



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

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

### Organisation completing the Plan:

Queensland Conference and Camping Centres Tamborine, NORTH TAMBORINE

- 255 Beacon Road;
- 16, 34, 38, 48-50 & 62 Keswick Road;
- Activities on 237 Beacon Road

### Summary of service type and activity provision:

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

### Context:

QCCC Tamborine is an Outdoor Education Centre with 298 beds on 6 individual properties (8 acres), and access to a neighbouring 50-acre property for recreation, conference space and Outdoor Education. The site has four distinct and individual accommodation precincts, each with their own dining room, outdoor dining space and meeting room(s). The site also has access to a large auditorium on weekdays.

### Screening of incoming guests:

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 all 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
  - e. Have not been contacted as part of Queensland Health Contact Tracing efforts in the previous 48 hours prior to camp and have not been tested for Covid.
  - f. Are not awaiting the result of a Covid Test.

- g. If they have had COVID19 more than 10 days have passed since onset of symptoms, they have been free of all symptoms for at least 72 hours and they are able to provide evidence of completion of isolation.
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. A site-specific QR Code is displayed prominently at entry points.

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

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

Wherever possible electronic contact information is kept for visitors, deliveries, 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

Onsite guests to QCCC Tamborine 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. QR Codes for each individual zone 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.

#### *School Groups:*

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.

## 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:

1. Capacity for all spaces has been clarified and signed at point of entry, using the base occupant density requirement of 2m<sup>2</sup> per adult for common areas and 4m<sup>2</sup> for adults in sleeping areas. It is the responsibility of both QCCC staff and group organisers and staff to ensure group numbers do not exceed signed capacity.
2. QCCC Tamborine owns or leases seven distinct and self-contained properties (venues) which can be operated separately or collaboratively:
  - i. Tamborine Lodge (67 beds).
  - ii. WEC Centre (94 beds).
  - iii. CMS Centre (89 beds)
  - iv. Pioneers Centre (48 beds)
  - v. Mount Tamborine Convention Centre (Tent camping, Meeting Rooms and Outdoor Education activities, 75 beds)
  - vi. Mollenhauer House (Meeting Rooms)
  - vii. Pioneers top block (Outdoor Education Activities)
3. Each property will be operated individually as "zones", or 2 or more properties merged, if required, to spread guests out as much as possible.
4. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in sleeping areas) is not necessary for school-aged children. School-aged children may exceed the base occupant density requirements for sleeping areas 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. Sleeping areas for adults (including accompanying school groups) are adjusted to meet a base occupant density of 4m<sup>2</sup> per adult. Capacities for primarily adult groups will be as follows:
  - i. CMS: 64 reduced from 81
  - ii. Pioneers: 36 reduced from 48
  - iii. Tamborine Lodge: 47 reduced from 69

- iv. WEC: 54 reduced from 94
- 7. Once allocated to a Tent or Bunk, participants will 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. Where groups are tent-camping they will do so in individual swags or tents with a top to toe sleeping configuration to provide appropriate spacing. These resources will be disinfected by Vertec Adventures staff after each stay. The camping area has two separate ablution areas which can be assigned to camping groups in a zone/family format to minimise cross-contamination, given spot/full-clean by QCCC staff daily.
- 10. 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 encourage 1.5m separation and 2m<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. QCCC staff will cooperate with Group supervisors 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 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 at the conclusion of each group booking and/or use.

#### **Mask wearing:**

During periods where mask-wearing is mandated by order of Queensland Health, the prevailing requirements will be implemented at the venue. Permanent signage encouraging the use of masks indoors, and where social distancing is not possible in the outdoors (and outside the “field of play” requirements of activities) will be displayed.

During periods where mask-wearing is mandated, group coordinators will be contacted by administration staff and asked to tell all guests in their group to arrive with an appropriate facemask. Spare masks will be kept on the property to provide to guests who do not arrive with their own. The venue, in consultation with group coordinators, will advocate and facilitate mask-wearing and compliance where reasonably necessary to protect the health and safety of other facility guests and employees, and within the limits of its ability – refer to further information about [COVID-19 and human rights](#).

#### **Outdoor Education Activities: (Also refer to Outdoor Education COVID Standard Operating Procedures Document):**

A COVID-audit of all Outdoor Education activities has been conducted and Standard Operating Procedures (SOPs) adjusted to account for Covid Safe requirements. By QCCC’s Outdoor Education contractor, Vertec Adventure:

- 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). Instructors meet their group at their designated facility 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.

## **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 at each venue, pick-ups and drop-offs. This will be achieved by:

1. Requesting group organisers to stagger their arrival and departure time so each bus 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 or, if safe to do so QCCC staff will direct guests to relocate to the designated outdoor emergency area (grassed area near the Youth Hut). QCCC staff will direct guests to socially distance if possible – safely negotiating the immediate emergency will take priority until the emergency is over.

If unavoidable, management and mitigation of immediate risk (eg anaphylaxis, fire, bushfire, extreme weather, people with disability needs, qualifications to operate individual activities etc) will take precedence over COVID-Safe protocols.

## **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 or in the meeting room in the administration area while they await pickup.

## **Confirmed COVID Case Response:**

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 or in the meeting room in the administration area while they await pickup. 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.