

COVID SAFE OPERATIONAL PLAN

OVERVIEW

Since the arrival of COVID, government directives and documentation requirements for businesses have changed regularly. Our COVID safe practices were initially guided by both the Outdoor Recreation COVID Safe Industry plan and the Australian Attractions COVID safe plan (for the Amusement, Recreation and Events industry). These have since been superseded by the Queensland Government COVID Safe Checklist: Public Health and Social Measures. As schools are our only customers, and a vaccination mandate applies to schools, we follow the **Vaccinated staff and patrons only** version of that document.

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. 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.
4. Management and, where viable, segmentation of groups of participants through scheduling of activities to limit co-mingling of groups in participation.
5. Reduce touch areas where possible and sanitise high touch surfaces frequently.

6. 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.
7. Have a plan in the event a guest or employee falls ill on site.
8. 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.
9. Always consider and apply all applicable State Government and local restrictions and regulations.

	COVID Safe Checklist requirements	Site specific operational processes
Contact tracing	<ul style="list-style-type: none"> • Electronically collect and store information about all guests, patrons and staff at the time of entry 	<ul style="list-style-type: none"> ✓ Contact information is collected and securely stored for contractors and staff. ✓ Contact information is collected and securely stored for all children, teachers, aides etc., via our student and adult disclaimers.
Health and Hygiene	<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 travelled overseas in the previous 14 days; have been to a declared COVID-19 exposure site as defined by the CHO in the previous 14 days. • 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 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. ✓ 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.
Communi-cations	<p>Prepare and review detailed communications plan to communicate with participants and workers (paid and volunteer).</p>	<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.

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	<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"> ✓ 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> <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 (by TAFE Queensland) 	<ul style="list-style-type: none"> ✓ As per 'Communications' and 'Personal Health': ✓ Workers are made aware that they are not to attend if unwell; ✓ 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>Enhanced Cleaning</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 other (or every two) toilets to ensure guests maintain physical distancing protocols in restrooms. • 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 	<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 distancing between groups while queuing through the use of ropes etc, will discourage co-mingling between the two groups. ✓ 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.

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	<p>dispenser handles, doorknobs, light switches, and sinks.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> ✓ 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. • 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. • 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. 	<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. ✓ 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.

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	<ul style="list-style-type: none"> Equipment cannot be shared between groups, unless cleaned/sanitised between sessions. 	<ul style="list-style-type: none"> ✓ Workers may carry a 1.5m cane to demonstrate and maintain physical distancing during activities.
<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). 	<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).
<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>	<ul style="list-style-type: none"> ✓ As per COVID safe checklist