



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

## Health Management Plan: Queensland Conference and Camping Centres Mapleton Campus

### Organisation completing the Plan:

Queensland Conference and Camping Centres. 70 Obi Obi Road, 76 Flaxton Drive, 31 Sommer Road & 26 Billabong Place, Mapleton QLD 4560

### Summary of service type and activity provision:

Budget, short stay accommodation and catering, primarily for school groups, augmented by Outdoor Education activities.

### Site Description:

QCCC Mapleton is an Outdoor Education Centre with 300 beds, 25 outdoor education activity options and resort-style facilities on a total of 55-acres. The site has three distinct accommodation lodges with the ability to assign individual dining rooms, outdoor dining spaces and meeting rooms to each. Outdoor education activities are spread across three rural properties.

### Communication and notification to group organisers and screening precautions for incoming groups:

All guests are part of a group booked by a third party, such as domestic school groups. Where school-aged children are guests there are additional Child Safety and Privacy expectations which means group organisers need to be pro-active to work with QCCC for the minors in their care. Our advice to group organisers for all groups is as follows:

1. Group organisers are responsible to ensure they obtain a written (either paper based or electronic) declaration that is completed by anyone who attends their group booking at QCCC that they:
  - a. Are NOT experiencing cold or flu like symptoms
  - b. Do not have a temperature
  - c. Have not been in contact with someone that is confirmed to have COVID-19
  - d. Have NOT returned from overseas in the past 14 days
2. In information sent participants it must be clear that if they, or a minor they're responsible for, are sick or exhibiting symptoms of illness, they should not attend camp.
3. Group organisers must monitor the health and may choose to confirm the temperature of camp attendees prior to boarding transport to the venue.

4. A touchless thermometer will be available to assist group organisers, if required, to monitor the temperature of their group during their stay at the venue.

All visitors and contractors to the property are required to immediately report to reception and record their name and contact details before they are allowed access to the property. All deliveries must come to the delivery bay at the rear of the kitchen and delivery personnel required to record their name and contact details with QCCC staff.

### Measures to reduce the impact of COVID-19 at QCCC Mapleton:

#### **Record Keeping & logging guests:**

Wherever possible contact information kept for visitors, patrons (special provisions apply for minors in school groups), contractors, and staff for 56 days after departure. This information includes:

- o Full name
- o Phone number
- o Email
- o Date and time of arrival
- o Exit time or estimated departure

Child Safety and Privacy provisions apply to minors. Where schools are attending the program and/or venue, QCCC will confirm that the school is maintaining records of which children have attended via a signed Group Organiser Declaration form, but will not collect the contact information of the children attending as part of a school attendance. . QCCC will still collect and hold the contact details for all the adults attending with the school children including teachers, teacher aides, and parents, etc.

QCCC will have names of each guest onsite for room-specific fire registers. Tracing will be possible using both the room specific fire registers and individual details held by QCCC and/or the contracted group organiser.

#### **Health & Hygiene:**

QCCC has fulltime cleaning teams responsible for effective routine cleaning, with a focus on increased frequency of cleaning of high contact surfaces and communal facilities. A best-practice COVID -specific cleaning regime has been developed. Prior to the arrival of any new group, and during their stay, QCCC will ensure the Venue is cleaned following the guidance provided by:

[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)

## Space and social isolation management:

1. Capacity for each indoor space has been clarified and signed at point of entry. Indoor common spaces less than 200m squared observe 2m<sup>2</sup> social distancing requirements. Outdoor areas and pavilions observe the 2m<sup>2</sup> requirements. It is the responsibility of both QCCC staff and group organisers and staff to ensure group numbers do not exceed signed capacity.
2. When multiple groups are onsite, to prevent co-mingling QCCC Mapleton's venue will be separated into distinct and self-contained zones and outdoor spaces marked by "do not cross" chain:
  - a. Merrin Lodge Zone (100 people): Merrin Lodge Accommodation, Merrin Meeting Room, Kirkwood Hall (one night), Main Dining Room and servery, and front dining deck with own servery if not used by Harrison/Lethem Zone group.
  - b. Harrison Lodge Zone (100 people): Harrison Lodge Accommodation, Harrison Meeting Room, Kirkwood Hall (one night) Outdoor Courtyard (Campgrounds Café) and front dining deck with own servery if not used by Merrin/Lethem Zone group.
  - c. Lethem Lodge Zone (75 people): Lethem Lodge Accommodation, Seminar Two Meeting Room, Triballink main Outdoor pavilion, Triballink Dining Deck with food service from licenced food trailer and/or front dining deck with own servery if not used by Harrison/Merrin Zone group.
  - d. Zone 4 – A specified area incorporating Seminar One and the original Orienteering Courtyard which will be assigned to a specific group if required for capacity reasons and cleaned by QCCC staff between uses.
  - e. Zone 5 – Kirkwood Hall and surrounds which will be assigned to a specific group if required for capacity reasons and cleaned by QCCC staff between uses.
  - f. Zone 6 – Camping and amenities area surrounding the Triballink Cultural Activity Centre.
  - g. Access to areas outside of these zones, (eg Kidcaff Farm, Outdoor Movie Screen, sports resources, swimming pools and Triballink) will, where appropriate, be rostered to groups individually by QCCC administrative staff.
  - h. If a client group is greater than 100 people, they are assigned 2-3 distinct zone groups for accommodation, recreation, meetings and dining and efforts made to limit co-mingling between individual zones where possible.
3. Where only one client group is onsite:
  - a. If under 100 they will be given use of most rooms and facilities onsite to spread guests out as much as possible.
  - b. If a client is greater than 100 people they will be assigned 2-3 distinct zone groups for accommodation, recreation, meetings and dining and efforts made to limit co-mingling between individual zones where possible. Use of ensuite rooms will be prioritised.

- c. Where the group is receiving content (eg a leadership seminar) wireless streaming is available to stream between multiple meeting sites to ensure group sizes are limited where possible.
4. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not necessary for school-aged children. School-aged children may exceed the base occupant density requirements as directed by Queensland Health, however should maintain physical distancing protocols where possible.
5. Where required, it is proposed to observe, as much as is practically possible, 1.5m spacing and/or separation in accommodation rooms (or tents where applicable), where a top bunk provides physical separation from a bottom bunk and adopting the "Pillow to Pillow"/"top-to-toe" approach to maximise distance between participants' heads. Signage to describe this approach will be placed in each applicable bunk room.
6. Accommodation and room capacity for adults (including teachers accompanying school groups) will be adjusted to meet the 4m<sup>2</sup> requirement for them.
7. Once allocated to a Tent or Bunk, participants will be instructed to only use that resource for the duration of the program/stay at the venue.
8. QCCC's Fire Register will be the record of people allocated to each resource.
9. At the conclusion of each camp the sleeping quarters will be appropriately cleaned between change-over of guests (refer to health and hygiene above). A minimum of half an hour will be observed between a group departing a zone and another entering following cleaning.

### **Food preparation and service:**

Physical Distancing and food preparation procedures will be consistent with the requirements of the relevant local government agency and augmented by the following COVID- 19 related additions:

1. 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.
2. Tables and chairs will be set up to ensure 1.5m separation and 4m<sup>2</sup> per diner, where required for adults. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not necessary for school-aged students. School-aged children may exceed the base occupant density requirements as directed by Queensland Health, however should maintain physical distancing protocols where possible.
3. Group supervisors will be responsible to sequence service groups by table. Service areas will be marked with 1.5m distances to ensure separation.
4. Hand sanitizer is available at each food service area;
5. All food will be served by dedicated servers to limit potential for cross-contamination from shared use of utensils and serving implements. Where

- possible, service staff will wear PPE masks or be separated from guests by plex-glass screens for the duration of the food service time.
6. Participants will be told to bring their own labelled water bottle to camp and all communal cups removed and bubblers de-commissioned, leaving only water service taps.
  7. All re-usable cutlery and crockery will be washed using hot soapy water or commercial dishwashers. Cutlery could also be single-use and/or menu items will be eaten by hand.
  8. Meals could be packed meals which can be eaten remotely and outdoors if required to minimise site movement for meals.
  9. Condiments should be single-serve packets unless served by dedicated server.
  10. A thorough clean of each food service area and dining space at the conclusion of each meal and a full clean will be conducted at the conclusion of each group booking and/or use.

### **Outdoor Education Activities and the Triballink Centre:**

A COVID-audit of all Outdoor Education activities has been conducted and Standard Operating Procedures (SOPs) adjusted to account for Covid Safe requirements. Measures include:

- Where identified the risk of COVID-19 infection is high and difficult to be controlled, the activity has removed from activity selection until it is able to be run within future Covid easing advice.
- 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 SOPs, then updated changes must be documented appropriately.
- Group Leaders are to be given inductions for COVID SAFE SOPs for activities and assessment of compliance included in the normal observation and inspection processes for staff.
- Outdoor Education activities will observe and operate within the prevailing protocols and distancing required under the Industry COVID SAFE Plan for Outdoor Recreation Activity Providers.
- Sanitising of point of contact (eg hands, feet etc) both before and after contact with activity equipment (eg harnesses, helmets, and ropes) where appropriate.
- Sanitise activity equipment between groups (at least 60% alcohol) where appropriate.
- Outdoor Education will take place in groups of no more than 100 per group (Stage Three and Onwards). Wherever possible instructors will be assigned to an individual group and remain their instructor for the duration of the camp. Instructors meet their groups at their zone at the commencement of each activity session. QCCC will maintain records of activities operated and QCCC/provider's staff who were in contact with each group at any point in time.

## Swimming Pool Complex:

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;

The total area of the Outdoor Pool Complex at Mapleton is in excess of 3,000 square metres. The pool area is separated into two distinct zones, one containing the slide pool and wading pool and the other the basketball hoop pool and dive pool. Capacity is established at a maximum of 100 people in either zone at any one time. To minimise co-mingling between groups, access to each zone, up to 100, needs to be negotiated and timetabled, and group coordinators advised 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 indicates capacities and conditions of use and hand sanitiser is available at the entry gate.

## Transport:

Transport arrangements are not made by QCCC. QCCC's obligations commence when groups arrive at the venue. However, we remind guest groups of their social distancing obligations to ensure they are guided by the expectations. Adult groups generally arrive in their own transport. Current advice for school groups is physical distancing requirements are exempt for public transport (including buses). Transport operators will ensure that buses and surface touch points are cleaned according to COVID-19 cleaning and disinfection recommendations.

Onsite physical distancing guidelines will be followed at bus interchange locations, pick-ups and drop-offs. This will be achieved by:

1. Requesting group organisers stagger their arrival and departure times so they can be met by QCCC staff, unloaded and guests taken to their appropriate facilities before the arrival of the next group.
2. Change in arrival and departure times and incoming/outgoing meal arrangements, arranged on a bespoke basis with individual groups to limit contamination between groups whilst maintaining an excellent guest experience.

## Emergency Management Plan:

In the event of an emergency (eg fire) the normal emergency procedures will be implemented with the use of large congregation areas (Dining Room or Kirkwood Hall) or, if safe to do so QCCC staff will direct guests to relocate to the designated outdoor emergency area (oval near the canoe lake). QCCC staff will direct guests to socially distance if possible – safely negotiating the immediate emergency will take priority until the emergency is over.

Management and mitigation of immediate risk (eg anaphylaxis, fire, bushfire, extreme weather, people with disability needs etc) will take precedence over COVID-safety, where required.

### **Guest Isolation and illness (suspected case response):**

Where a guest shows symptom of COVID, or general sickness:

1. QCCC will work with the group organiser to facilitate either COVID Testing and/or the pick-up of the guest as soon as practically possible;
2. The guest will be isolated in a designated facility unique to their zone which will be activated as a quarantine and isolation area for guests exhibiting signs of infection.

### **Confirmed COVID Case Response:**

A designated facility unique to each zone which will be activated as a quarantine and isolation area for guests exhibiting signs of infection. In the event a guest is subsequently identified as COVID positive:

1. QCCC staff will report confirmed cases to the Department of Housing and Public Works and follow direction of authorities
2. QCCC staff will liaise with group coordinators to prepare attendance information and provide to health authorities to support contact tracing
3. QCCC staff will request Group Coordinators onsite at the time of the COVID infected person to advise their group's guests to seek medical attention if symptoms are shown
4. Clean - Infectious control clean to be completed
5. Stand-Up – Return to business once it is safe to do so.

### **Workplace health and safety for Employees:**

The following measures and guidelines have been implemented:

1. Workers have undertaken COVID-SAFE Return to work training and individual departments (eg hospitality, cleaning etc) instructed in COVID-relevant information required for their workplaces.
2. Staff have been provided a "Toolbox" of Covid Safe practice and signed their understanding and commitment of compliance.
3. Posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
4. Signs at building entrances and workspaces to ensure the maximum safe capacity is not exceeded. Office furniture and rosters reconfigured to ensure social distancing of employees.
5. Workers instructed to advise management and stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to call the National Coronavirus hotline (1800 020 080).

6. Workers instructed to inform management if they are displaying symptoms of COVID-19, have been in close contact with a person who has COVID-19 or have been tested for COVID-19.
7. Workers' lunchroom has been set up to establish physical distancing and/or workers required to consume lunch outdoors.