



BROOKFIELD – EXPEDITIONS - MAPLETON – NOOSA - TAMBORINE MOUNTAIN

## [FAQs for QCCC in the Covid Period – Updated 18<sup>th</sup> July 2022](#)

### **Are you open?**

Yes. Outdoor Education Venues are considered Short-Term Accommodation. There are currently no “restricted businesses” in Queensland since the Public Health and Social Measures linked to vaccination status Direction (No. 4) was revoked on 14<sup>th</sup> April 2022. Therefore, there are no public health directions (eg occupant density etc) applicable to short-term accommodation providers. QCCC’s normal cancellation policies apply.

### **Can school camps proceed?**

Yes. School camps are permitted to proceed. 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 apply.

### **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 isolation facilities at each venue 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 follow prevailing government requirements for close contacts.

### **Are your staff fully vaccinated?**

From 1am AEST Thursday 30 June 2022, COVID-19 vaccination is no longer required for workers in high-risk settings. QCCC venues complied with the vaccination mandate prior to this announcement.

### **Are you adequately staffed?**

We are confident that we retain and will be able to recruit the staff required to maintain our high standards.

### **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. Currently masks are not mandatory at our venues, but their use is still encouraged.

## 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.

## 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 with historical social distancing ratios. We retain the option to voluntarily return to Covid mitigation arrangements (eg zones to prevent co-mingling) at times of peak Covid transmission in the wider community.

## 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/>