity Providers (including event organisers), who deliver organised outdoor activities to groups of participants outside of outdoor education settings. A separate COVID SAFE Plan will be prepared for Queensland Outdoor Recreation Activity Providers, due to a range of different factors that need to be considered in the delivery of outdoor activities, compared to outdoor education.

## Interaction Between Approved COVID SAFE Plans

If there are multiple activities being undertaken at a venue/facility (for example – food services, sports, approved training courses, fitness or recreational), several Approved COVID Safe Plans may apply. If this is the case, apply the following:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.
- Display the COVID Safe [Statement of Compliance](#) for the appropriate Plan in each area and implement the Plan's requirements.
- Where the activities cross over (for example amenities, entry/exits, carparks):
  - Where possible these areas of cross over will be minimised. Such as designating a particular entry, exit, amenities and carpark for each activity.
  - Where the cross over cannot be minimised, a decision will be made as to which plan takes priority in which common area and will be followed.
    - For example, the entry, exit, carpark and amenities may be common to both activities and will be managed under the dining plan.
    - In this case the entity responsible for the dining plan will ensure these areas are appropriately managed and the separate groups from the dining and sport activity will not intermingle.
- Where an existing approved COVID Safe Industry Plan covers all facets of the operations of the organisation, including regular outdoor recreation or sporting activity, organisations should operate in compliance with this Plan.
- Where a business is operating alongside of a not-for-profit community group, the business would normally take responsibility for managing the shared or common areas.
- Events are not applicable to this Approved COVID Safe Plan due to the types of activities associated with outdoor education, and restrictions/dispensations prescribed in this Plan. Please refer to the COVID Safe Plan Outdoor Recreation Activity Providers, for information regarding organising events of this nature.

The approved Industry plans are located at [www.COVID19.qld.gov.au](http://www.COVID19.qld.gov.au).

## Overview

Outdoor Education Providers encompass any organisation either for profit or not for profit, social enterprises that may be owned by private operators, government, religious organisations or schools, and has as its primary purpose the provision of Outdoor Education programs to school-aged children.

These organisations are quite different from community sport or recreation providers as they primarily deal with groups organised through and for a specific school.

These organisations already have health and safety practices of a high standard in place and are currently working on introducing COVID-19 safety practices into their existing safety systems.

This Plan also provides guidance to land managers and land-owners regarding outdoor education activities.

Outdoor Education Providers typically provide workers who act as group leaders, instructors or supervisors (Group Leaders). Providers and their workers have responsibility for the safety of the groups and for management of the activity.

To operate in outdoor environments, Providers conduct thorough safety management planning to address variables that might present risks for their groups, including weather, fire, navigation, food safety, and disease. This plan specifically outlines COVID-19 related risks that need to be considered and addressed by Outdoor Education Providers.

School-aged children are understood to be at lower risk of infection from COVID-19 than adults, and advices issued from Australian Health Protection Principal Committee (AHPPC) state that:

*AHPPC continues to note that there is very limited evidence of transmission between children in the school environment; population screening overseas has shown very low incidence of positive cases in school-aged children. In Australia, 2.4 per cent of confirmed cases have been in children aged between 5 and 18 years of age (as at 6am, 22 April 2020). AHPPC believes that adults in the school environment should practice room density measures (such as in staff rooms) given the greater risk of transmission between adults.*

The measures outlined in this plan are focussed on maintaining physical distancing in adult to adult, and minimising adult to child and child to child interactions and physical contact, where possible.

Each Outdoor Education Provider will complete a specific COVID Safe Operational Plan to show methods of compliance with the points outlined and approved in this Industry COVID SAFE Plan and currently available health advice.

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## Introduction

The purpose of this COVID SAFE Plan (Plan) is to provide an overarching plan for the implementation and management of procedures to support providers of outdoor education in the staged resumption of business.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among participants and workers (paid and volunteer), families and the broader community. The Plan provides the framework to govern the general operation of outdoor education and any venues/facilities utilised, managed or controlled by the Outdoor Education Providers, the behaviour of all participants, and the monitoring and reporting of the health of attendees involved in outdoor education.

This Plan has been segmented into the following elements:

- Physical Distancing
- Conducting Business
- Client Management
- Cleaning & Hygiene
- Worker Safety
- Safety/Risk Management
- Emergency Management
- Other Facilities and Services

At all times, the Plan is subject to all regulations, guidelines and directions of government and public health authorities.

## Return to Play Considerations

This Plan accepts as key considerations that:

- The health and safety of participants, workers (paid and volunteer), families and the broader community is the number one priority,
- Clients, participants, workers (paid and volunteer), families and the broader community may need to be engaged and briefed on a Provider's specific COVID Safe operational business plan,
- Locations will be assessed, and appropriate plans developed to accommodate upgraded hygiene protocols, physical distancing, and other measures to mitigate the risk of transmission of COVID-19,
- Outdoor Education Providers cannot resume until arrangements for outdoor education operations and facility operations are finalised and approved, if necessary, and
- Outdoor Education Providers must consider and apply all applicable State Government and local restrictions and regulations.
- Outdoor Education Providers must be prepared for any localised outbreak associated with outdoor education operations or in the local community.

## Principles of Return to Play

The Industry COVID Safe Plans will be guided by the following Principles:

1. **Contact** – full contact is permitted on the Field of Play in line with pre-COVID contact activities. At all other times, participants, coaches, officials, trainers and spectators are to observe physical distancing requirements and undertake sound hygiene practices as detailed in the relevant approved Industry COVID Safe Plan
2. **Facility capacity** – the total number of people to attend an activity, training and competition at indoor venues is to be based on occupant density of one person per two square metres for venues of 200 square metres or less (up to a total of 50 people); and one person per four square metres for venues of 200 square metres or more. For outdoor venues, physical distancing off the field of play is required. Risks will be managed through mandatory record keeping, through group segmentation and buffer zones as appropriate. Individual organisations and facility managers will be responsible for implementing these requirements in line with the relevant approved Industry COVID Safe Plan. Individual organisations and facility managers will be responsible for implementing these requirements in line with the relevant approved Industry COVID Safe Plan.
3. **Facility usage** – all elements of community sport, recreation and fitness facilities are accessible in line with relevant health guidelines and directives. This means facilities such as canteens, change rooms, bathrooms, storage rooms, bars will reopen and operating hours can also be amended. Industry Plans will detail how organisations will manage the use of ancillary facilities in relation to cleaning/sanitisation and flow of people within venues. All facility components will be operated in accordance with the relevant approved Industry COVID Safe Plan.
4. **Events** – such as championships, markets, carnivals and gala days can recommence. Organisations must ensure the relevant approvals are in place based on the number of people attending as seen in the Roadmap.
5. **Stadia** – strict physical distancing measures and hygiene practices will remain central to COVID Safe Site Specific Plans, in line with Public Health Directions. Group segmentation and buffering measures will be used to reduce co-mingling. Public messaging will ensure that patrons are aware of all requirements during sporting events and concerts. COVID Safe Site-Specific Plans for stadia, where applicable, will address transport management for patrons travelling to and from venues, including alternatives to public transport.
6. **Compliance with industry and stadia COVID Safe Plans** – all activity is to be conducted in accordance with relevant Industry and Stadia COVID Safe Plans and Public Health Directives. This includes organisations detailing how all persons at the activity/facility will be tracked, and traced, including spectators.

**These principles will be applied, where appropriate and relevant, using the Industry Protocols table below.**

## Guiding Documents

This plan has been developed with the guidance of the following documents:

- The AIS [Framework for Rebooting Sport in a COVID-19 Environment](#) (AIS Framework)
- The [National Principles for the Resumption of Sport and Recreation Activities](#) (National Principles),
- The [OCA Framework for Rebooting Outdoor Activities in a COVID-19 Environment](#) (OCA Framework).
- The [National COVID-19 safe workplace principles](#) published by Safe Work Australia, which operate subject to measures agreed and implemented by governments through the National Cabinet process.
- The [Australian Adventure Activity Standard and Good Practice Guides](#), which provide a voluntary good-practice framework for safe and responsible planning and delivery of led outdoor adventure activities with dependent participants.
- Documents issued by the Queensland Government, specifically [Queensland's Roadmap](#) to easing restrictions and also the [Return to Play Guide](#) for Queensland Sport, Recreation and Fitness industries.
- Approved Industry plans for other related industries [www.COVID19.qld.gov.au](http://www.COVID19.qld.gov.au).

## Responsibilities under this Plan

Outdoor Education Providers are responsible for the effective management and implementation of outdoor education and operations outlined in this Plan.

QORF is responsible for:

- Submitting the Plan and assisting Providers with implementation of the Plan; and
- Revising the Plan as required, ensuring it reflects up to date information from government and public health officials.

QORF has appointed the following person as the Organisation COVID-19 Safety Coordinator to execute the delivery of the Plan and to act as a point of contact for information relating to this Plan:

<b>Name</b>	Dom Courtney
<b>Contact Email</b>	eo@qorf.org.au

QORF expects all Providers, workers and participants to:

- Comply with the health directions of government and public health authorities as issued from time to time;
- Understand and act in accordance with this Plan as amended from time to time;
- Comply with any testing and precautionary measures implemented by the Plan;
- Act with honesty and integrity in regard to the state of their personal health and any potential symptoms; and
- Monitor their health and take a cautious approach to self-isolation and reporting of potential symptoms.

## Return to Business Arrangements

The Plan outlines specific requirements that Outdoor Education Providers will implement in Stage 3 and onwards of the Roadmap. The Roadmap can be viewed at the following website: <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

Outdoor Education Providers operating under this Plan will do so at the commencement of Stage 3 of the Queensland Roadmap when permitted under State restrictions and regulations.

## Recovery

When public health officials determine that the outbreak has ended in the local community, QORF will consult with relevant authorities on behalf of the outdoor education industry to identify criteria for scaling back its COVID-19 prevention actions. QORF will also consider which protocols should remain to optimise good public/participant health. Where appropriate, additional protocols regarding pandemic management may be incorporated into industry documents such as Australian Adventure Activity Standard and Good Practice Guides.

QORF will consult key stakeholders to review the delivery of return to business arrangements, and will use feedback to assist with improvements to organisational plans and systems.

## Industry Protocols

### Physical Distancing

Area	Protocols
<b>Group Management</b>	<ul style="list-style-type: none"> <li>● Providers will keep detailed records on the movement of participants and workers at the venue. This would include:               <ul style="list-style-type: none"> <li>○ Details of each person attending the outdoor education program (program) and/or venue,</li> <li>○ A list of names (e.g. school-aged children, teachers and support personnel, such as teacher aides, parents and attendant care providers) associated with each client group,</li> <li>○ A list of names for each sub-group associated with the client group (e.g. outdoor recreation activity group (activity group), accommodation group, etc.),</li> <li>○ A list of the Provider's workers who were in contact with each client group and/or sub-group during the program,</li> <li>○ A program schedule detailing where and when each client group and sub-group is undertaking the different aspects of the program (including accommodation, dining, ablutions, activities), and</li> <li>○ Records of attendees, lists and program schedules must be maintained for a minimum of 56 days.</li> </ul> </li> <li>● Total number of people per client group attending must not exceed 100 people (e.g. school-aged children, teachers and support personnel).</li> <li>● Multiple client groups may attend the program and/or venue where management of client groups to prevent and limit co-mingling/ cross-contamination can be maintained for the duration of the program/ stay at the venue. For example, clients groups must not share the same facilities/amenities, unless Queensland Health recommended cleaning and hygiene protocols have been implemented between uses.</li> <li>● Providers will direct clients to proactively engage in and promote Physical Distancing practices as directed by Queensland Health.</li> <li>● School-aged children may exceed the base occupant density requirements as directed by Queensland Health, however should maintain physical distancing protocols where possible.</li> <li>● Adults (Group Leaders and Teachers) must:               <ul style="list-style-type: none"> <li>○ Refrain from mingling with colleagues allocated to different client groups (including during free time of an evening)</li> <li>○ Remain with their allocated client group for the duration of the program.</li> </ul> </li> <li>● Signage, floor marking and barriers will be utilised to reinforce this physical distancing and personal hygiene protocols.</li> <li>● Providers must consider their capability to safely manage the expected number of people at the venue, and arrangements must be made to reduce occupancy numbers to allow effective implementation of all COVID risk mitigation strategies (e.g. physical distancing, cleaning of equipment and amenities, food service, etc.).</li> </ul>
<b>Managing Egress</b>	<p>Providers will;</p> <ul style="list-style-type: none"> <li>● Implement vehicle traffic management plans to prevent congestion, particularly in carpark and client loading /unloading zones.</li> <li>● Manage the flow of patrons through the Venue. Examples of control measures include;               <ul style="list-style-type: none"> <li>○ Separate entry and exit points for all facilities that allow public access</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ Where complete separation between entry and exit is not possible, barriers should be used to divide traffic and separate patrons as much as possible</li> <li>○ Signage (e.g. maximum room capacity),</li> <li>○ Physical distance markers where queues are likely</li> <li>○ Directional markers for traffic flow management</li> <li>○ Physical barriers to restrict access or control traffic flow</li> <li>○ Leave doors open where possible to limit personal contact with fixtures (without risking security)</li> <li>○ Close areas of potential congestion</li> <li>○ Assign separate facilities for each client group</li> <li>○ Schedule shared facility access/activity programming to prevent co-mingling of groups and bottlenecking in walkways, allow appropriate cleaning and sanitisation of amenities/facilities etc...</li> </ul>
<p><b>Adult Accommodation – sleeping arrangement, dining and bathroom facilities</b></p>	<ul style="list-style-type: none"> <li>● Adults from the same client group must adhere base occupant density as per QLD Tourism and Accommodation COVID Safe Industry Plan.</li> <li>● Once allocated to a Tent or Bunk, participants will only use that resource for the duration of the program/stay at the venue.</li> <li>● The opening and use of communal showers is permitted, where appropriate cleaning measures are in place consistent with <a href="#">Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and health</a>.</li> </ul>
<p><b>School-aged Children Accommodation – sleeping arrangement, dining and bathroom facilities</b></p>	<ul style="list-style-type: none"> <li>● School-aged children from the same client group may exceed the base density of one person per four-square metres, however should maintain physical distancing protocols where possible.</li> <li>● Note – this arrangement applies to school-aged children in sleeping arrangements of bunk style and tent accommodation, dining, and bathroom facilities.</li> <li>● Once allocated to a Tent or Bunk, participants will only use that resource for the duration of the program/stay at the venue.</li> <li>● The opening and use of communal showers is permitted, where appropriate cleaning measures are in place consistent with <a href="#">Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and health</a>.</li> </ul>
<p><b>Outdoor Education Activity (School-aged children)</b></p>	<ul style="list-style-type: none"> <li>● An audit of all outdoor education activity risk assessments and procedures must be conducted to account for COVID safety.</li> <li>● The delivery of outdoor recreation activities will observe and operate within the prevailing protocols required under the approved Outdoor Recreation Activity Providers COVID SAFE Plan, with consideration given to; <ul style="list-style-type: none"> <li>○ School-aged students may exceed the base occupant density requirements as directed by Queensland Health,,</li> <li>○ Maintaining physical distancing in adult to adult, and minimising adult to child and child to child interactions and physical contact where possible.</li> <li>○ Where the risk of infection can be managed with the provision of an appropriate sanitising process (adhering to equipment manufacturer guidelines and/or industry best practice guidance) and a modification to procedures, then updated changes must be documented appropriately.</li> <li>○ Group Leaders are to be given inductions for COVID SAFE modified procedures for activities and assessment of compliance included in the normal observation and inspection processes for Group Leaders.</li> </ul> </li> </ul>

- Sanitising of point of contact (e.g. hands) both before and after contact with activity equipment (e.g. harnesses, helmets, and ropes) where appropriate.
- Sanitise activity equipment between activity groups using an appropriate sanitisation method.
- Hand and respiratory hygiene are to be encouraged.

## Conducting Business

Area	Protocols
<b>Approvals</b>	<ul style="list-style-type: none"> <li>● Land/water manager approval for Outdoor Education Operations at the Outdoor Space, if required.</li> <li>● Insurance arrangements confirmed to cover Outdoor Education Operations.</li> </ul>
<b>Venue Preparedness</b>	<ul style="list-style-type: none"> <li>● Venue owners/operators are responsible for ensuring that specific public health measures applicable to their venue (as set out in the Public Health Directions or Industry COVID Safe Plans) are understood and implemented.</li> <li>● Venue owners/operators should include checks and preparation for reopening (such as equipment, building, facilities are in good, safe working order) following a period of closure such as that caused by COVID-19.</li> </ul>
<b>Booking Management</b>	<ul style="list-style-type: none"> <li>● Bookings should be managed; <ul style="list-style-type: none"> <li>○ To ensure effective the implementation of the COVID Safe Operational Plan</li> <li>○ To ensure no mixing of client groups.</li> </ul> </li> <li>● Providers should ensure that the new requirements for COVID-19 for their Venue are provided to their clients ahead of arrival.</li> </ul>
<b>Signage</b>	<ul style="list-style-type: none"> <li>● The Provider must ensure that signage is in place that reminds workers and participants about key public health messages of Physical Distancing, respiratory hygiene and hand hygiene.</li> <li>● The following signage should be displayed in prominent positions around the Venue to ensure patrons understand their requirements under the COVID Safe plans: <ul style="list-style-type: none"> <li>○ Health Precautions</li> <li>○ Physical Distancing floor stickers</li> <li>○ Hand Sanitiser locations</li> <li>○ COVID-19 Symptom Information</li> <li>○ How to wash your hands.</li> </ul> </li> </ul>
<b>Visitors/ Contractors/ Delivery Drivers</b>	<ul style="list-style-type: none"> <li>● Providers should ensure that: <ul style="list-style-type: none"> <li>○ Any person who has symptoms related to COVID-19 are excluded from the program and or venue</li> <li>○ Non-essential visits to the workplace should be cancelled or postponed, with Venue access restricted to essential visits and authorised personnel only.</li> <li>○ Visitors/Contractors/Delivery Drivers attendance should not be unannounced.</li> <li>○ Records of all Visitors/Contractors/Delivery Drivers at the Venue are maintained for a minimum of 56 days.</li> <li>○ Visitors/Contractors/Delivery Drivers are inducted on COVID-19 awareness and risk mitigation strategies to minimise possible transmission of COVID-19.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Visitors, contractors and delivery drivers use electronic paperwork where possible, to minimise physical interaction. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned or sanitised before use. For pens, you may wish to use your own.</li> <li>○ Visitors/Contractors/Delivery Drivers are provided with ready access to handwashing facilities, or if not possible, alcohol-based hand sanitiser.</li> <li>○ Visiting delivery drivers and contractors are directed to remain in vehicles and use contactless methods such as mobile phones to communicate with workers wherever possible.</li> <li>○ Visiting delivery drivers and contractors are directed to use alcohol-based hand sanitiser before handling products being delivered.</li> </ul> <p>For more information, see Safe Work Australia Guidance: <a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical?tab=tab-toc-employer">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical?tab=tab-toc-employer</a></p>
<b>Contact Tracing</b>	<ul style="list-style-type: none"> <li>● Contact tracing is critical.</li> <li>● It is strongly recommended every provider encourages its patrons to download the COVIDSafe app link: <a href="https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app">https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app</a></li> <li>● The COVIDSafe app is not mandatory.</li> <li>● The COVIDSafe app is not an alternative to collecting and retaining contact information.</li> <li>● Contact information must be kept for visitors, patrons, contractors, and staff. This information must include: <ul style="list-style-type: none"> <li>○ Full name</li> <li>○ Phone number</li> <li>○ Email (or residential address where the person does not have an email account)</li> <li>○ Date and time of entry</li> <li>○ Exit time or estimated period, where feasible.</li> </ul> </li> <li>● If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.</li> <li>● Providers can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however must ensure collection and storage is privacy compliant. For further information please see: <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy</a></li> <li>● Contact Information must be securely stored, not used for any other purpose, and destroyed after 56 days.</li> <li>● Period of patronage <ul style="list-style-type: none"> <li>○ Any visitors, patrons, contractors and staff attending the program and/or venue must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.</li> </ul> </li> </ul> <p><b>Collection of contact tracing information involving schools</b></p> <ul style="list-style-type: none"> <li>● Where schools are attending the program and/or venue, the Provider will not need to collect the contact information of the children attending as part of a school attendance. The Provider will be required to confirm that the school is maintaining records of which children have attended.</li> </ul>

	<ul style="list-style-type: none"> <li>The Provider will need to collect the contact details for all the adults attending with the school children including teachers, teacher aides, and parents, etc.</li> <li>The Provider will also need to collect the information for a point of contact at the school who can provide the details of the school children attending if required.</li> </ul>
<b>Exclusion signage</b>	<p>Notice to all patrons, contractors or staff to not enter the venue if they:</p> <ul style="list-style-type: none"> <li>are unwell</li> <li>have been in close contact with a known active case of COVID-19</li> <li>have COVID-19 symptoms</li> <li>have travelled overseas in the previous 14 days</li> <li>have been to a declared COVID-19 hotspot in the previous 14 days.</li> </ul> <p>The list of declared COVID-19 hotspots may be found at <a href="http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19">www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19</a>.</p> <ul style="list-style-type: none"> <li>Conditions of entry signage may be displayed.</li> </ul>

## Client Management

Area	Protocols
<b>Pre-Screening</b>	<ul style="list-style-type: none"> <li>Providers will ensure clients are aware that they MUST NOT attend if they have ANY symptoms potentially consistent with COVID-19. Implementation process could include: <ul style="list-style-type: none"> <li>Distribute email/text to clients to advise them of the business's plan and requirements.</li> <li>Update online and printed collateral (where possible) to include information about business changes in response to COVID-19.</li> <li>Enhance business information (particularly online and signage) to provide prominent advice about client requirements and pre-screening.</li> </ul> </li> <li>Providers will advertise (poster/website) the right of refusal of entry and/or service to clients that refuse to comply with the conditions of this COVID safe plan.</li> <li>Providers will enhance booking systems to include advice regarding their approach to COVID-19 management. Implementation process could include; <ul style="list-style-type: none"> <li>Where possible seek additional pre-screening information at the booking point through survey/questionnaire/declaration.</li> <li>Include reminders in any relevant communications (including confirmation emails, follow-up texts and any printed materials where possible).</li> <li>Where possible, send reminders just prior to known booking (for longer-term bookings) to ensure clients compliance and awareness.</li> </ul> </li> </ul>
<b>Payments</b>	<ul style="list-style-type: none"> <li>Cashless payments are preferred.</li> <li>If you need to accept cash payment, providers should have hygiene procedures in place for the handling of cash.</li> </ul>

<b>Exclusion Signage</b>	<ul style="list-style-type: none"> <li>• Place exclusion signs at entry points to provide notice to all visitors, patrons, contractors or staff not to enter the venue if they: <ul style="list-style-type: none"> <li>○ Are unwell</li> <li>○ Have been in close contact with a known active case of COVID-19</li> <li>○ Have COVID-19 symptoms</li> <li>○ Have travelled overseas in the previous 14 days</li> <li>○ Have been to a declared COVID-19 hotspot in the previous 14 days.</li> </ul> </li> <li>• The list of declared COVID-19 hotspots may be found at <a href="http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19">www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid19/current-status/hotspots-covid-19</a></li> <li>• The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.</li> </ul>
<b>Inductions</b>	<ul style="list-style-type: none"> <li>• Providers will have a venue specific induction process that educates workers on new and altered processes that have been introduced to reduce risks related to COVID-19.</li> <li>• These Induction processes will include but not be limited to: <ul style="list-style-type: none"> <li>○ Physical Distancing measures the organisation has in place that must be adhered to</li> <li>○ Equipment sanitisation processes that must be carried out</li> <li>○ Process improvement Reporting Procedures and Critical incident plans if a COVID-19 Outbreak occurs.</li> </ul> </li> </ul>

## Cleaning & Hygiene

<b>Area</b>	<b>Protocols</b>
<b>Handwashing &amp; Hygiene</b>	<ul style="list-style-type: none"> <li>• Providers will adhere to and promote enhanced hygiene standards as outlined by Queensland Health recommendations. <a href="https://www.qld.gov.au/data/assets/pdf_file/0031/127696/6-Steps-Hand-Washing-Poster.pdf">https://www.qld.gov.au/data/assets/pdf_file/0031/127696/6-Steps-Hand-Washing-Poster.pdf</a></li> <li>• Provide hand washing facilities including clean running water, liquid soap, and paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.</li> <li>• Hand hygiene is taught and reinforced to workers and participants, as per Queensland Health advice, where appropriate respiratory hygiene is taught and reinforced to workers and participants.</li> <li>• Adequate supplies are available to support healthy hygiene behaviours, including soap, hand sanitiser with at least 60 percent alcohol (for workers and older children who can safely use hand sanitiser), and tissues.</li> <li>• Hand sanitiser is provided at high traffic areas of the venue (bathrooms, dining rooms, meeting areas, foyers, etc.). Communicate with workers about hand sanitiser locations and encourage regular use.</li> <li>• Hand washing facilities are provided (whether permanent or temporary), such as a wash basin, clean running water, soap and paper towels, placed in strategic locations to ensure employees and participants can access them in a timely manner, where appropriate.</li> <li>• All workers and participants follow good hygiene practices, including washing hands frequently with soap and water for at least 20 seconds, covering coughs and sneezes, or coughing into their elbow or shoulder and avoiding touching eyes, nose or mouth.</li> <li>• Participants are advised that sharing of personal items such as clothing (jumpers, hats etc.), water bottles etc. is not permitted, and that personal items should be labelled clearly.</li> </ul>

<b>General Cleaning</b>	<ul style="list-style-type: none"> <li>• The Provider must ensure facilities are cleaned following the guidance provided by: <ul style="list-style-type: none"> <li>○ <a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/cleaning-table-covid19-26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/cleaning-table-covid19-26May2020.pdf</a></li> <li>○ <a href="https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf">https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf</a></li> <li>○ <a href="https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> </ul> </li> <li>• Use cleaning products with ingredients recommended for use by Queensland Health which are effective against COVID-19.</li> <li>• Appropriate allowances will be made to ensure adequate time for cleaning and sanitations of each area after use.</li> </ul> <p><b>High Touch Points</b></p> <ul style="list-style-type: none"> <li>○ Emphasis will be taken to sanitise objects frequently touched by people, generally in high traffic and commonly used areas (for example: Door Handles, Light switches, Keypads, Bathroom / kitchen fixtures (taps, basins, toilets, toilet roll holders, fridges, microwaves, cupboards and drawers, etc.), Handrails and Office equipment).</li> </ul>
<b>Vehicles</b>	<ul style="list-style-type: none"> <li>• Drivers will be responsible for sanitising hard surface touch points when exiting vehicles.</li> <li>• Vehicles will be equipped with appropriate sanitisation supplies.</li> </ul>
<b>Bathroom and Toilet Amenities</b>	<ul style="list-style-type: none"> <li>• Toilets, basins and bathroom facilities will be cleaned regularly with increased and scheduled frequency where practical.</li> <li>• Provider will provide ready access to cleaning equipment and provisions and waste disposal receptacles to enable shower facilities used by adults are cleaned after every use.</li> <li>• The opening and use of communal showers is permitted, where appropriate cleaning measures are in place consistent with <a href="#">Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and health.</a></li> </ul>
<b>Accommodation (sleeping arrangements)</b>	<ul style="list-style-type: none"> <li>• Regular cleaning of accommodation will be conducted in accordance with advice from <ul style="list-style-type: none"> <li>• Queensland Health: <a href="https://www.health.qld.gov.au/data/assets/pdf_file/0033/959910/guideline-risk-mitigation-for-accommodation-transport.pdf">https://www.health.qld.gov.au/data/assets/pdf_file/0033/959910/guideline-risk-mitigation-for-accommodation-transport.pdf</a>,</li> <li>• Safe Work Australia: <a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/cleaning-table-covid19-26May2020.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/cleaning-table-covid19-26May2020.pdf</a></li> <li>• Qld Office of Industrial Relations: <a href="https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> </ul> </li> <li>• Clients are encouraged to supply their own linen and pillow. Provider supplied bedding must be laundered after use.</li> </ul>
<b>Food Service</b>	<ul style="list-style-type: none"> <li>• This plan provides a relaxation to the base density requirement of one person per 4 square metres for school-aged children in the outdoor education dining setting, however food preparation, cleaning, hygiene and sanitisation protocols as prescribed in the <a href="#">Retail Food Services Industry COVID Safe Plan for Restaurants, Cafes and Caterers</a> must be adhered to.</li> <li>• No buffet self-service.</li> <li>• Food businesses may still provide take-way service,</li> <li>• Adults (e.g. Group Leaders and Teachers) must adhere to the base density requirement of one person per 4 square metres.</li> </ul>

## Worker Safety

Area	Protocols
<b>Worker Health and Wellbeing</b>	<p>Note – “workers” means both paid workers and volunteer workers</p> <ul style="list-style-type: none"> <li>• Direct workers to stay at home if they are sick, and to go home immediately if they become unwell. Any person who has symptoms related to COVID-19 must be excluded from the program and/or venue.</li> <li>• Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home until they get the result and it is negative for COVID-19.</li> <li>• Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers.</li> <li>• Consult with workers on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work. This could be in the form of regular toolbox meetings pre-program, daily during program, and post program.</li> <li>• Providers should take steps to manage stress from COVID-19: <ul style="list-style-type: none"> <li>○ Regularly ask workers how they are going and if there are any work-related stressors that need to be addressed</li> <li>○ Be well informed with information from official sources, regularly communicate with workers and share relevant information as it comes to hand</li> <li>○ Consult your workers on any risks to their psychological health and how these can be managed</li> <li>○ Provide workers with a point of contact to discuss their concerns and to find workplace information in a central place</li> <li>○ Inform workers about their entitlements if they become unfit for work or have caring responsibilities</li> <li>○ Proactively support workers who you identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home)</li> <li>○ Refer workers to appropriate channels to support mental health and wellbeing, such as employee assistance programs or counselling services.</li> </ul> </li> </ul> <p>Further information managing risks to psychological health during COVID-19 pandemic has been provided by Safe Work Australia: <a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/mental-health?tab=tab-toc-small_business">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/mental-health?tab=tab-toc-small_business</a></p> <p>And page 10 of Queensland Office of Industrial Relations COVID Guide: <a href="https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></p> <ul style="list-style-type: none"> <li>• Providers should ensure that they put controls in place to manage possible risks to workers associated with work-related violence and aggression. Further information has been provided by Safe Work Australia: <a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/work-related?tab=tab-toc-employer">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/work-related?tab=tab-toc-employer</a></li> </ul>
<b>Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Appropriate PPE should be supplied to workers based on their roles and responsibilities in adherence with Work Safe Guidelines.</li> <li>• Training on the appropriate use of PPE be provided to workers</li> <li>• Best practice guide: <a href="https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> </ul>

<b>Pre-screening</b>	<ul style="list-style-type: none"> <li>• Ensure all workers are aware that they MUST NOT attend if they have ANY symptoms potentially consistent with COVID-19. <ul style="list-style-type: none"> <li>○ COVID-19 symptoms include: cough, fever, sore throat, fatigue and shortness of breath.</li> <li>○ In addition to COVID-19 symptoms, workers should be advised not to attend work with any flu-like symptoms or related illness.</li> </ul> </li> </ul>
<b>Worker Inductions</b>	<ul style="list-style-type: none"> <li>• Providers will have a venue specific induction process that educates workers on new and altered processes that have been introduced to reduce risks related to COVID-19.</li> <li>• These induction processes will include but not be limited to: <ul style="list-style-type: none"> <li>○ Physical Distancing measures the organisation has in place that must be adhered to</li> <li>○ Equipment sanitisation processes that must be carried out</li> <li>○ Process improvement reporting procedures and critical incident plans if a COVID-19 outbreak occurs.</li> </ul> </li> </ul>
<b>Worker Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Industry and workplace-specific training must be undertaken for workers.</li> <li>• Providers must: <ul style="list-style-type: none"> <li>○ Identify and outline the requirements for training of the workforce including all workers and communicate these requirements to workers and their representatives.</li> <li>○ Train workers on identified training, inclusive of COVID-19 infection control training: <a href="https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training">https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training</a></li> </ul> </li> <li>• Training for workers may consist of the following: <ul style="list-style-type: none"> <li>○ Mandatory training provided by <a href="#">TAFE Queensland</a> for industries requiring a COVID Safe checklist.</li> <li>○ Any training that has been approved or outlined by Queensland Health.</li> <li>○ Any training as outlined by a Peak Body or State Level Organisation specifically relevant to the activity.</li> </ul> </li> <li>• Further information and advice is available for organisations in the Return to Play guide provided on the <a href="#">Return to Play website</a>.</li> <li>• Further industry specific training will be developed and provided by the <a href="#">Active Queenslanders Industry Alliance</a>.</li> </ul>

## Safety/Risk Management

Area	Protocols
<b>Risk Register</b>	<ul style="list-style-type: none"> <li>• Providers should ensure that COVID-19 controls are included within their risk registers.</li> <li>• Providers should regularly monitor the COVID-19 situation, including any new public health advice, reviewing the effectiveness of their safety/risk management response, and adjusting responses accordingly – see page 3 of the OIR COVID Guide: <a href="https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> <li>• The Australian Standard (AS ISO 31000:2018 Risk management – Guidelines) provides guidance regarding Risk Register contents.</li> <li>• Specific risk controls should be implemented to align with the requirements under the Industry Plan.</li> </ul>
<b>Standard Operating Procedures</b>	<ul style="list-style-type: none"> <li>• Providers should ensure that they update their Standard Operating Procedures to account for COVID-19 control measures identified within their risk register.</li> </ul>



	<ul style="list-style-type: none"> <li>Workers should be trained on the updates made to the Standard Operating Procedures.</li> </ul>
<p><b>Records of Safety/Risk Management Processes</b></p>	<ul style="list-style-type: none"> <li>Providers to maintain records of safety/risk management processes, including the following: <ul style="list-style-type: none"> <li>Identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)</li> <li>How and when the control measures were implemented, monitored and reviewed</li> <li>Who was consulted</li> <li>Relevant training records</li> <li>Any plans for changes</li> </ul> </li> <li>Providers may consider using tools such as the UPLOADS App to record incident reports, participation data, and action plans to address identified problems - <a href="https://uploadsproject.org/uploads-software-tool/">https://uploadsproject.org/uploads-software-tool/</a></li> <li>Note - levels of detail and extent of recording may vary depending upon the scope of operations of Providers.</li> <li>When undertaking and reviewing Safety/Risk Management Processes, Provider must consider the identification and management of any new or changed hazards that may have arisen <b>as a result</b> of the implementation of this industry COVID SAFE Plan.</li> <li>Following any period of closure of the organisation, Provider should carry out checks in preparation for reopening, including the following: <ul style="list-style-type: none"> <li>Equipment is in good working order,</li> <li>Building/facilities in good working order (if buildings/facilities are used), and</li> <li>Worker training is up to date.</li> </ul> </li> </ul>

## Emergency Management

Area	Protocols
<p><b>Emergency Management Plan</b></p>	<ul style="list-style-type: none"> <li>The Emergency Management Plan should include a section on the control of a viral outbreak and/or infectious disease.</li> <li>Assembly points located within the camp will adequately allow patrons and workers to maintain physical distancing where possible. However, response to any emergency will take precedence over physical distancing requirements.</li> <li>Wardens at Assembly point locations will actively communicate to persons to not congregate and physical distance if possible.</li> </ul>
<p><b>Suspected Case Response</b></p>	<ul style="list-style-type: none"> <li>Providers are required to implement a response plan in the event of a suspected COVID case. Response plan should include: <ul style="list-style-type: none"> <li>Isolate suspected persons and make arrangement for their departure from the venue.</li> <li>Persons to seek medical attention and testing.</li> <li>Inform persons that have been in contact with suspected case to isolate and monitor for symptoms.</li> <li>Infectious control clean to be completed.</li> <li>Once all clear given, return to normal business.</li> </ul> </li> </ul>
<p><b>Confirmed Case Response</b></p>	<ul style="list-style-type: none"> <li>Providers are required to implement a response plan in the event of a confirmed COVID case. Response plan should include: <ul style="list-style-type: none"> <li>Isolate – Quarantine those persons effected</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Notify - Report confirmed cases to the Department of Housing and Public Works and follow direction of authorities</li> <li>○ Trace – Prepare attendance information and provide to health authorities to support contact tracing</li> <li>○ Inform - Persons that have been in contact with confirmed case to isolate for 14 days and seek medical attention if symptoms are shown</li> <li>○ Clean - Infectious control clean to be completed</li> <li>○ Stand-Up – Return to business once it is safe to do so.</li> </ul>
<p><b>Managing a suspected/confirmed case of COVID-19</b></p>	<ul style="list-style-type: none"> <li>● Train workers (paid and volunteer) regarding management of workers or participants with a probable or confirmed case of COVID-19, ensuring workers understand that anyone who becomes unwell should be immediately isolated and provided with tissues, rubbish bin, hand sanitiser and a facemask, if available to cover coughs and sneezes. Establish procedures to help unwell workers or participants leave the activity as soon as possible, including: <ul style="list-style-type: none"> <li>○ Informing the supervisor of an unwell worker,</li> <li>○ arrangements should be made for the person to be sent home or to access medical assistance,</li> <li>○ If the unwell person needs to access medical assistance, they should call ahead and advise of their symptoms so that medical staff can prepare for their visit.</li> <li>○ Clean and disinfect any equipment or surfaces that the unwell person has been in contact with, implementing added protections to protect workers doing the cleaning.</li> <li>○ Queensland Health will contact Provider if contact tracing of the workplace is required, in which case Provider should follow the advice provided by Queensland Health.</li> </ul> </li> <li>● Train workers (paid and volunteer) regarding treatment of symptomatic people, and ensure that workers are instructed not to attend work if they develop a flu-like illness or have been directed by health authorities to self-quarantine or self-isolate.</li> <li>● Train workers (paid and volunteer) regarding cleaning and disinfection of facilities after suspected or confirmed COVID-19 in accordance with Work health and safety during COVID-19 - Guide to keeping your workplace safe, clean and healthy - <a href="https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> <li>● Providers must ensure that workers are trained in the appropriate use of personal protective equipment for cleaning and disinfection after suspected/confirmed COVID-19:</li> <li>● Put on personal protective equipment (PPE) before entering the area, which may include disposable gloves, disposable apron or other protective garment, and protective eyewear to protect your eyes from the cleaning chemicals</li> <li>● Note - If a person with suspected or confirmed COVID-19 infection remains in the area while the cleaning is done, the unwell person should wear a surgical mask, if available, to cover their coughs and sneezes. The person who is cleaning the area should also wear a surgical mask to prevent them from touching their face. Once the cleaner enters the area, they should avoid touching their face and not touch/adjust their face mask if one is worn. If wearing a mask, it should be either on or off – ensure it always covers both the nose and mouth and don't let it dangle from the neck. For further information, see pages 6-9 of OIR COVID Guide, which includes Personal Protective Equipment involved in cleaning: <a href="https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf">https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf</a></li> <li>● Confirm notification protocols for notifying public health authorities and other attendees regarding symptomatic workers or participants.</li> <li>● If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory.</li> </ul>

- 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.
- Providers 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.

## Other Facilities and Services

For the following facilities and services it is recommended that providers take a consistent approach with the approved industry plan for that specific area. The approved Industry plans are located at [www.COVID19.qld.gov.au](http://www.COVID19.qld.gov.au).

Area	Recommendations
<b>Aquatic Facilities</b>	<ul style="list-style-type: none"> <li>• Provider who operate pools refer to Swimming Pool and Aquatic Centre Industry COVID SAFE Plan</li> </ul>
<b>QPWS Campgrounds</b>	<ul style="list-style-type: none"> <li>• Providers who operate within Queensland Parks and Wildlife Services refer to QPWS Campgrounds COVID SAFE Industry Plan</li> </ul>

## Appendix 1 - Outdoor Education Providers COVID SAFE Checklist

- Implementation of the Outdoor Education Providers COVID SAFE Plan should be done through the completion of a COVID Safe Operational Plan for each Venue. The plan should address all the elements of the industry plan listed below:

### **Physical Distancing:**

- All applicable protocols under *Physical Distancing* within this plan has been implemented. (Group Management, Managing Egress, separation of client groups, Accommodation and Outdoor Education Activity)

### **Conducting Business**

- All applicable protocols under *Conducting Business* within this plan has been implemented. (Approvals, Booking Management, Signage, Visitors/Contractors/Delivery Drivers, Contact Tracing)

### **Client Management**

- All applicable protocols under *Client Management* within this plan has been implemented. (Pre-Screening, Payments, Conditions of Entry, Inductions)

### **Cleaning & Hygiene**

- All applicable protocols under *Cleaning & Hygiene* within this plan has been implemented. (Handwashing & Hygiene, General Cleaning, Vehicles, Bathroom & Toilet Amenities, Accommodation)

### **Worker Safety**

- All applicable protocols under *Workers Safety* within this plan has been implemented. (Worker Health & Wellbeing, PPE, Pre-Screening, Induction, Worker Education & Training)

### **Safety/Risk Management**

- All applicable recommendations under *Safety/Risk Management* within this plan has been implemented. (Risk Register, Standard Operating Procedures, Records)

### **Emergency Management**

- All applicable protocols under *Emergency Management* within this plan has been implemented. (Emergency Management Plan, Suspected Case Response, Confirmed Case Response, Managing a suspected/confirmed case of COVID-19)

### **Other Facilities and Services (if applicable)**

- The other industry plans applicable to my business have been reviewed and I am consistent with those requirements.

### **Outdoor Education Providers COVID Safe Plan**

***This organisation has completed and complies with the Outdoor Education Providers COVID Safe Plan Checklist and can demonstrate to the community and relevant government authorities that we are following the Outdoor Education Providers COVID SAFE Plan.***

Signature:

Name:

Position:

Organisation:

Date: