

COVID SAFE OPERATIONAL PLAN

OVERVIEW

Since COVID, our practices have been, and continue to be, directed by both the Outdoor Recreation COVID Safe Industry plan (https://www.covid19.qld.gov.au/_data/assets/pdf_file/0026/134783/covid-safe-industry-plan-recreation-activity-providers.pdf?nocache-v6) and the Australian Attractions COVID safe plan (for the Amusement, Recreation and Events industry) which was approved shortly after (https://www.covid19.qld.gov.au/_data/assets/pdf_file/0028/134695/covid-safe-industry-plan-attractions-industry.pdf?nocache-v2). Everyday our facilities are maintained in accordance with the directives in these documents. The pages that follow contain the relevant excerpts from the above Industry COVID safe plans, as well as our site-specific practices which they inform.

Definitions within this Plan:

Social group/group: a group who purchased their tickets together who do not reside in the same household.

Defined area: the public viewing area associated with a performance space, theatre, function room, or other area that can be controlled individually and treated as a separate part of a facility or premises. Defined areas are 1.5m apart and separated from each other through physical means.

RISK MANAGEMENT REQUIREMENTS FOR OPENING:

RESOURCE: <https://www.covid19.qld.gov.au/government-actions/covid-safebusinesses/information-privacy>

1. The health and safety of participants, workers (paid and volunteer), families and the broader community is the number one priority; allow healthy people to enjoy the facility and encourage a high attention for personal hygiene for guests and staff.
2. Businesses will provide ready access to hand hygiene products (alcohol-based hand rubs and/or a sink with soap and water)
3. Manage density of people within the facility to keep people or family units that have been isolating together, adhering to the 1 person per 2m² physical distancing requirement.
4. Physical distancing to be observed, including remaining 1.5 metres away from other persons who are not part of the person's social group and regular hand hygiene, as well as avoiding handshaking and other greetings where contact is made.

5. Management and, where viable, segmentation of groups of participants through scheduling of activities to limit co-mingling of groups in participation.
6. Reduce touch areas where possible and sanitise high touch surfaces frequently.
7. Protect employees with various approaches, including barriers, protective coverings, and distancing. Communicate with employees and guests effectively on how to prevent the spread of germs.
8. Have a plan in the event a guest or employee falls ill on site.
9. Upon entry, ensure records are collected for team members and all guests for contact tracing purposes (full name, address, email address, phone number, date & time of patronage). These details are to be kept for 56 days and then to be deleted.
10. Always consider and apply all applicable State Government and local restrictions and regulations.

	COVID Safe Industry Plan requirements	Site specific operational processes
Contact tracing	<ul style="list-style-type: none"> • Contact information must be kept for patrons, contractors and staff and must include full name, phone number, email (or residential address where the person does not have an email account), date and time of entry and exit time or estimated period, where feasible. The information should be securely stored, not used for any other purpose and destroyed after 56 days. • Business will ensure compliance with relevant privacy regulations. Details will be recorded but not shared unless specifically requested by government for purposes of public health. • Where schools are attending the program and/or venue, the Provider will not need to collect the contact information of the children attending as part of a school attendance. The Provider will be required to confirm that the school is maintaining records of which children have attended. • The Provider will need to collect the contact details for all the adults attending with the school children including teachers, teacher aides, and parents, etc. • The Provider will also need to collect the information for a point of contact at the school who can provide the details of the school children attending if required. 	<ul style="list-style-type: none"> ✓ Contact information is collected and securely stored for contractors and staff as per industry plan and privacy regulations ✓ Contact information is collected and securely stored for all children, teachers, aides etc., via our student and adult disclaimers.
Personal Health	<p>Provider to detail specifics of personal health protocols.</p> <ul style="list-style-type: none"> • Advice clearly stating that participants and workers (paid and volunteer) are not to attend if they: are unwell; have been in close contact with a known active case of COVID-19; have COVID-19 symptoms; have 	<ul style="list-style-type: none"> ✓ Via email and the website, participants, workers and visitors are directed to stay at home if they are sick or have possibly been exposed to COVID-19, and to go home if they become unwell.

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	<p>travelled overseas in the previous 14 days; have been to a declared COVID-19 hotspot in the previous 14 days.</p> <ul style="list-style-type: none"> • Washing of hands prior to, during and after participation and use of hand sanitiser, where applicable • Cough into the elbow • No physical greetings (i.e. hand shaking, high fives etc.). • Limit touching of eyes, nose or mouth • Shared equipment should be rotated, washed or wiped according to manufacturer's instructions or industry best practice guidance at appropriate times. 	<ul style="list-style-type: none"> ✓ Via the info pack, visitors are encouraged to BYO water bottles to limit water bubbler/tap use. ✓ Hand washing stations for dirt removal are available in the centre of the township near the bakery and at the toilets. ✓ Sanitising stations are positioned in multiple locations throughout the township, at entry/exit points to activities and along main walking tracks/key flow points. ✓ Visitors are required to sanitise before and after activities. ✓ (Australian Government) Signs and posters in multiple locations around the township remind visitors of COVID-safe practices. ✓ Shared equipment is rotated, washed or wiped before being utilised by another group (general store and assayer dollars are rotated; maps are wiped with disinfectant wipes; pans, cradles, 'gold', general store props are sprayed with disinfectant) ✓ As a general rule, employees are to avoid physically assisting/lifting guests. If a guest needs assistance, another member of their group will be asked to help.
<p>Communi-cations</p>	<p>Prepare and review detailed communications plan to communicate with participants and workers (paid and volunteer).</p> <ul style="list-style-type: none"> • Endorsement of government COVIDSafe app and encouragement to participants and workers (paid and volunteer) to download and use app (note - use of the COVIDSafe app is not mandatory). • Promote good personal hygiene practices during activity sessions and in facilities (e.g. posters in bathrooms). • Share timely and accurate information including how your organisation is responding to any localised outbreak. • Ensure safety management system for your activities is suitable for managing a COVID-19 outbreak. • Identify in advance actions to be taken if your organisation needs to postpone or cancel activities. 	<ul style="list-style-type: none"> ✓ Communications with visitors and workers make it clear that no one is to enter the venue if they: are unwell or have potentially been exposed to COVID-19. ✓ All staff are aware that they MUST NOT attend if they have ANY symptoms potentially consistent with COVID-19 or the flu. ✓ (Australian Government) Signage reminding visitors to maintain a safe physical distance from other groups has been installed throughout the township. ✓ Workers (paid and volunteer) have been informed and trained about the conditions/restrictions of conducting activities in a COVID-safe way. ✓ Organising teachers are informed about the conditions/restrictions of COVID-safe practices on site ✓ Workers know their role
<p>Education & Training</p>	<p><u>Education and training of workers (paid and volunteer)</u></p>	<ul style="list-style-type: none"> ✓ As per 'Communications' and 'Personal Health': ✓ Workers are made aware that they are not to attend if unwell;

	<p>Providers must outline the requirements for training of workers (paid and volunteer) and communicate these requirements to workers and their representatives.</p> <ul style="list-style-type: none"> • Training on COVID-19 infection control to workers (paid and volunteer) responsible for the activity, event operations or any other relevant activity. • Ensure all relevant stakeholders have reviewed delivery of return to play arrangements, review critical incident management protocols, and test organisational readiness <p>Training for workers (paid and volunteer) may consist of the following:</p> <ul style="list-style-type: none"> • Mandatory training provided by TAFE Queensland for all staff in industries requiring a COVID Safe checklist. • Any training that has been approved or outlined by Queensland Health. <p><u>Education of participants</u></p> <ul style="list-style-type: none"> • Providers should make participants aware of appropriate hygiene measures and that they are not to attend if unwell • Government resources (such as signage and instructional materials) should be prominently displayed around facilities and at entry points, including handwashing and personal infection control advice. • Ensure all relevant stakeholders are aware of changes to protocols between different stages of the roadmap, review critical incident management protocols to accommodate increased capacity, and test organisational readiness. • For outdoor venues/spaces, physical distancing 'off the field of play is required. <p>Physical distancing does not apply when participating in the outdoor recreation activity session, contact is permitted.</p>	<ul style="list-style-type: none"> ✓ Workers undertake COVID-safe training that has been approved by Queensland Health; ✓ Workers are consulted, instructed and trained in site specific COVID-safe practices and protocols ✓ participants are made aware that they are not to attend if unwell; ✓ Australian Government signage and posters are prominently displayed, promoting COVID-safe practices
<p>Cleaning and hygiene</p>	<ul style="list-style-type: none"> • Consider dedicating employees to cleaning/disinfecting restrooms frequently. They should also monitor/control restroom capacity to uphold physical distancing guidelines in those facilities. Consider closing or otherwise disabling every 	<ul style="list-style-type: none"> ✓ Port-a-loos are cleaned/disinfected daily. Signage indicates customer density and promotes physical distancing while waiting, if there is a queue. ✓ In the event of two groups on site, toilets will be signed and allocated to each group, and physical

	<p>other (or every two) toilets to ensure guests maintain physical distancing protocols in restrooms.</p> <ul style="list-style-type: none"> • Be extra vigilant with cleaning, disinfecting, and sanitising protocols. Document processes and procedures to ensure they are effective. • Pay extra attention to high-touch surfaces in restrooms including door handles, rubbish bins, countertops, benches, toilets, sink taps and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks. • Be sure to sanitise common use items like water fountains. • Check presenters, pens, and other reusable guest contact items should be single use or sanitised after every use. • Storage containers should be sanitised before and after each use. • All high-touch surfaces, regardless of location, should be sanitised. The frequency and approach to sanitising should be based on the surfaces and on guidelines provided on the cleaning chemicals. Make sure virus kill times/drying times are considered prior to cleaning. Also make sure the attraction or surface is secured so team members can safely access the areas they need to clean. Make sure cleaning and disinfection of surfaces is done with guidance from the manufacturer. 	<p>distancing between groups while queuing through the use of ropes etc, will discourage co-mingling between the two groups.</p> <ul style="list-style-type: none"> ✓ In the event of two groups on site, the teacher morning tea area will be divided and signed to maintain physical distancing between adults from the two groups. One set of morning tea equipment will also be allocated to each group to mitigate sharing of equipment by visiting adults. Storage containers are to be sanitised before and after each use. ✓ Disinfecting, cleaning and sanitising is completed with vigilance. High-touch surfaces and common use items are given extra attention. Manufacturer’s guidelines are carefully considered. ✓ In the event of two groups on site, high-touch surfaces and all shared equipment is sanitised/disinfected before being accessed by another group. ✓ In the event of two groups on site, the assayer and undercover seating area are divided and signed to allocate one side to each group to discourage co-mingling and maintain physical distancing. ✓ Material Safety Data Sheets (MSDS) are kept for all cleaning products in case an accident occurs while using the product. Team members are trained in proper handling and use of all disinfectants, sanitisers, and other cleaning agents. ✓ Hand sanitiser (alcohol-based hand rub) is an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitisers contain at least 60% alcohol.) ✓ Employees wash/sanitise their hands frequently.
<p>Outdoor Activity / Spaces Operations Processes</p>	<ul style="list-style-type: none"> • Adjust length and scheduling of activity sessions to reduce overlap between groups. • Sharing of some equipment during a session is permitted (e.g. sanitise equipment before, during, after sessions, as required) with use of shared equipment to be limited. 	<ul style="list-style-type: none"> ✓ In the event of two groups on site, activity/program durations are adjusted/staggered to reduce overlap between groups as much as possible. ✓ Teachers, aides etc escort students from one activity in a defined space to the next.

	<ul style="list-style-type: none"> • Stay in groups on trails, roads, paths, etc. where physical distancing and hygiene norms can be maintained. • Providers to manage group interaction to ensure co-mingling is limited, using stand back - give way method where one group allows the other group to pass at the appropriate distance, where applicable. <p>Outdoor Spaces can accommodate multiple groups of people engaged in outdoor recreation activities by meeting the following requirements:</p> <ul style="list-style-type: none"> • Defined areas for each group must maintain physical distancing (>1.5 metres). • Must not create an unnecessary risk of people congregating. • Providers will assess the maximum capacity of each defined area, and will communicate the capacity to the group using appropriate methods • Each Provider will have a clearly documented entry and exit plan for each group, and will communicate that to other Providers as required. • Start and finish times may be staggered for various groups under the control of each Provider to avoid gathering/comingling of groups. • Groups must remain constant, with no swapping between groups by individuals. • Equipment cannot be shared between groups, unless cleaned/sanitised between sessions. • High contact points within an Outdoor Space must be cleaned before another group can access that area – this includes tables, benches, and other facilities that have been used by the group. • For outdoor venues and spaces, physical distancing ‘off the field of play’ is required. Meaning: <ul style="list-style-type: none"> o Physical distancing does not apply when participating in the outdoor recreation activity session, contact is permitted. o Physical distancing applies when not participating in the outdoor recreation activity session. • Organisations to consider separate defined areas/zones as appropriate to minimise risk and manage all requirements as outlined (contact tracing, hygiene, limiting co-mingling). 	<ul style="list-style-type: none"> ✓ In the event of two groups on site, tracks are designated as one way as much as is practicable to limit co-mingling. ✓ During the observation activity, students move about the site much like in a shopping centre environment, and are required to maintain physical distancing from members of the other group. If possible, the program schedule is adjusted to avoid this overlap. ✓ Activities have defined spaces/areas, which are physically distanced from each other. ✓ As per Cleaning & Hygiene, shared equipment and high contact points within a defined activity area are sanitised/disinfected before being accessed by another group. ✓ Workers may carry a 1.5m cane to demonstrate and maintain physical distancing during activities.
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<p>Management of unwell participants and workers</p>	<p>Provider to detail specifics of protocols to manage unwell participants and workers at an activity.</p> <ul style="list-style-type: none"> • Prevent attendance if presenting symptoms before activity commences. • Any person who has symptoms related to COVID-19 must be excluded from site • Anyone who is unwell or develops a fever, a cough, sore throat or shortness of breath, must contact a doctor or call 134COVID (13 42 68). • Liaise with public health authorities and facilitate the sharing of information about all symptomatic participants at an activity run by Provider, subject to privacy law. • Notify peak body organisation • Follow instructions from health authorities regarding contacting of workers and participants (refer to attendance register) if an activity attendee or worker subsequently becomes unwell with COVID-19. If an outbreak does occur at your facility, the attendance register will need to be provided to relevant authorities (i.e. Queensland Health) in a timely fashion. <p>Note – if there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Provider will be contacted by Queensland Health.</p> <ul style="list-style-type: none"> • Provider must notify Workplace Health and Safety Queensland if the Provider is informed by Queensland Health that there is a confirmed or probable case of COVID-19 infection at a workplace (and records must be kept of each notifiable incident for at least 5 years from the date that notice of the incident is given to the regulator). • Contact information must be kept for all persons for contact tracing purposes, including name, email address, mobile phone number and date/time period of patronage (both entry and exit time recorded). for a period of at least 56 days. • Communicate isolation and medical procedures for all participants, workers (paid and volunteer) and their families at the onset of any 	<ul style="list-style-type: none"> ✓ Existing communication/verbal screening has been enhanced to ensure unwell participants do not arrive on site ✓ We will enforce appropriate quarantine of staff members and visitors in accordance with relevant public health guidelines at the time (e.g. for contacts of cases and returned travellers). ✓ Protocols are as per Industry COVID Safe plan.
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symptoms including facilities that can be used to manage symptomatic participants.

- Identify with clear and unambiguous signage, a space that can be used to isolate workers or participants who become unwell at an activity and cannot leave immediately. The isolation area should be equipped with necessary PPE supplies to facilitate hand hygiene and respiratory etiquette.
- Train workers (paid and volunteer) regarding management of workers or participants with a probable or confirmed case of COVID-19, ensuring workers understand that anyone who becomes unwell should be immediately isolated and provided with tissues, rubbish bin, hand sanitiser and a facemask, if available to cover coughs and sneezes. Establish procedures to help unwell workers or participants leave the activity as soon as possible, including:
 - Informing the supervisor of an unwell worker,
- Arrangements should be made for the person to be sent home or to access medical assistance, If the unwell person needs to access medical assistance, they should call ahead and advise of their symptoms so that medical staff can prepare for their visit.
- Clean and disinfect any equipment or surfaces that the unwell person has been in contact with, implementing added protections to protect workers doing the cleaning.
- Queensland Health will contact Provider if contact tracing of the workplace is required, in which case Provider should follow the advice provided by Queensland Health.
- Train workers (paid and volunteer) regarding treatment of symptomatic people, and ensure that workers are instructed not to attend work if they develop COVID-19 symptoms or have been directed by health authorities to self-quarantine or self-isolate.
- Train workers (paid and volunteer) regarding cleaning and disinfection of facilities after suspected or confirmed COVID-19 in accordance with *Work health and safety during COVID-19 - Guide to keeping your workplace safe, clean and healthy* - https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid19-overview-and-guide.pdf

- Providers must ensure that workers are trained in the appropriate use of personal protective equipment for cleaning and disinfection after suspected/confirmed COVID-19:
Put on personal protective equipment (PPE) before entering the area. This includes:
 - Disposable gloves
 - Disposable apron or other protective garment
 - Protective eyewear to protect your eyes from the cleaning chemicals
 - Note - If a person with suspected or confirmed COVID-19 infection remains in the area while the cleaning is done, the unwell person should wear a surgical mask, if available, to cover their coughs and sneezes. The person who is cleaning the area should also wear a surgical mask to prevent them from touching their face. Once the cleaner enters the area, they should avoid touching their face and not touch/adjust their face mask if one is worn. If wearing a mask, it should be either on or off – ensure it always covers both the nose and mouth and don't let it dangle from the neck.
- For further information, see pages 6-9 of OIR COVID Guide, which includes Personal Protective Equipment involved in cleaning:
https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/191678/covid19-overview-and-guide.pdf
- Confirm notification protocols for notifying public health authorities and other attendees regarding symptomatic workers or participants.
- If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory.
- Upon being informed, a person in control of the business or undertaking must notify Workplace Health and Safety Queensland that the case has been confirmed.
- Providers must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.
- Following any period of closure of the organisation, Provider should carry out checks in preparation for reopening, including the following:

	<ul style="list-style-type: none"> • equipment is in good working order, • building/facilities in good working order (if buildings/facilities are used), and • worker training is up to date. 	
<p>Records of Safety/Risk Management Processes</p>	<p>Providers to maintain records of safety/risk management processes, including the following:</p> <ul style="list-style-type: none"> • identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process) • how and when the control measures were implemented, monitored and reviewed • who was consulted • relevant training records • any plans for changes <p>When undertaking and reviewing Safety/Risk Management Processes, Provider must consider the identification and management of any new or changed hazards that may have arisen as a result of the implementation of this industry COVID SAFE Plan. (Note – this point is mentioned in the Physical Distancing section above, but applies to all protocols associated with implementation of this Plan.)</p> <p>Note - levels of detail and extent of recording may vary depending upon the scope of operations of the Provider.</p> <p>See above regarding record keeping and notification processes required by Provider for unwell participants and workers.</p>	<p>✓ As per Industry COVID Safe Plan</p>
<p>Review and monitor</p>	<p>Regularly review systems of operation to ensure they are consistent with current directions and advice provided by health authorities</p>	<p>✓ As per Industry COVID safe plan</p>