



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

## FAQs for QCCC in the Covid Period – Updated 14 January 2021

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

### **Are you open?**

Mostly. There is no public health direction limiting our ability to accommodate our contracted bookings at Mapleton, Tamborine or Noosa and each QCCC venue is operating according to its individual Health Management Plan, informed by the relevant Industry Plan. QCCC Brookfield has resumed operations after the 3-day hard lockdown for Greater Brisbane, observing the additional requirements for Impacted Areas (mask wearing indoors and greater social distancing) required until 22<sup>nd</sup> January.

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

Since re-opening in mid-June 2020 QCCC's 4 Venues have successfully and safely hosted more than 200 individual group camps.

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

Yes, QCCC venues are accepting bookings and normal contractual 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.

### **Is there a limit on group size?**

No. The updated Outdoor Education Industry Plan (Version 17 – 17/11/2020) now allows that the "total number of people per client group attending may be unlimited (e.g. school-aged children, teachers and support personnel)". We can also host multiple client groups 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, client groups must not share the same facilities/amenities, unless Queensland Health recommended cleaning and hygiene protocols have been implemented between uses." This is achieved using our proven Zone system.

### **What are your social distancing requirements?**

The maximum density requirements for most areas in our facilities, including our dining and meeting rooms, are one person per two square metres. 4sqm per person continues to be observed for adults in our bedrooms. 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, including in bedrooms, as directed by Queensland Health, however, should maintain physical distancing protocols where possible.

### **Until the Industry Plan is updated, how many adults can you accommodate in your bedrooms at each site observing one person per four square metres?**

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

**Noosa Outdoor Education Centre** can accommodate 90 adults 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 adults, reduced from 81
- Pioneers: 24 adults, reduced from 36
- Tamborine Lodge: 47 adults, reduced from 69
- WEC: 54 adults, reduced from 94

**QCCC Mapleton** has a capacity of 200 adults, 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”.*

## How is QCCC Contact tracing?

All visitors and contractors to QCCC venues are required to sign in and leave their contact details. QR Codes are also displayed prominently around the site, at major entry points and at contractor delivery areas. Where visitors do not have access to a smart phone or are unable to use the QR Code, a paper record remains available. QCCC staff supervise entries onto paper forms to ensure they're legible. Accommodated guests to QCCC Mapleton are expected to sign a guest declaration form with contact tracing details, and for non-school groups copies of this form must be provided to QCCC by group organisers. To assist with the collection of contact information prior to arrival, QCCC has a [template available for download](#) on its website.

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. The primary point of contact for contact tracing from school groups is the group coordinator. 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.

## What is QCCC's Cancellation Policy?

Normal cancellation policies, as per QCCC's booking contracts, apply. Bookings cancelled within 120 days of a scheduled event incur a cancellation fee calculated at 85% of minimum numbers booked.

## 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.

## 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 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 individual groups, access by each group, 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. QCCC Mapleton's large, 4-pool complex has been separated into two distinct zones for individual group 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.

Our sincere belief is Outdoor Education Centres are a highly Covid-Safe environment, operating in a similar capacity to the "Covid-bubble system" successfully pursued by professional sports teams. We also draw attention to recent comments by the Queensland Chief Medical Officer, Dr Jeanette Young, regarding Outdoor Activities: *"Outdoors is the safest place to be and we have got the best climate in Australia and the world in terms of living our lives outdoors ... wherever possible I strongly recommend people move their lives as much as possible outdoors."*

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/>