



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

FAQs for QCCC in the Covid Period – Updated 22nd February 2022

Updated in response to the release of the Queensland Government's "*Preparing for and managing COVID-19 in Schools Plan*".

Are you open?

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

Can school camps proceed?

On 22nd February the Queensland Premier announced a lifting of many restrictions from 6pm 4th March and the Director General of Education Queensland has advised, in a bulletin to schools, that this includes the resumption of school camps beyond that time. School camps can proceed at venues observing the **Covid Safe Checklist**. Our operational and contractual policy for school camps will be informed by the Queensland Health Public Health Directions applicable to our operations. QCCC's normal cancellation policies will apply to school camps booked on or after 5th March.

The *Preparing for and Managing Covid-19 in Schools Plan* currently suggests "camp locations which have no other schools or members of the public on site at the time are preferred". How will QCCC venues implement this advice?

When hosting a school group, arrangements for workers, contractors and public access will comply with the requirements of Queensland Health's **Requirements for Workers in a High-Risk Setting Direction**. QCCC can limit co-mingling of schools at any of its venues, utilising contextualised arrangements described below:

QCCC Brookfield: Most school bookings at Brookfield in 2022 will have exclusive use of the main campsite (excluding occasional use of the significantly separate, and self-contained Retreat House). On the rare occasion of multiple school groups, the Zone system, approved by Queensland Health's **Chief Health Officer**, to separate schools onsite and limit co-mingling, will be implemented.

QCCC Mapleton: QCCC Mapleton will revert to the successful soft-Zone system, approved by Queensland Health's **Chief Health Officer**, to separate schools onsite and limit co-mingling. Each group can have its own accommodation and dining facilities and some activities which could result in co-mingling will be suspended. Access to venue facilities (eg pools) will be booked through administration and cleaned by QCCC staff between uses. Use of Mapleton Zones will be bespoke, according to group sizes (some large schools will require multiple zones), but are largely characterised as:

- Merrin Zone – Merrin Block Accommodation and main Dining Hall;
- Harrison Zone – Harrison Block Accommodation and Food Courtyard (covered outdoor patio);
- Lethem Zone – Lethem Block Accommodation and Front Deck Patio Dining (2nd covered outdoor patio); and
- Three additional outdoor speciality zones used to greet incoming groups on changeover days.

The [Zone Map for Mapleton](#) can be downloaded from QCCC's [Covid-19 Information Page](#).

QCCC Tamborine: QCCC Tamborine comprises several, separate and self-contained properties. Depending on group size, schools will have one or multiple of these properties, but will not share any individual accommodation property with another school or group. A map of the different properties at QCCC Tamborine is available [here](#).

Noosa Outdoor Education Centre: NOEC only hosts one school group at a time.

How does QCCC mitigate against concerns of COVID transmission in sleeping areas?

QCCC venues have operated with “**top to toe**” sleeping arrangements plan for 18 months, approved by the **Chief Health Officer**, which provides more than the required 1.5m social distancing required. Between June 2020 and December 2021, the camp industry in Queensland provided more than a million bed nights without one case of community transmission of Covid on school camp. Groups will be encouraged to leave windows and doors open to encourage natural ventilation.

What is your response to a diagnosed person at your venue?

Our provisions remain consistent with how we dealt with illness prior to and during the pandemic. Guests who have symptoms of COVID-19 or are awaiting a COVID-19 test result must not attend camp. If a guest becomes symptomatic, or ill in any way, whilst at the camp, the guest should be isolated away from others and arrangements should be made for their return home by private transport as soon as possible and to undergo a COVID-19 test. QCCC venues have designated quarantine facilities at each venue/zone to assist.

How will you manage the definition of “close contact” at your venues?

In our context the only time guests share a common space for more than four hours is their bedroom setting. QCCC’s fire-registers maintain a record of individual room rosters and guest coordinators are instructed to ensure guests remain in their allocated rooms. Any guest who is diagnosed with COVID-19 should inform the group coordinator. Other guests who have shared a sleeping area (bedroom or tent) with the Covid-positive guest will be household-like close contacts and be required to test and quarantine.

Are your staff fully vaccinated?

The **Covid-19 Vaccination Requirements for Workers in a high-risk setting Direction (No. 2)** explicitly lists “**Outdoor Education Facilities**” as a “**high-risk educational setting**” when hosting school groups and all relevant QCCC staff have been issued a Direction to vaccinate and will need to show evidence of having received the prescribed Covid-19 vaccine dose before 23rd January. Beyond this date QCCC staff at QCCC venues will comply with the requirements of the **High-Risk Setting Direction** when operating as a **High-Risk Educational Setting**.

Are you adequately staffed?

The great majority of QCCC’s staff team is already fully vaccinated. Like many schools and businesses negotiating the complexities of this Direction, QCCC may rely on the provisions allowed for **critical workforce shortages** for short periods, observing the requirements (PPE, negative PCR test each-day) until any **critical workforce issue** is resolved. QCCC also has contingency plans for surge workforce arrangements at each, and across its venues. We are confident that we retain and will be able to recruit the staff required to maintain our high standards.

Can we see evidence of QCCC staff vaccination status?

The **High-Risk Setting Direction** requires staff to provide proof of their vaccination to their employer (QCCC) but privacy laws prevent employers from making confidential staff information publicly available. QCCC management will be able to provide a Statutory Declaration that all QCCC staff will be compliant with the requirements of the **High-Risk Venues Direction**, when the venue is operating as a high-risk setting, on and after 23rd January 2022.

Will unvaccinated people aged 16+ be able to attend QCCC venues after 17th December?

The **Public Health and Social Measures (PHSM) Direction** permits unvaccinated patrons to attend short-term accommodation venues but not “restricted” areas, broadly characterised as indoor, sit-down retail food locations. Indoor Food access areas at our facilities are not retail and only for the access of onsite groups, not accessible by the public and fall under the “**shared-dining**” provisions of the Direction - unvaccinated people can use these indoor facilities and observed occupant density is 2m². Takeaway, and outdoor food court options are also available onsite. For school groups the provisions for “**Dine-In Canteens**” apply – unvaccinated school-aged children are permitted without occupant density limits.

Do school-students aged 16+ need to provide evidence of vaccination to attend their school camp?

The Queensland Department of Education has advised all students aged 16+ can attend school camp regardless of vaccination status. The **PHSM Direction** provides the following Check-In exemption for school-aged children:

A person who owns, controls or operates a **business, activity or undertaking** is not required to request a person’s **contact information** if:

- b. the person is or appears to be a primary or secondary school-aged child and is part of a group attending an activity organised by a school, sporting team or community group;

Example – A school, sporting team or community group attending a venue as part of an excursion are not required to check in school-aged children. Any adults escorting the children must check in to the venue using the Check In Qld app.

My non-school group will be staying at a QCCC venue at the same time as a school group. Does everyone in my group need to provide evidence of vaccination?

When a QCCC property is hosting a school group it becomes a high-risk educational setting as *'the setting is used by a large number of vulnerable persons'* (eg: unvaccinated school students). Every non-student onsite aged 16+, including guests with other groups, must provide evidence of having received the prescribed vaccination doses using the Check in QLD app.

Please check with the administration team at each of our venues for more specifics, but generally where a school group is present at the venue:

- QCCC Brookfield: This arrangement is applicable to all groups when operating as a multi-group site.
- QCCC Mapleton: This arrangement is applicable to all groups when operating as a multi-group site.
- NOEC: Does not operate as a multi-group site.
- QCCC Tamborine: Operates as several distinct and separate properties so liaise with the administration team to see if your non-school group booking has its own venue/property.

Do we need to wear masks on camp?

QCCC venues will observe the mask-wearing Directions as they are updated by Queensland Health Public Directions for mask-wearing. From 5th March onwards masks will not be required at our venues, but their use will still be encouraged.

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.

What are your social distancing requirements?

Our Occupant Density is dictated by the **PHSM Direction** for **short-term accommodation**. Occupant density applies in indoor spaces, excluding sleeping areas. (Example – **shared dining** or **kitchen facilities** indoors.) Occupant density is – no more than 1 person per 2 square metres for areas open to or used by guests or visitors in indoor spaces. For school groups our food service areas are observing the requirements for **Dine-In Canteens**, occupant density does not apply.

What about Music Camps?

Education Queensland confirms Music Camps are permitted to be held at an external venue with a completed **COVID Safe Checklist** for restricted businesses except where (an applicable) local government area or state-wide lockdown is in place.

How is QCCC Contact tracing?

All adult visitors and contractors to QCCC venues are required to sign in using the **Check-In QLD app**. When operating as a **High-Risk Setting**, proof of vaccination status will also need to be confirmed via use of the Check-In 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.

The **PHSM Direction** directs "a school, sporting team or community group attending a venue as part of an excursion are not required to check in school-aged children. Any adults escorting the children must check in to the venue using the Check In Qld app." Groups of this nature must retain details of the children attending and, if requested, provide relevant information for contact tracing purposes."

What is QCCC's Cancellation Policy?

Wherever QCCC is permitted to operate according to the **Public Health Directions** 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 in a lockdown scenario/area, QCCC will work with group organisers to postpone the booking to a later date or relax minimum number expectations so the booking can proceed.

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?

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 Facilities 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 previous Queensland CHO, 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/>