

Barlings Beach Holiday Park COVID Safety Plan



Our COVID-19 safe plan is based on the NSW Health *Checklist for COVID-19 Safety in NSW Camping Grounds and Caravan Parks* and addresses requirements outlined in current revision of the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2020 and other COVID Public Health Orders. Any person visiting the Barlings Beach Holiday Park (work or leisure) who fails to comply in full with the measures undertaken in this COVID-19 Safety Plan will be referred to the NSW Police.

A four step process was implemented to develop and maintain this COVID-19 Safety Plan:

Step 1 – Audit our business and create a COVID-19 Risk Assessment and Management Plan

Step 2 – Decide on and implement our procedures to make our property safe

Step 3 – Make changes to adapt our business where necessary

Step 4 – Regular reviews of COVID Safety Plan each weekend. Cross check NSW government announcements and public health updates and make any adjustments necessary.

CCIANSW COVID Safe Best Practice Principles applied to Barlings Beach Holiday Park:

1.	Our initial COVID19 risk assessment has reviewed weekly. Our COVID Safe Plan remains in place and effective as it has been since June 1 st 2020.
2.	All guests and staff have been provided with relevant information to prevent the spread of COVID-19. Guest Declaration forms will be collected in advance of arrival and reviewed by our Guest Services team. Details provided will help with contact tracing if needed and are kept for 4 weeks.
3.	Signage has been placed at entry/exit points of all communal facilities to provide guests and staff with relevant information to prevent the spread of COVID-19. Cleaning supplies are installed in all open communal areas and all staff areas.
4.	Hand washing facilities are adequately stocked with liquid soap and paper towel or hand dryers and these are kept clean and in good working order.
5.	Communal facilities, when operating, will be kept clean and hygienic. Frequently touched surfaces, such as kitchens, bathrooms, door handles and light switches, will be routinely cleaned to reduce contamination. Records of cleaning activities will be kept.
6.	A mandatory rule of 1 person per 2 sqms in all areas including communal facilities. Everyone should maintain a minimum distance of 1.5 metres from others.
7.	All accommodation will be thoroughly cleaned between change-over of guests in accordance with environmental-cleaning and disinfection principles for COVID-19 and records of cleaning will be kept.
8.	Anyone who becomes ill with cold or flu like symptoms will be isolated. We will encourage person to be tested for COVID-19. The person will be isolated until results are returned. A clinical decision will be made by the Local Public Health Unit as to how the ill person should be managed.
9.	Arrangements are in place to enable guests to meet self-isolation requirements if needed. Our business will follow all relevant government health directives.



Risk Assessment and Management Plan

Location: Barlings Beach Holiday Park,
1939 George Bass Drive, Tomakin NSW

Date: Updated 15.3.2021

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Done	Next Review Date
Becoming infected with COVID-19 from customers, visitors and guests who are infected prior to entering our property	Staff or other customers/ guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	High, while there are only a few local cases the consequences may be severe. Our property has a permanent community of 50+ persons who are high risk due to age and existing health issues.	<p>All visitors complete hygiene screening questionnaire / guest declaration form prior to their arrival and entry in to our property confirming their health and details/purpose for staying.</p> <p>Encourage contactless check-in and check-out.</p> <p>Park Rules have been updated and distributed to all short term occupants.</p> <p>Shop/kiosk services closed until further notice.</p> <p>Maximum capacities displaced at communal facilities.</p> <p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authorities.</p> <p>Restrict Park access in line with any NSW Public Health order.</p> <p>Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are regularly cleaned.</p>	<p>Staff to recomplete ongoing COVID safe training and procedure updates.</p> <p>Update conditions of entry on the website, online booking platforms, social media platforms and at the grounds entrance or check-in.</p> <p>Advise visitors and guests who have respiratory symptoms or fever (>37.5°C), even if they only have mild symptoms, to immediately get tested for COVID-19 and place themselves in isolation until they have received their result. Provide information with</p>	Business Manager	14 th June 2020	10 th June 2020	1 st April 2021

			<p>Appropriate PPE provided to staff for performing duties.</p> <p>Strict adherence to maximum number of people allowed in all communal facilities at any one time based on 4sqm per person. Signs placed around the premises advising of these rules.</p> <p>Tap and go and direct debit/online bank transfers are encouraged for all site fees, purchases, bill payments, etc.</p> <p>Alcohol based hand sanitiser is provided at all workstations and on entry to the office (out of reach of children).</p> <p>Posters on physical distancing and hygiene are prominent and hand washing facilities are available in the bathrooms.</p>	<p>contact number to get tested.</p>				
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Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Done	Next Review Date
Catch COVID-19 from staff who are infected	Other staff or guests catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authorities.</p> <p>Appropriate PPE provided to staff for performing duties.</p> <p>Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning.</p> <p>Staff have been trained on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p> <p>Vulnerable workers identified and provided with information and resources regarding correct hand hygiene and social distancing, how to identify symptoms and contacts for further information.</p> <p>If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. Provide information with contact number to get tested.</p> <p>Only reception/check-in staff have direct contact with customer, visitors and guests.</p> <p>Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms and break rooms.</p>		Business Manager	1 st June 2020	1 st June 2020	1 st April 2021



				<p>Alcohol based hand sanitiser is also available in all staff areas including bathrooms, break rooms and workshops.</p> <p>Where staff meetings are required, social distancing measures are in place.</p> <p>Break times are staggered to minimise the number of staff using break rooms at one time.</p> <p>Create a self contained staff residence and office removed from daily use. To be used IF Aspen staff require to self isolate at work for extended periods of time.</p>					
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Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Done	Next Review Date
Fatigue from working longer hours to meet high demand.	Injury to staff or others from accidents or illness resulting from fatigue.	High, cleaning and disinfecting procedures have increased significantly, and most cleaners did overtime last week.	High, particularly to cleaning staff.	<p>Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue.</p> <p>Ensure adequate breaks are provided.</p> <p>Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours.</p> <p>Staff numbers reflect work required to deal with customer flow and workload.</p>	<p>Continue to rotate staff and roles.</p> <p>Encourage team work and communication.</p>	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021
Customer aggression - parks	Physical or psychological injury to staff.	Moderate, long-term casual occupants (holiday vans) concerned they are not getting the use of van have already been very aggressive towards staff	<p>Moderate, staff are already reporting instances of abuse and violent behaviour.</p> <p>Complaints to authorities have already been made against staff who are just doing their job</p>	<p>There is always a manager available to contact to assist but they often get caught up with other tasks.</p> <p>Office is closed to avoid face to face confrontations.</p> <p>Processes are in place to ban abusive and violent customers from the office or call police.</p> <p>Staff provided with written statement reminding owners of section of agreement relating to number of days per year van is accessible.</p>	<p>Manager prioritises assisting staff with upset customers and staff able to remove themselves if they feel necessary.</p> <p>Ongoing training and support for workers on dealing with difficult customers.</p>	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Done	Next Review Date
Different users of holiday park become aggressive towards each other	Psychological injuries due to stress or even physical injuries due to assault.	Moderate, threats of bad behaviour have already been made.	High, regular monitoring of behaviour is required by park staff Authorities have been called by park users against other park users	Operations updates delivered to all park users explaining the current measures and rules in place to give everyone security and safety. Regular communications with park operator head office and local law enforcement	Ongoing monitoring. Any person not following the measures in the COVID Safe Plan and Park Rules will be restricted from access the park and will be referred to local law enforcement.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021
Staff suffer work related stress.	Psychological injuries due to extra work demands, pressures from guests and customers.	Moderate, staff follow procedures in place for adequate rest breaks	Moderate as staff may require time off.	Psychological hazards identified through communicating with staff and reviewing reports and records. Employee Assistance Program is active and contact details are displayed on posters in staff areas. Flexible work arrangements supported and encouraged where possible.	Rotate staff and roles. Encourage team work and communication. Regular communication with all staff to identify any issues. All issues followed up and resolved.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021
New supplier or delivery service.	Vehicle accidents injuring staff or others.	Low, based on the prior experience	High as injuries could be severe.	Driver access restricted so not entering actual park/yard. Clear speed limit signage at entrance.	Drivers briefed via phone or email on location loading zones. Hygiene screening in place for any person entering the property.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Done	Next Review Date
Persistent use of hand sanitiser.	Dermatitis.	Moderate, many staff will not have used hand sanitiser regularly before.	Moderate, effected individuals may have a significant reaction.	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations.	Rotate staff and roles. Encourage team work and communication.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021
Persistent use gloves.	New or aggravated latex sensitivity.	Low, most gloves will not be latex-based.	Moderate, affected individuals may have a significant reaction.	Staff are provided with non-latex gloves or remove gloves when not necessary. Gloves are only worn while completing cleaning tasks and are properly discarded after use.	Rotate staff and roles. Encourage team work and communication.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021
Increased cleaning and disinfecting.	Staff, customers, guests or visitors injured by slipping on wet surface /floors due to increased cleaning.	Moderate, cleaning already occurring multiple times a day prior to COVID-19.	Moderate, injuries may be varied and include broken bones, sprains etc.	Signage placed at entrance to area being cleaned. Public not allowed access during cleaning time and referred to alternative area. Cleaning time chart placed at entrance so customers and guests can plan accordingly.	Rotate staff and roles. Encourage team work and communication.	Business Manager	1 st June 2020	1 st June 2020	1 st April 2021

Making our Business COVID-19 Safe

The following measures have been implemented at Barlings Beach Holiday Park to help our team keep the property clean and safe and prevent infection from COVID-19.

GUEST DECLARATION FORM

All bookings, visitors and long-term casual occupants (holiday van owners) should complete the Guest Declaration confirming health and entry to the caravan park or camping ground. Our office will retain all completed Guest Declarations for your records for at least 28 days and for the purpose of any checks or contact tracing activities by authorities. Digital Guest declarations are available through our Guest Portal for all registered guests prior to arrival.

(see attached sample page 10)

COVIDSafe app

We encourage all staff, visitors, guests and residents to download the COVIDSafe app

Records of Staff and Others

We keep a record of name and a mobile number and email address for all staff, visitors and contractors for a period of at least 28 days. These records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

Conditions of Entry

The following conditions of entry were effective June 1st 2020. Any updates have been communicated to all known visitors and are displayed at the properties entrance.

(see attached sample page 10)

Maintain Good Health, Hygiene and Social Distancing

Posters for Maintaining Social Distancing, Encouraging Good Hygiene & Health are displayed in all communal areas of our property.

(see attached samples page 11)



Guest Declaration Form

Entry to caravan park or camping ground under NSW Public Health Order

To protect the health and well-being of everyone in the Barlings Beach Holiday Park and prevent the spread of COVID-19 in the park and our community, you must complete this Declaration Form to confirm your recent travel, health status and contact details (as well as recent travel, health status and contact details of any persons accompanying you). We may provide this information to NSW health authorities if necessary, for contact tracing purposes.

Time and Date of Arrival:	
Departure Date:	
Site No:	

I confirm –

- I/we have not returned from overseas in the past 14 days
- I am/we are not required to be in self-isolation/self-quarantine
- I/we have not previously been diagnosed with COVID-19
- To the best of my knowledge, I/we have not been in close contact with a person who is a suspected or confirmed case of coronavirus (COVID-19) in the past 14 days
- I/we have not been in a COVID-19 hotspot (as defined by the Chief Medical Officer) in the past 14 days
- I/we have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and I am/we are otherwise well

Details for each person accompanying you (if any) at my Site/Cabin number.

Full Name	Adult or Child	Phone Number	Signature (if adult)

.....
Your Full Name

.....
Date & Time

.....
Email

.....
Phone Number

.....
Signature

Office Use			
Date/Time Received:	Reviewed by:	Access accepted?	Date/Time applicant contacted:



Conditions of Entry – Barlings Beach Holiday Park

Per the park operators (Aspen Living Villages) COVID Safe Plan the following conditions on entry apply to all persons from 1st June 2020:

Anyone who has respiratory symptoms or fever (>37.5°C), even if they only have mild symptoms, MUST:

- o Advise staff via calling 0400 209 160
- o Immediately get tested for COVID-19 and:
- o Place themselves in isolation until they have received their result.

Everyone must comply with directions set out by the Park Operator, the NSW government and Public Health Order while on the premises. This includes but is not limited to:

- 1 person per 4 sqm rule applies in all communal areas (if open) such as BBQ areas, playground, camp kitchens, laundries, amenity blocks etc.
- Maintain 1.5 metres physical distancing.
- Gatherings must not exceed 10 people at any time.
- Everyone must practice good hand hygiene.
- All short-term guests, including long-term casuals, MUST complete a guest declaration prior to arrival and receive confirmation that access has been granted to the property.
- All long-term resident, tenants and their visitors MUST complete a guest declaration prior to their first entry into the property. This can be arranged via calling 0400 209 160.
- Park rules and conditions must be followed.
- All staff instructions must be followed.

TO HELP STOP THE SPREAD OF CORONAVIRUS, WE SUPPORT GOOD HYGIENE PRACTICES.

Always wash your hands with soap and water before and after eating.

For more information about Coronavirus (COVID-19) visit health.gov.au

HELP STOP SPREAD

TO HELP STOP THE SPREAD OF CORONAVIRUS, WE'VE MADE SOME TEMPORARY CHANGES.

We'll keep you posted with any future updates.

For more information about Coronavirus (COVID-19) visit health.gov.au

HELP STOP SPREAD

SIMPLE STEPS TO HELP STOP THE SPREAD.

Cough or sneeze into your wrist

Use a tissue

Bin the tissue

Wash your hands

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about Coronavirus (COVID-19) visit health.gov.au

HELP STOP SPREAD

KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Whenever possible stay 1.5 metres apart and practice good hand hygiene, especially after being in public places.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Advice regarding Coronavirus (COVID-19) will change regularly. Keep up to date. Visit health.gov.au

HELP STOP SPREAD

1.5M

GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent germs. Dry your hands.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about Coronavirus (COVID-19) visit health.gov.au

HELP STOP SPREAD

HELP STOP SPREAD

HEALTH WARNING CORONAVIRUS (COVID-19)

INFORMATION FOR TRAVELLERS

Developed a fever or cough?

FEVER

COUGH

SORE THROAT

SORENESS OF EYES

[KNOW THE SIGNS]

www.health.gov.au

MAKE MENTAL HEALTH A PRIORITY.

Get well and keep well. Stay in touch by phone or video calls and seek help if you need it.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Find out more at mentalhealth.gov.au

HELP STOP SPREAD

HELP STOP SPREAD

The maximum capacity of people in this room is:

BE COVIDSAFE

For more information about Coronavirus (COVID-19), please visit health.gov.au

Maintaining Good Hygiene and Social Distancing

RECEPTION /OFFICE	What has been done	What next
Facility Access	<ul style="list-style-type: none"> Reopened communal facilities from 20th September as safe conditions have returned for team members and park occupants. Signage added to provide contact details for management and advice on how to make appointments Install Perspex shields at reception Create digital registration forms and implement optional NSW Gov covid tracing QR codes 	
Provide hand sanitiser at entry points and reception desk	<ul style="list-style-type: none"> Purchase and install hand sanitiser dispenser near entrance out of reach of children Provide separate hand sanitiser to staff desks 	<ul style="list-style-type: none"> Review regularly and Refill as required
Move workstations, desks etc where required	<ul style="list-style-type: none"> Ensure desks are placed to allow for social distancing 1.5m distances 	
Hygiene protection screens around reception areas where possible	<ul style="list-style-type: none"> Source supplier of screens for installation Encourage staff and guests to download the COVIDSafe app 	
Floor markings depicting social distancing standing areas	<ul style="list-style-type: none"> Measure 1.5m distances back from desks and counters, mark with a cross using tape or prepared signs. 	
Display social distancing posters/information	<ul style="list-style-type: none"> Download social distancing posters refer to Table 2 for examples and links 	
Display signage at entry points denoting maximum number of persons allowed at any one time under current health order	<ul style="list-style-type: none"> Determine how many people at one time given floor area allowing 1 person per recommended sqm Download and edit maximum number of people allowed poster - refer to Table 2 	
Display good hygiene practices poster for businesses	<ul style="list-style-type: none"> Download relevant posters and display in reception area. Refer to Table 2 for examples and links 	
Cleaning and disinfecting	<ul style="list-style-type: none"> Cleaning and disinfecting chemical use in accordance with manufacturer's instructions Appropriate PPE worn while preparing and using cleaning chemicals. procedures followed in accordance with chemical manufacturing 	Refer to Table 4 for cleaning procedures and times
Provide staff with training regarding COVID-19	<ul style="list-style-type: none"> All staff should complete COVID-19 training https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training 	



WORKSHOPS/MAITENANCE AREAS	What has been done	What next
Provide hand sanitiser at entry points	<ul style="list-style-type: none"> ▪ Purchase and install hand sanitiser dispenser near entrance out of reach of children ▪ Provide separate hand sanitiser at workspaces 	<ul style="list-style-type: none"> ▪ Review regularly and ▪ Refill as required
Display signage at entry points of common areas denoting maximum number of persons allowed at any one time under current health order	<ul style="list-style-type: none"> ▪ Determine how many people at one time given floor area allowing 1 person per recommended sqm ▪ Download and edit maximum number of people allowed poster - refer to Table 2 	
Floor markings depicting social distancing measures at shared bench spaces where appropriate	<ul style="list-style-type: none"> ▪ Measure 1.5m distances back from desks and counters, mark with a cross using tape or prepared signs. 	
Hygiene protection screens around workspaces where possible	<ul style="list-style-type: none"> ▪ Order and maintain adequate supplies of handwashing materials 	
Display signage depicting safe distancing and hand washing hygiene	<ul style="list-style-type: none"> ▪ Download social distancing and good hand hygiene posters and display prominently. Refer to Table 2 for examples and links 	
Stagger staff breaks and or working hours to maintain distancing	<ul style="list-style-type: none"> ▪ Communicate with staff regarding changes and adopt accordingly 	
Supply hand-washing soap and paper towels at washbasin		

STAFF ROOMS	What has been done	What next
Provide hand sanitiser at entry points	<ul style="list-style-type: none"> ▪ Purchase and install hand sanitiser dispenser near entrance out of reach of children 	<ul style="list-style-type: none"> ▪ Review regularly and ▪ Refill as required
Display signage depicting safe distancing and hand washing hygiene	<ul style="list-style-type: none"> ▪ Download social distancing and good hand hygiene posters and display prominently. Refer to Table 2 for examples and links 	
Supply hand-washing soap and paper towels at washbasin	<ul style="list-style-type: none"> ▪ Order and maintain adequate supplies of handwashing materials 	
Arrange shared seating and table areas to comply with social distancing requirements	<ul style="list-style-type: none"> ▪ Measure 1.5 m distances on shared tables and benches and mark, remove surplus seating. 	

BATHROOMS/AMENITY BLOCKS	What has been done	What next
Facility Access	<ul style="list-style-type: none"> ▪ Reopened communal facilities from 20th September as safe conditions have returned for team members and park occupants. ▪ PIN lock secured. 	<ul style="list-style-type: none"> ▪ Review regularly, keep facility ready to reopen. Aim for September 20th reopening pending COVID situation in local community.



Provide hand sanitiser at entry points	<ul style="list-style-type: none"> ▪ Purchase and install hand sanitiser dispenser near entrance out of reach of children 	<ul style="list-style-type: none"> ▪ Review regularly and ▪ Refill as required
Display signage at entry points denoting maximum number of persons at any one time allowed under current health order	<ul style="list-style-type: none"> ▪ Determine how many people at one time given floor area allowing 1 person per recommended sqm ▪ Download and edit maximum number of people allowed poster - refer to Table 2. 	
Close every second wash basin, toilet/urinal and shower in shared amenities to maintain social distancing requirements under current health order	<ul style="list-style-type: none"> ▪ Allow a distance of at least 1.5m between spaces for people using toilet and showers. ▪ Place signage on closed areas depicting social distancing 	
Display signage depicting safe distancing and hand washing hygiene	<ul style="list-style-type: none"> ▪ Download social distancing and good hand hygiene posters and display prominently. Refer to Table 2 for examples and links 	
Supply hand-washing soap and paper towels at washbasins	<ul style="list-style-type: none"> ▪ Order and Maintain adequate supplies of handwashing materials 	

LAUNDRIES	What has been done	What next
Provide hand sanitiser at entry points	<ul style="list-style-type: none"> ▪ Purchase and install hand sanitiser dispenser near entrance out of reach of children 	<ul style="list-style-type: none"> ▪ Review regularly and ▪ Refill as required
Display signage at entry points denoting maximum number of persons at any one time allowed under current health order	<ul style="list-style-type: none"> ▪ Determine how many people at one time given floor area allowing 1 person per recommended sqm ▪ Download and edit maximum number of people allowed poster - refer to Table 2. 	
Keep appliances such as irons, ironing boards etc at reception to ensure correct cleaning after each use	<ul style="list-style-type: none"> ▪ Place signage noting appliances now kept in office ▪ Keep register of people using and times in/out. Provide booking system if needed. ▪ Follow cleaning advice in table 	
Display signage depicting safe distancing and hand washing hygiene	<ul style="list-style-type: none"> ▪ Download social distancing and good hand hygiene posters and display prominently. Refer to Table 2 for examples and links 	
Supply hand-washing soap and paper towels at washbasins	<ul style="list-style-type: none"> ▪ Order and maintain adequate supplies of handwashing materials 	

CAMP KITCHEN / BBQ AREAS	What has been done	What next
Facility Access	<ul style="list-style-type: none"> ▪ Reopened communal facilities from 20th September as safe conditions have returned for team members and park occupants. 	<ul style="list-style-type: none"> ▪ Review regularly, keep facility ready to reopen. Aim for September 20th reopening pending COVID situation in local community.



	<ul style="list-style-type: none"> PIN lock secured 	
Provide hand sanitiser at entry points	<ul style="list-style-type: none"> Purchase and install hand sanitiser dispenser near entrance out of reach of children 	<ul style="list-style-type: none"> Review regularly and Refill as required
Display signage at entry points denoting maximum number of persons allowed at any one time under current health order	<ul style="list-style-type: none"> Determine how many people at one time given floor area allowing 1 person per recommended sqm Download and edit maximum number of people allowed poster - refer to Table 2. 	
Arrange seating to accommodate social distancing	<ul style="list-style-type: none"> Move tables to at least 1.5 distances 	
Floor markings depicting social distancing standing areas at shared bench spaces	<ul style="list-style-type: none"> Measure 1.5m distances between work spaces and mark on floor with cross using tape or use prepared signage. 	
Display signage depicting safe distancing and hand washing hygiene	<ul style="list-style-type: none"> Download social distancing and good hand hygiene posters and display prominently. Refer to Table 2 for examples and links 	

RECREATION ROOM / ARCADE	What has been done	What next
Facility Access	<ul style="list-style-type: none"> Reopened communal facilities from 20th September as safe conditions have returned for team members and park occupants. PIN lock secured 	
Provide hand sanitiser at entry points	<ul style="list-style-type: none"> Purchase and install hand sanitiser dispenser near entrance out of reach of children 	<ul style="list-style-type: none"> Review regularly and Refill as required
Remove unnecessary FFE	Remove unnecessary FFE	
Add extra waste bins	Add extra waste bins	

POOL	What has been done	What next
Facility Access	<ul style="list-style-type: none"> Reopened communal facilities from 20th September as safe conditions have returned for team members and park occupants. 	Review regularly, keep facility ready to reopen. Aim for September 20 th reopening pending COVID situation in local community.
Add extra waste bins	Add extra waste bins	
Remove seating	Remove seating	
Add signage restriction numbers in pool	Add signage restriction numbers in pool	

How we Clean and Disinfect our property

Reception/office	Frequently touched items	Infrequently touched items	Method
Call bell/doorbell	Clean at least daily	Clean weekly	Detergent
Cash registers	Clean after each shift	Clean weekly	Detergent + Isopropyl alcohol-based wipes/sprays
Computer, Keyboard, Mouse Headsets	Clean at least daily or when visibly soiled, and between users if equipment is shared	Clean weekly or when visibly soiled	Consider adding a wipeable cover to the device/screen. Refer to manufacturer's recommendations Detergent
Door Handles	Clean at least daily	Clean weekly	Detergent
EFTPOS machines	Clean after each use (if practicable)	Clean weekly	Isopropyl alcohol-based wipes/sprays
Electrical equipment	Clean at least daily or between users if shared	Clean weekly	Refer to the manufacturer's recommendations
Electronic equipment (sensitive to electrostatic charge) <i>e.g. iPads, tablets, laptops exterior of computer case and monitors</i>	Clean at least daily or between users if shared	Clean weekly	Consider adding a wipeable cover to the device/screen. Refer to manufacturer's recommendations If no manufacturer's recommendations, use isopropyl alcohol-based preparations with non-electrostatic wipes suitable for electronic equipment
Handrails, stair rails	Clean at least daily	Clean weekly	Detergent
Key, locks & padlocks	Clean daily	Clean weekly	Detergent
Light & Power switches	Clean at least daily	Clean weekly	Damp dust + Detergent
Push/pull doors (with and without a push plate)	Clean at least daily	Clean weekly	Detergent + Disinfectant
Lights/lighting e.g. lamps etc (not including ceiling lights).	Clean at least daily	Clean weekly	Refer to manufacturer's recommendations Detergent
Remote controls	Clean at least daily	Clean weekly	Detergent
Safety guards around equipment	Clean at least daily	Clean weekly	Detergent
Switches & other controls	Clean at least daily	Clean weekly	Isopropyl alcohol-based wipes/sprays
Tables/desks	Clean at least daily	Clean weekly	Detergent
Touch screens <i>e.g. information screens in buildings</i>	Clean at least daily	Clean weekly	Consider adding a wipeable cover to the device/screen. Refer to the manufacturer's recommendations Isopropyl alcohol-based wipes/sprays
Vending Machines	Clean frequently touched points on machine at least daily	Clean weekly	Refer to manufacturer's recommendations Damp dust + detergent or Isopropyl alcohol-based wipes/sprays
Viewing windows	Clean at least daily	Clean weekly	Detergent



Reception/office	Frequently touched items	Infrequently touched items	Method
Walls	Spot clean touched walls daily & full clean yearly	Spot clean weekly & full clean yearly	Damp dust + Detergent
Window frames (sliding servery window types)	Clean at least daily	Clean weekly	Detergent
Windows	Spot clean touched windows daily	Clean weekly	Detergent
Surfaces - includes glass, laminates, and non-painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily or between users	Clean weekly	Detergent

Fleet vehicles/ community transport	Frequently touched items	Infrequently touched items	Method
Door Handles	Clean at least daily	Clean weekly	Detergent
Gear knobs	Clean at least daily or between users if shared	Clean weekly	Detergent
Seat Belts	Clean at least daily or between users if shared	Clean weekly	Detergent
Steering wheels	Clean at least daily or between users if shared	Clean weekly	Detergent
Switches and other controls	Clean at least daily	Clean weekly	Isopropyl alcohol-based wipes/sprays
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily or between users	Clean weekly	Detergent

Maintenance/ Workshops	Frequently touched items	Infrequently touched items	Method
Bollards	Clean at least daily	Clean weekly	Detergent
Hi Vis Vests worn over clothing	Clean at least daily or between users if shared	Clean daily	Refer to manufacturer's recommendations Detergent
Hoses	Clean at least daily	Clean weekly	Detergent
Ladders	Clean between users	Clean weekly	Detergent
Machinery surfaces	Clean at least daily	Clean weekly	Detergent
Other PPE if shared between workers (hard hats, safety eyewear)	Clean at least daily or between users if shared	Clean weekly	Detergent
Power tools and hand tools	Clean between users	Clean weekly	Refer to the manufacturer's recommendations Isopropyl alcohol-based wipes/sprays
Roller door handles	Clean at least daily	Clean weekly	Detergent
Hand rails, stair rails	Clean at least daily	Clean weekly	Detergent
Keys and locks and padlocks	Clean daily	Clean weekly	Detergent
Light and Power point Switches	Clean at least daily	Clean weekly	Damp dust + Detergent
Lights/lighting (not including ceiling lights)	Clean daily	Clean weekly	Refer to manufacturer's recommendations Detergent
Shelves (and items on shelves)	Clean weekly	Clean weekly	Detergent
Surfaces - includes glass, laminates, painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily or between use if shared users	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily or every guest change	Clean weekly	Damp dust + Detergent
Toilet	Clean at least daily or between users	Clean weekly	Detergent + disinfectant
Toilet doors and locks	Clean at least daily	Clean weekly	Detergent + Disinfectant
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily or between users	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily or between users	Clean weekly	Vacuum (HEPA) Damp dust + Detergent

Bathrooms/ Amenities/ Laundries	Frequently touched items	Infrequently touched items	Method
NOTE: Family and accessible bathrooms should be cleaned after each guest use if being shared by multiple guests. Provide cleaning and disinfecting equipment and supplies for guests to clean before/after use.			
Bath	Clean daily, or after each use if shared facilities	Clean at least daily	Detergent
Cleaning equipment provided for guest use	Clean at least daily	Clean at least daily	Detergent
Doorknob/handles	Clean at least daily	Clean daily	Detergent
Floor - Concrete (polished)	Clean at least daily	Detergent + Disinfectant	Clean at least daily
Floor (non-slip vinyl)	Damp mop daily	Damp mop daily	Detergent
Hand rails, stair rails	Clean at least daily	Clean weekly	Detergent
Keys and locks and padlocks	Clean daily	Clean weekly	Detergent
Light and Power point Switches	Clean at least daily	Clean weekly	Damp dust + Detergent
Lights/lighting not including ceiling lights)	Clean daily	Clean weekly	Refer to manufacturer's recommendations Detergent
Push/pull doors (with and without a push plate)	Clean at least daily	Clean weekly	Detergent + Disinfectant
Shelves (and items on shelves)	Clean weekly	Clean weekly	Detergent
Shower	Clean daily or after each use if shared facilities	Clean weekly	Detergent + Disinfectant
Sink (hand washing & kitchen)	Clean at least daily	Clean daily	Detergent
Surfaces - includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily	Clean weekly	Damp dust + Detergent
Toilet	Clean and disinfect at least daily	Clean weekly	Detergent + disinfectant
Toilet doors and locks	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant
Walls	Spot clean touched walls daily & full clean yearly	Spot clean weekly & full clean yearly	Damp dust + Detergent
Windows	Spot clean touched windows daily	Clean weekly	Detergent



Ensuite bathrooms	Frequently touched items	Infrequently touched items	Method
NOTE: Ensuite bathrooms, if used solely by occupants on one site, should be cleaned and disinfected at guest change-over, rather than daily (unless it is a one-night stay). Consider providing cleaning and disinfecting equipment and supplies for guests to clean during stay.			
Bath	Clean after each stay	Clean after each stay	Detergent
Cleaning equipment provided for guest use	Clean after each stay	Clean after each stay	Detergent
Doorknob/handles	Clean after each stay	Clean after each stay	Detergent
Floor - Concrete (polished)	Clean after each stay	Clean after each stay	Detergent + Disinfectant
Floor (non-slip vinyl)	Clean after each stay	Clean after each stay	Damp mop Detergent
Hand rails, stair rails	Clean after each stay	Clean after each stay	Detergent
Keys and locks and padlocks	Clean after each stay	Clean after each stay	Detergent
Light and Power point Switches	Clean after each stay	Clean after each stay	Damp dust + Detergent
Lights/lighting not including ceiling lights)	Clean after each stay	Clean after each stay	Refer to manufacturer's recommendations Detergent
Push/pull doors (with and without a push plate)	Clean after each stay	Clean after each stay	Detergent + Disinfectant
Shelves (and items on shelves)	Clean after each stay	Clean after each stay	Detergent
Shower	Clean after each stay	Clean after each stay	Detergent + Disinfectant
Sink (hand washing & kitchen)	Clean after each stay	Clean after each stay	Detergent
Surfaces - includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean after each stay	Clean after each stay	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily	Clean weekly	Damp dust + Detergent

Ensuite bathrooms	Frequently touched items	Infrequently touched items	Method
Toilet	Clean after each stay	Clean after each stay	Detergent + disinfectant
Toilet doors and locks	Clean after each stay	Clean after each stay	Detergent + Disinfectant
Walls	Clean after each stay	Clean after each stay	Damp dust + Detergent
Windows	Clean after each stay	Clean after each stay	Detergent

Cabins/Villas/ Bunkhouses	Frequently touched items	Infrequently touched items	Method
NOTE: There should be a complete clean and disinfection of each accommodation after each stay. Consider providing cleaning and disinfecting equipment and supplies in each accommodation for guests to use during their stay e.g. paper towels, detergent and disinfectant, mop, etc.			
Carpet (soft floor)	Clean after each stay	Clean weekly	Vacuum with HEPA filter
Ceiling	Spot clean after each stay & wash yearly, e.g. access hatches and surrounds	Spot clean weekly & wash every 3 years	Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean after each stay	Clean weekly or after each stay	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean after each stay	Clean weekly or after each stay	Vacuum (HEPA) Damp dust + Detergent
Cleaning equipment provided for guest use	Clean after each stay	Clean after each stay	Detergent
Dishes & Glasses	Normal dishwasher cycle or hot hand wash with detergent		
Door frames	Clean after each stay	Clean weekly	Detergent
Door knob/handles	Clean after each stay	Clean daily	Detergent

Cabins/Villas/ Bunkhouses	Frequently touched items	Infrequently touched items	Method
Fabric e.g. curtains	Clean after each stay	Clean weekly	Vacuum (HEPA) Damp dust + Detergent If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Floor (non-slip vinyl)	Damp mop daily	Damp mop daily	Detergent
Fridges	Clean and disinfect frequently touched areas e.g. door and handles at least daily & defrost to clean as required	Monthly & defrost as required Daily spot check—clean when necessary	Refer to manufacturer's recommendations Detergent
Hand rails, stair rails	Clean after each stay	Clean after each stay	Detergent
Keys and locks and padlocks	Clean after each stay	Clean after each stay	Detergent
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Clean after each stay	Clean after each stay	Refer to manufacturer's recommendations Isopropyl alcohol-based wipes/sprays Detergent
Light and power point Switches	Clean after each stay	Clean after each stay	Damp dust + Detergent
Lights/lighting not including ceiling lights)	Clean after each stay	Clean after each stay	Refer to manufacturer's recommendations Detergent
Linen, towels and blankets	Replace after each stay Do not shake – collect in bag and empty straight into washing machine – use normal hot cycle and air or tumble dry		
Microwave	Clean frequently touched points on microwave after each stay	Clean after each stay	Refer to manufacturer's recommendations Detergent
Remote controls	Clean after each stay	Clean after each stay	Detergent
Rubbish bins	Seal bag and place into normal waste bin/skip		
Shelves (and decorative items on shelves)	Clean after each stay	Clean after each guest change	Detergent



Cabins/Villas/ Bunkhouses	Frequently touched items	Infrequently touched items	Method
Surfaces Includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect after each stay	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean after each stay	Clean weekly	Damp dust + Detergent
Tables/desks	Clean after each stay	Clean weekly	Detergent
TV	Clean after each stay	Clean weekly	Refer to manufacturer's recommendations Damp dust + Detergent
Walls	Spot clean touched walls after each stay & full clean yearly	Spot clean weekly & full clean yearly	Damp dust + Detergent
Windows	Spot clean touched windows after each stay	Clean after each stay	Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean after each stay	Clean after each stay	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean after each stay	Clean after each stay	Vacuum (HEPA) Damp dust + Detergent

Camp Kitchens/ Outdoor BBQ areas	Frequently touched items	Infrequently touched items	Method
NOTE: Camp Kitchens should be cleaned by cleaning staff at least daily. Also consider providing cleaning supplies and equipment at the Camp Kitchen for guests, visitors and residents to clean kitchen items after every use. E.g. paper towels, detergent and disinfectants. These supplies should be checked multiple times a day and refreshed as needed.			
Ceiling	Spot clean daily if frequently touched & wash yearly, e.g. access hatches and surrounds	Spot clean weekly & wash every 3 years	Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean and disinfect at least daily	Clean weekly	Detergent and disinfectant



Camp Kitchens/ Outdoor BBQ areas	Frequently touched items	Infrequently touched items	Method
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean and disinfect at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Cleaning equipment provided for guest use (e.g. detergent, disinfectant, brooms etc)	Clean and disinfect at least daily		Detergent
Dishes & utensils	Normal dishwasher cycle or hot hand wash with detergent		If you provide crockery, cutlery, glassware, pots and pans etc in camp kitchens you may consider replacing with disposable items or removing completely during COVID.
Door frames	Clean and disinfect at least daily	Clean weekly	Detergent
Door knob/handles	Clean and disinfect at least daily	Clean daily	Detergent
Drinking Fountains	Clean and disinfect at least daily	Clean daily	Detergent
Floor (non-slip vinyl)	Clean at least daily	Detergent + Disinfectant	Damp mop daily
Floor – concrete polished	Clean at least daily	Detergent + Disinfectant	Dust removal & clean daily
Floor - Concrete - rough	Clean at least daily	Clean weekly	Vacuum (HEPA) or Detergent
Fridges	Clean and disinfect frequently touched areas e.g. door and handles at least daily & defrost to clean as required	Monthly & defrost as required Daily spot check—clean when necessary	Refer to manufacturer's recommendations Detergent
Handrails, stair rails	Clean and disinfect at least daily	Detergent + Disinfectant	Clean at least daily
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Clean and disinfect at least daily	Clean weekly	Refer to manufacturer's recommendations Isopropyl alcohol-based wipes/sprays Detergent
Light and Power point Switches	Clean and disinfect at least daily	Detergent + Disinfectant Damp dust	Clean at least daily

Camp Kitchens/ Outdoor BBQ areas	Frequently touched items	Infrequently touched items	Method
Lights/lighting not including ceiling lights)	Clean and disinfect at least daily	Detergent + Disinfectant	Clean daily
Microwave	Clean and disinfect at least daily	Detergent. Disinfectant on outside surfaces only.	Clean frequently touched points on microwave at least daily
Sink (hand washing & kitchen)	Clean and disinfect at least daily	Clean daily	Detergent
Surface - Concrete (polished)	Clean and disinfect at least daily	Detergent + Disinfectant	Clean at least daily
Surfaces Includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surface - Wood	Clean and disinfect at least daily	Detergent + Disinfectant	Damp dust and disinfect.
Tables	Clean and disinfect at least daily	Clean weekly	Detergent
TV	Clean and disinfect at least daily	Detergent + Disinfectant Damp dust	Clean weekly
Utensils	Clean and disinfect at least daily	Clean after use	Detergent
Vending Machines	Clean and disinfect frequently touched points on machine at least daily	Clean weekly	Refer to manufacturer's recommendations Damp dust + detergent or Isopropyl alcohol-based wipes/sprays
Walls	Clean and disinfect frequently touched areas on walls at least daily	Detergent + Disinfectant	Spot clean touched walls daily & full clean yearly
Window frames (sliding servery window types)	Clean and disinfect frequently touched areas on frames at least daily	Detergent + Disinfectant	Clean at least daily

Recreation Areas & Activities	Frequently touched items	Infrequently touched items	Method
Pedal carts/pushbikes – clean them between hires/guest usage.			
Gear knobs	Clean and disinfect between users or at least daily	Clean weekly	Detergent
Surfaces e.g. frames and body - includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect between users or at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Seat Belts	Clean and disinfect between users or at least daily	Clean weekly	Detergent
seats(non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean and disinfect between users or at least daily	Clean weekly	Detergent
Steering wheels	Clean and disinfect between users or at least daily	Clean weekly	Detergent
Surfaces - Wood	Clean between users or at least daily	Clean weekly	Damp dust + Detergent
Switches and other controls	Clean and disinfect between users or at least daily	Clean weekly	Isopropyl alcohol-based wipes/sprays
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean and disinfect between users or at least daily	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean and disinfect between users or at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Games rooms			
Electronic, video and passive games	Clean and disinfect frequently touched points on machine at least daily	Clean weekly	Refer to manufacturer's recommendations Damp dust + detergent or Isopropyl alcohol-based wipes/sprays

Recreation Areas & Activities	Frequently touched items	Infrequently touched items	Method
DVDs and game equipment	Clean and disinfect at least daily or between use	Clean weekly	Detergent NOTE keep at office to monitor use and clean & disinfect only as required
Floor (non-slip vinyl)	Clean and disinfect at least daily	Detergent + Disinfectant	Damp mop daily
Floor – concrete polished	Clean and disinfect at least daily	Detergent + Disinfectant	Dust removal & clean daily
Floor - Concrete - rough	Clean and disinfect at least daily	Clean weekly	Vacuum (HEPA) or Detergent
Surfaces Includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily or every guest change	Clean weekly	Damp dust + Detergent
Vending Machines	Clean frequently touched points on machine at least daily	Clean weekly	Refer to manufacturer's recommendations Damp dust + detergent or Isopropyl alcohol-based wipes/sprays
Seats(non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Outdoor/indoor playgrounds			
Floor – concrete polished	Clean and disinfect at least daily	Detergent + Disinfectant	Dust removal & clean daily
Floor - concrete - rough	Clean at least daily	Clean weekly	Vacuum (HEPA) or Detergent

Recreation Areas & Activities	Frequently touched items	Infrequently touched items	Method
Surfaces - includes glass, laminates, and painted and non -painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily	Clean weekly	Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent
Pools and water play areas			
Floor – concrete polished	Clean at least daily	Detergent + Disinfectant	Dust removal & clean daily
Floor - concrete - rough	Clean at least daily	Clean weekly	Vacuum (HEPA) or Detergent
Surfaces e.g. pool gates and fencing, outdoor furniture and fixtures - includes glass, laminates, and painted and non - painted metal (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect at least daily	Clean weekly	Detergent + Disinfectant Note uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate
Surfaces - Wood	Clean at least daily	Clean weekly	Damp dust + Detergent
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily	Clean weekly	Detergent
Chairs (upholstered) e.g. fabric padded chairs, sofas, office chairs	Clean at least daily	Clean weekly	Vacuum (HEPA) Damp dust + Detergent

HOW WE RESPOND TO A COVID-19 INFECTION

	What we need to do	How to do it	What supplies are needed
CUSTOMERS VISITORS GUESTS	<ul style="list-style-type: none"> Isolate the person either in own accommodation or in private room - see Isolation note Provide with a face mask if available 	<ul style="list-style-type: none"> Identify is the person is able to remain isolated at the business Keep face masks and gloves in first aid kit in business isolation room – Arrange face mask order 	<ul style="list-style-type: none"> Private room with limited access Fully Self-contained accommodation Mask supplier contact details
	<ul style="list-style-type: none"> Call the health line and follow the advice you are given 	Phone 1300 066 055	
	<ul style="list-style-type: none"> Identify which areas of the business the person visited. 	<ul style="list-style-type: none"> Communicate with the person and record areas visited 	
	<ul style="list-style-type: none"> Assist with transport arrangements if required. 	<ul style="list-style-type: none"> Follow health advice. If using own transport ensure fleet vehicle cleaning actions are immediately undertaken after transporting. 	<ul style="list-style-type: none"> Vehicle
	<ul style="list-style-type: none"> Immediately clean and disinfect all areas where the person visited using appropriate PPE and disinfectants. 	<ul style="list-style-type: none"> Provide staff with list of areas visited Refer to Table 4 How to Clean and Disinfect your Workplace examples for cleaning items and areas. 	<ul style="list-style-type: none"> Cleaning and disinfecting supplies PPE e.g. disposable face masks and gloves,
	<ul style="list-style-type: none"> Advise staff members – click here for information on your privacy obligations 		
	<ul style="list-style-type: none"> Advise other customers, visitors, guests and residents – click here for information on your privacy obligations 		
	<p>Isolation If the person is required under the health order to isolate,</p> <ul style="list-style-type: none"> If the person is in their own caravan, campervan or motorhome with ensuite and kitchen facilities they can self-isolate on their site for the required number of days. If the person is staying in a cabin with ensuite and kitchen facilities they can self-isolate in the cabin for the required number of days. If the person does not have their own bathroom or kitchen facilities, they will need to find an alternate place to isolate for the required number of days. <p>A person cannot self-isolate in any accommodation which relies upon shared bathroom or cooking facilities.</p> <p>Privacy Law You must comply with privacy laws and seek the affected person’s permission before disclosing their personal details. Please get this permission in writing. If they do NOT want their personal details disclosed, call Health to assist in the management of isolation.</p>		



	What we need to do	How to do it	What supplies are needed
STAFF	<ul style="list-style-type: none"> Isolate the staff member into a private room Provide the staff member with a face mask if available. 		
	<ul style="list-style-type: none"> Call the health line and follow the advice you are given 		
	<ul style="list-style-type: none"> Arrange for the staff member to be transported home or to a health centre. 		
	<ul style="list-style-type: none"> Communicate with the staff member as to areas in the business they have visited. 		
	<ul style="list-style-type: none"> Clean and disinfect immediately all areas where the staff member visited using appropriate PPE and disinfectants. 	Provide staff with list of areas visited	Cleaning and disinfecting materials PPE e.g. disposable face masks and gloves,
	<ul style="list-style-type: none"> Advise other staff members – see note on privacy laws. 		
	<ul style="list-style-type: none"> Advise customers, visitors, guests and residents – see note on privacy laws. 		
	<ul style="list-style-type: none"> Arrange for staff member duties to be assigned to other staff where possible 		
<ul style="list-style-type: none"> Persons Conducting a Business or Undertaking (PCBUs) must notify SafeWork NSW of a case of COVID-19 arising out of the conduct of the business or undertaking that requires the person to have immediate treatment as an in-patient in a hospital, and any confirmed infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work that involves providing treatment or care to a person, or that involves contact with human blood or bodily substances. Notification is made by calling SafeWork NSW on 13 10 50. 			
	What I need to do	How to do it	What supplies are needed
RESIDENTS	<ul style="list-style-type: none"> Advise the resident to return home and isolate. Provide with a face mask if available 		
	<ul style="list-style-type: none"> Call the health line and follow the advice you are given 	Phone 1300 066 055	
	<ul style="list-style-type: none"> Communicate with the resident as to areas they have visited. 		
	<ul style="list-style-type: none"> Clean and disinfect contacted areas immediately using appropriate PPE and disinfectants. 		
	<ul style="list-style-type: none"> Advise staff members - click here for information on your privacy obligations 		
	<ul style="list-style-type: none"> Advise customers, visitors, guests and residents - click here for information on your privacy obligations 		

Adapting our Business for the Future

Task	Who will action	When to action
Provide contactless check-in and check-out for guests	Management	Done
Promote and provide direct debit option for site fee payments, utility bill payments etc.	Management	Done
Consider alternatives for door code entry systems such as deactivating during daylight hours to reduce contact, replacing with keys or fobs	Management	Done
Provide staff with personal mugs/cups to reduce contact – ensure each person is responsible for washing their own/placing in dishwasher	Management	Done
Promote online sales of goods – ensure website is updated	Management	Done
Offer delivery of goods to customers	Management	Done
Open a booking process for communal areas where maximum number of people at one time restrictions are in place i.e. pools, laundries etc.	Management	Done
Change working hours for staff to avoid commuting using public transport in peak hour where possible	Management	Done
Provide appointment only options for service and workshops to reduce number of people at any one time	Management	Done
Diversify manufacturing lines to accommodate alternative goods	Management	Done
Offer training to multi-skill staff across different areas so that they are able to cover other staff roles if required	Management	Done
Provide workers with their own tools to avoid sharing	Management	Done
Store DVDs, games, etc, at reception and clean after each use	Management	Done
Replace crockery, glasses etc in cabins with disposable replacements to reduce risk of infection and time cleaning. You may consider removing completely from camp kitchens or providing “cooking kits” from reception	Management	Done

Business Reopening Checklist

Task	Who will action	When to action
Update webpage with changed operating days/hours	Management	Done
Social media posts regarding operating days and hours	Management	Done
Check legal obligations to staff by contacting the Fair Work Ombudsman	Management	Done
Check any changes to the business are covered by your insurance	Management	Done
Contact employees about work days and hours	Management	Done
Apply for stimulus packages, grants and loans if required	Management	Done
Check sale/booking terms and conditions are correct and lawful.	Management	Done
Reactivate any subscriptions and licences that may have lapsed	Management	Done
Check changes to staff duties are covered by workers compensation, awards etc.	Management	Done
Communicate with suppliers regarding reinstating goods and services provided	Management	Done
Communicate with customers awaiting products	Management	Done
Communicate with guests with bookings, long-term casual occupants (holiday van owners) regarding reopening	Management	Done
Contact bank regarding merchant terminals, ordering new terminals, etc	Management	Done
Ensure all essential services (energy, gas etc) are connected and ready for use	Management	Done

Support and Assistance Contact Information re COVID-19 Safe Plan

INFORMATION		
CCIANSW	Support and updates, information, plans and templates. Online member meetings	www.cciamembers.com Ph 02 9615 9999
NSW Government Health Department	Updates and state health orders	https://www.nsw.gov.au/covid-19
National COVID-19 Coordination Commission	Minimising and mitigating COVID-19 impacts and recovery Template COVID safe plan	https://pmc.gov.au/nccc Australian Government Department of The Prime Minister and Cabinet
Safe Work Australia	Information and resources for workplaces, employers and employees Risk assessment templates and plans	https://www.safeworkaustralia.gov.au/
SafeWork NSW	NSW specific information for employers and employees COVID-19 announcements	https://www.safework.nsw.gov.au/
Fair Work Ombudsman	Staff awards and entitlements	https://www.fairwork.gov.au/contact-us/offices/new-south-wales
Australian Government Dept Health	Free online training module covering fundamentals of infection, prevention and control for COVID-19	https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training
Business Australia	News and information	https://www.businessaustralia.com/how-we-help/be-a-better-employer/getting-legal-advice/employer-guide-to-coronavirus/latest-news
Tourism Australia	Corona virus information for the Travel industry	https://www.tourism.australia.com/en/events-and-tools/industry-resources/resources-for-industry/coronavirus-information-and-resources-for-industry.html
Australian Government	Privacy obligations to your staff, guests and visitors	https://www.oaic.gov.au/privacy/guidance-and-advice/coronavirus-covid-19-understanding-your-privacy-obligations-to-your-staff/



SUPPORT		
ATO - Wage subsidies	JobKeeper - Eligible businesses may access a \$1,500 per fortnight JobKeeper payment to assist with paying their staff. Register for the scheme with the ATO.	https://www.ato.gov.au/General/JobKeeper-Payment/
Apprentice and traineeship support	The supporting apprentices and trainees wage subsidy provides eligible small businesses with up to \$21,000 per apprentice or trainee. To apply, talk to the Australian Apprenticeship Support Network (AASN) in your area.	https://www.australianapprenticeships.gov.au/financial-programs
ATO Tax breaks and allowances	<p>The ATO will be distributing tax-free cash flow boosts between \$20,000 and \$100,000 for eligible small and medium-sized businesses and not-for-profit organisations. You don't need to apply. If eligible, money will be refunded when you lodge your activity statement.</p> <p>The instant asset write-off threshold has been increased to \$150,000 and now includes larger businesses.</p> <p>Business can also accelerate depreciation on certain items purchased before June 2021. Further details are available on the ATO's website.</p>	<p>https://www.ato.gov.au/Business/Business-activity-statements-(BAS)/In-detail/Boosting-cash-flow-for-employers/</p> <p>https://www.ato.gov.au/Business/Depreciation-and-capital-expenses-and-allowances/Simpler-depreciation-for-small-business/Instant-asset-write-off/</p> <p>https://www.ato.gov.au/Business/Depreciation-and-capital-expenses-and-allowances/Backing-business-investment---accelerated-depreciation/</p>
Loans from financial institutions	Small and medium sized businesses can get loans of up to \$250,000 (over a period of three years) from a range of lenders. These loans have an initial six-month repayment holiday. Enquire with your lender. You should also ask what other support packages are available.	Check with your business and personal banks
Fair Work Ombudsman	Information on workplace entitlements and obligation including stand downs from work, flexible work arrangements, workplace health and safety, and pay and leave entitlements.	https://www.fairwork.gov.au/
Mental Health Support	Tools, templates and tips to manage stress and proactively engage with running the business	https://www.employment.gov.au/my-business-health-portal-small-business-owners
Service NSW	Information and advice, business concierge service	https://www.service.nsw.gov.au/covid-19