



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

FAQs for QCCC in the Covid Period – Updated 15th November 2021

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

Are you open?

Yes. QCCC's Operational status is informed by the official, published Public Health Directions advice from Queensland Health regarding our operations as a "short-term accommodation provider." These Directions are constantly monitored by QCCC staff to ensure venues are operating in compliance with the latest applicable directions.

Will QCCC be open for people for people aged 16+ who are not vaccinated after 17th December?

The Public Health Direction about selective, and possibly short-term, arrangements for unvaccinated patrons are yet to be released. There is little detail available for short-term accommodation providers and therefore we do not have all the detail at hand to make an informed decision on our operations. When the Public Health Direction is released, and we have had time to consider the impact on our operations, we will be in contact with guest groups to explain our operating parameters.

Can school camps proceed?

QCCC can host school camps within the parameters of the Public Health Directions for short term accommodation providers. Currently school camps can occur when short-term accommodation providers are able to operate, and in the absence of an explicit Public Health Direction from Queensland Health that school camps cannot proceed. We are waiting guidance whether students and staff attending camp will need to be vaccinated, noting there is currently no lawful direction for school staff and students to be vaccinated.

Camps for State Schools are informed by the Queensland Education COVID Planning Framework which outlines a tiered approach of "Scenarios" to inform Principal decision making regarding the measures to be implemented at their school. At Scenario 1 (*Covid-Normal*) and Scenario 2 (*Restrictions in place but no lockdown*) excursions and camps are permitted at locations and businesses that are using a COVID Safe checklist (which is the case at all QCCC venues).

Scenario 3 is described as a "local government area/state-wide lockdown". In this instance the camp can proceed if the venue and the school are outside of the lockdown area. In the event the venue is open and the school in a lockdown area we will work with the school to postpone the camp to another date. If the venue is in a lockdown area and the school outside of it, we will work with the school to switch to another QCCC venue outside the lockdown area or postpone the camp to another date. At Scenario 4 (*School Closure*) excursions and camps cannot occur, and we will work with the school to postpone the camp to another date.

Non-State schools are not governed by Queensland Education and therefore cannot rely upon Queensland Education's directives regarding camping. Our operational and contractual policy for school camps by independent schools will be informed by the Queensland Health Public Directions.

Do we need to apply for a Covid-Safe Event Plan for our camp?

No. Camps can proceed at locations and businesses that are using a COVID Safe Checklist for Business, which applies to all QCCC venues and activities. Music Camps are the exception – see below.

Is there a limit on group size?

No. Currently our venues are operating according to the expectations of the COVID Safe Checklist for Business regarding density limits, social distancing and mask-wearing.

What are your social distancing requirements?

Our Occupant Density is dictated by the applicable Public Health Direction – Restrictions on Business, Activities and Undertakings Direction, particularly referencing expectations for short-term accommodation and, where applicable, relevant

exemptions for school-aged children. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing is not necessary for school-aged children. Since June 2020 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.

What about Music Camps?

Education Queensland has clarified their stance on Music Camps, advising they can proceed during Scenario 1 (with the audience 2m physically distant from performers) and Scenario 2 (where the Group Organiser has completed a [Covid Safe Event Checklist](#)). (QCCC staff will assist to ensure the logistics and protocols are upheld).

How is QCCC Contact tracing?

All visitors and contractors to QCCC venues are required to sign in and leave their contact details. Adults are required to check-in via the venue Check-in QLD App. Where visitors do not have access to a smart phone or are unable to use the QR Code the group organiser and our staff can assist.

It is Queensland Health's position that escorted groups of children are not required to be checked in to the venues that they attend as part of an organised activity. The children should be taken to be unaccompanied minors for the purpose of the Restrictions on Businesses Direction. The adults chaperoning/escorting the children must check-in at the venue and the organiser, e.g. school, scout troop, club sports team, is to maintain details of the children present.

What is QCCC's Cancellation Policy?

Where the Public Health Directions allows short-term accommodation providers to operate, normal cancellation policies, as per QCCC's terms and conditions, apply. Bookings cancelled within 120 days (180 days for school bookings in Term One) of a scheduled event incur a cancellation fee calculated at 85% of minimum numbers booked. In the event a QCCC venue is operational, but the group is primarily in a lockdown scenario, QCCC will work with group organisers to postpone the booking to a later date, or relax minimum number provisions.

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.

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 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 (20-125 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, and where multiple groups are onsite, venues are able to operate with a zone system to limit co-mingling between

groups. 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/>