



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

Health Management Plan: Queensland Conference and Camping Centres

Organisation completing the Plan:

Queensland Conference and Camping Centres. Venues at:

- 179 Gold Creek Road, Brookfield.
- 70 Obi Obi Road, 76 Flaxton Drive, 31 Sommer Road & 26 Billabong Place, Mapleton QLD 4560
- 759-761 McKinnon Dr, Cooroibah QLD 4565
- 255 Beacon Road, 16, 34, 38, 48-50 & 62 Keswick Road, Activities on 237 Beacon Road, North Tamborine

Summary of service type and activity provision:

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

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 screen and check 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. Are not a close household-like contact of someone confirmed to have COVID-19
 - d. Are not awaiting the result of a Covid Test.
 - e. Have not tested positive to Covid-19 in the previous 7 days.
2. In information sent to 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 and arrangements to leave camp will be made if a guest starts to exhibit symptoms of Covid-19.

3. Group organisers must monitor the health and may choose to confirm the temperature and symptoms 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.

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

Record Keeping & logging guests:

Group coordinators must ensure there are records of which guests of their group (including students and staff for guest groups) shared bedroom accommodation to enable identification of close contacts. A guest who is diagnosed with COVID-19 while on camp should inform the camp organiser. Other guests who have shared accommodation (for example, dormitory or tent) with the staff member or student, will be considered a close contact of a positive case of COVID-19 and will need to follow the applicable Queensland Health quarantine requirements.

Where a venue is hosting a school group, all visitors and contractors to the property are required to be vaccinated and must immediately report to reception and record their name and contact details and confirm their vaccines are up to date before they are allowed access to the property. The QLD Check-in app QR Code is used to confirm vaccination status.

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 thoroughly cleaned.

Space and social isolation management:

1. When required, density limits will be observed.
2. As much as is practically possible, 1.5m spacing and/or separation in accommodation rooms (or tents where applicable) will be observed, 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.
3. All windows at all facilities can be opened to encourage natural ventilation in bedrooms.
4. QCCC's Fire Register can be used as an additional register of people allocated to each resource.

Food preparation and service:

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. Group supervisors will be responsible to sequence service groups by table.
2. Hand sanitizer is available at each food service area;
3. When mask-wearing is mandatory, service staff will wear PPE masks or be separated from guests by plex-glass screens for the duration of the food service time.
4. 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.
5. 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.
6. 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 (where applicable):

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:

- 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.

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 and mask-wearing obligations to ensure they are guided by applicable expectations. 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.
3. We strongly encourage the use of masks for groups accessing our sites by bus, even where mask-wearing is not mandatory.

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.

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 isolation area until they leave the venue.

Confirmed COVID Case Response:

A designated facility 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 request the Group Coordinator of the COVID infected person to inform other guests who shared accommodation (for example, bedroom or tent)

with the person. Those people will be considered a close contact of a positive case of COVID-19 and will need to follow the applicable Queensland Health quarantine requirements.

2. Clean - Infectious control clean to be completed.

Workplace health and safety for Employees:

The following measures and guidelines have been implemented:

1. When hosting school groups, QCCC venues will comply with the *COVID-19 Vaccination Requirements for Workers in a high-risk setting Direction*.
2. 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.
3. Staff have been provided a "Toolbox" of Covid Safe practice and signed their understanding and commitment of compliance.
4. Staff must observe the applicable close contact provisions for household-like contacts, unless they are eligible to attend work – listed on QCCC's approved Critical Worker List.
5. Posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
6. 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).
7. 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.
8. Workers' lunchroom has been set up to establish physical distancing and/or workers required to consume lunch outdoors.

Documents and Directions which inform this plan (as updated):

- COVID Safe Event Checklist for restrictive businesses
- Public Health and Social Measures linked to vaccination status Direction
- COVID-19 Vaccination Requirements for Workers in a high-risk setting Direction
- Preparing for and managing COVID-19 in schools (Queensland Health)
- Isolation for Diagnosed Cases of COVID-19 and Management of Close Contacts Direction
- Public Health Face Mask Requirements Direction
- Queensland's COVID Safe Future roadmap