

COVID-19 MANAGEMENT SAFETY PLAN



Premises / Business Name:	Darwin FreeSpirit Resort/Elements Poolside Bar & Bistro
Situated Address:	901 Stuart Highway NT 0829
Postal Address:	Po Box 3149, Palmerston NT 0831
Licensee:	Aspen Living Villages Pty Ltd
Registered Licensee Address:	GPO Box 7058, Sydney NSW 2001
For more information about this plan contact:	Emmanuel Couch - Resort Manager on 0414 413 909
Licensee's	Print Name: Emmanuel Couch Date: 01/06/2020

COVID-19 Safety Plan Implementations

1. A COVID19 risk assessment has been undertaken and this COVID Safe Plan is effective as of June 1st 2020.
2. All guests and staff have been provided with relevant information to prevent the spread of COVID-19.
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 4 sqms in all areas including communal facilities. Everyone to 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.

Overview

This document outlines how Darwin FreeSpirit Resort and Elements Poolside Bar & Bistro will provide a safe and secure premise to the betterment of customers and staff in accordance with guidelines and information provided by the NT Government and Department of Health.

Safe Work Australia link below provides information and templates/signage the property has used to notify patrons using our facilities and instructions to follow guidelines as stated.

https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf

This document is to be read in alignment with the venue's certificate of completion of the relevant COVID-19 Checklist provided by the Northern Territory Government. The NT COVID-19 Safety Plan has been submitted and approved - Reference Number **COVID19-CHK-3710**.

This document also sits alongside the relevant Guidelines as issued by the Northern Territory Government and the Chief Health Officer's COVID-19 Directions.

This venue supports and adheres to all requirements that will ensure we keep our customers and workers safe and this plan outlines the measures and protocols we have put in place to ensure they are implemented.

National COVID-19 Hotline: 1800 020 080

NT COVID-19 Food Business Checklist

Certificate Registration Number: **00487DU**

Date Completed: 06/06/2020

Location of Certificate: Elements Poolside Bar & Bistro

WORKPLACE PHYSICAL DISTANCING

What Needs to be Completed

Layout

Details

- Darwin FreeSpirit Resort/Elements Poolside Bar & Bistro is responsible for ensuring all tables and chairs are 1.5m away from each other (Physical Distancing).
- Furniture, tables and chairs separate by appropriate distancing – 1.5 metres or 1 metre from the back of chairs facing the opposite direction to each other
- Standing markers / indicators to assist in physical distancing where queuing occurs or standing may occur, i.e. up at the bar.
- The Reception has clear signage of the max amount of people allowed in the room at one given, allowing the 1.5 metre distancing
- Gaming Room Pokies have safety screens in-between each machine

Takeaway & Delivery Procedures

- Elements Poolside Bar & Bistro continues to provide takeaway & delivery services to minimise the number of patrons in the Bistro area
- To Continue Takeaway Food Policy or measures that have been implemented over last couple of weeks for takeaway food
- Set physical distancing measures to accept deliveries
- Staff members are to wear PPE equipment when delivering the Food

Availability of COVID-19

- The Covid-19 Safety Plan checklist certification is on clear display at the venue.

Management Plan

- Management Plan is available to review upon request

Good Hygiene & Social Distancing at the Workplace

All Departments of the Resort	Details
Hand Sanitiser to be provided at all entry points/Bathrooms/Staff rest rooms	<ul style="list-style-type: none"> • Sanitisation products (touchless if possible) at key areas, such as entrance, reception, bar, elevator landings, meeting spaces • All Bathrooms & Staff rest rooms to be equipped with hand sanitiser, soap and paper towels • Handwashing (correctly) with soap signage displayed in toilets and all relevant staff areas.
Re arrange the Work Area	<ul style="list-style-type: none"> • Ensure all workspaces are spaced 1.5m away from each other
Display Social Distancing/Good Hygiene Signage	<ul style="list-style-type: none"> • Signs on display at all common areas and entry points • Signage to provide information on COVID-19 regulations, social distancing and hygiene practices
Max Number of People Signage	<ul style="list-style-type: none"> • Display signage at entry points specifying max number of people allowed in the area at one given time while keeping to the 1.5m space ruling
COVID-19 APP	<ul style="list-style-type: none"> • All Staff and patrons are encouraged to download the COVID Safe App
Cleaning & Disinfecting	<ul style="list-style-type: none"> • Use a disinfectant which the manufacturer claims can kill viruses - chlorine-based (bleach) disinfectants are one product which is suitable • Cleaning and disinfecting with necessary products while following the instructions on portions and usage • PPE to be worn while using and preparing • Robust supply chain for cleaning with disinfectant, especially high touch surfaces that should occur throughout the trading period. • Additional cleaning with disinfectant is undertaken at the end of trading each day.
High Touch Surfaces	<ul style="list-style-type: none"> • Extra attention by all staff on high touch surfaces to ensure they are regularly cleaned, e.g. door handles, elevator buttons, bar area.
Waste management	<ul style="list-style-type: none"> • Protocols in place to regularly manage waste in customer and staff high use areas • Protocols for effective waste collection

Self Isolating Bookings

If the person is required under the health order to isolate,

- 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.
- A person cannot self-isolate in any accommodation which relies upon shared bathroom or cooking facilities.

Activity	Details
When Making the Booking	<ul style="list-style-type: none"> • Staff are to get all guests details prior to arrival over the phone; name, contact number, ETA, home address and where they are travelling from • Full payment is required for the isolation period
Cabins Procedure	<ul style="list-style-type: none"> • Guests have received a Picture of the Resort Map with their designated Cabin number • The Guest has provided an approximate ETA • They must remain within the confines of the cabin but can utilise the deck area, and the guest must not access any area within the park/resort during their self isolation. • Guests arriving who have been accepted by the Resort are to proceed directly to the cabin designated. They are not to attend reception. If this cannot be avoided social distancing practices are to be conducted and face masks and gloves worn by staff. Noting surfaces where the guest has made contact are to be wiped down in accordance with the below cleaning procedure. • Registration Card details are to be placed in the cabin to be collected at a later stage. Noting ID details preferably a driver's licence is to be obtained for review to verbal details provided. • The reserved cabin is to have the key placed in the cabin with the door unlocked to allow the guest to access their accommodation unassisted. • The guest is to contact reception when the registration card can be collected, the following procedure is to be adhered to. • Guest places registration card outside front door • Guest advises reception that they have completed their details and the card can be collected • Any Waste collection is to be completed when notified by the guest by placing on the cabin patio outside

Cabin Servicing

- The cabin/unit is to be equipped with designated cleaning products for guests to self-clean. Linen bags especially marked to be provided in the cabin/unit.
- Guest to fill marked linen bags and contact reception advising of changeover requirement.
- Guest can request additional toiletries/linen/issues as required.
- Guest to place bag outside front door for exchange.
- No cabin/unit clean to be conducted by staff during the isolation period

Caravan Sites

- Guests have received a Picture of the Resort Map with their designated Site Number
- The Guest has provided an approximate ETA
- All Sites will have been barricaded off to avoid any staff members or guests going into the quarantine area with clear signage
- Guests arriving who have been accepted by the Resort are to proceed directly to the cabin designated. They are not to attend reception. If this cannot be avoided social distancing practices are to be conducted and face masks and gloves worn by staff. Noting surfaces where the guest has made contact are to be wiped down in accordance with the below cleaning procedure.
- The Resort Dump Point will have arranged certain times, 11am until 2pm, for isolation guests ONLY to utilise the dump point facilities, cleaning and sanitising is to be completed with staff wearing appropriate PPE prior to this daily

Cleaning

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used.
- All surfaces be cleaned using a detergent or soap and water prior to disinfection.
- Clean and disinfect high-touch surfaces daily in cabin/unit common areas (e.g. tables, hardbacked chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)
- Bedding Sheets/Towels can be collected without shaking and placed into the specific laundry bag for immediate washing, PPE to be worn by staff at all times

Signage & Tracing

Type of Sign	Display Location Details
1.5 Metres Physical Distancing	<ul style="list-style-type: none"> • All guest amenity blocks and camp kitchens • Elements Poolside Bar & Bistro Main Bar Area & Bistro Area • Elements Poolside Bar & Bistro Bathrooms - upon entry and inside • Gaming Room & Sports Lounge Entry • Gaming Room & Sports Lounge Bathrooms - Upon entry and inside • Staff Notice Boards • Staff Bathrooms • Reception Entry Doors • Reception Desk
Handwash & Sanitisation	<ul style="list-style-type: none"> • All guest amenity blocks and camp kitchens • Elements Poolside Bar & Bistro Main Bar Area & Bistro Area • Elements Poolside Bar & Bistro Bathrooms - upon entry and inside • Gaming Room & Sports Lounge Entry • Gaming Room & Sports Lounge Bathrooms - Upon entry and inside • Staff Notice Boards • Staff Bathrooms
Tracing - COVID-19 APP	<p>Darwin FreeSpirit Resort/Elements Poolside Bar & Bistro encourages all patrons to download the Australian Government's COVID Safe App and signage is placed around the venue promoting this.</p>
Contact Systems (if applicable)	<p>Darwin FreeSpirit Resort/Elements Poolside Bar & Bistro uses a booking system that collects patron's contact details</p> <p>If a patron has tested positive for COVID-19, following advice from the Department of Health, all patrons that had been in close contact will be notified.</p> <p>If a patron has tested positive for COVID-19, Environmental Health officers may request CCTV footage for the purpose of contact tracing.</p>

Employees

Activity	Details
Training	<ul style="list-style-type: none">• As per schedule below
Handwash & Hygiene	<ul style="list-style-type: none">• Employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds)• Employees should wash or sanitize hands after any of the following activities: after using the toilet, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, disposing of waste, smoking, eating, drinking, going on break and before or after starting a shift
Protocols for unwell staff	<ul style="list-style-type: none">• Staff must stay at home and not attend work if they are not feeling well.• Any staff with the following symptoms should be encouraged to seek medical advice from a GP and get a COVID-19 test:<ul style="list-style-type: none">○ fever (sweats)○ cough or shortness of breath○ sore throat or running nose○ lose of smell or lose of taste○ tiredness (fatigue).• Any staff living onsite, must self-isolate if not feeling well• Managers are to monitor all staff to ensure strict compliance with this protocol.• If any Staff test positive for COVID-19, contact the NT Department of Health and seek their advice:<ul style="list-style-type: none">○ Phone: 1800 193 111 (from 8am to 4:30pm Monday to Friday)• The current advice from the NT Government and Department of Health is that staff that are not directly handling food do not have to wear any form of PPE (e.g. gloves or masks). Correct and regular handwashing or use of sanitiser by all staff offers protection against COVID-19. The requirements in the kitchen operation with

Waste Disposal

Employee Facilities

Protocols Notification

regards food handling and when to wear gloves remain the same unless directly advised by Health.

- All staff ensure physical distancing as much as possible when performing tasks, e.g. markers on the ground to ensure 1.5m between customer and bar attendant
- Any work-related task that requires close contact should be limited as much as possible with face to face close contact interactions being less than 15 minutes.
- Normal waste disposal good hygiene practices should continue
- Reduce the number of workers utilising staff common areas at a given time – e.g by staggering meal breaks and start times
- NT Department of Health local contacts
- National COVID-19 Hotline 1800 020 080

STAFF TRAINING

LIST STAFF TRAINING AND INSTRUCTION PROVIDED

- In-house training provided including on the Health protocols for managing COVID-19 in the workplace



Statement of Commitment

Darwin FreeSpirit Resort
901 STUART HIGHWAY HOLTZE 0829

This business has submitted a COVID-19 Safety Plan
and has committed to adhere to:

- ✓ physical distancing measures
- ✓ health and hygiene principles

Reference Number
COVID19-CHK-3710

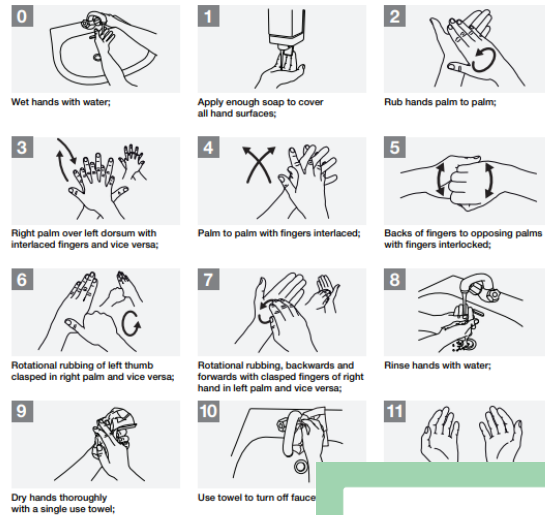
For more information
coronavirus.nt.gov.au  SecureNT



How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

⌚ Duration of the entire procedure: 40-60 seconds



How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

⌚ Duration of the entire procedure: 20-30 seconds



Coronavirus (COVID-19)

SIMPLE STEPS TO HELP STOP THE SPREAD.

Cough or sneeze into your arm

Use a tissue

Bin the tissue

Wash your hands

HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.
For more information about Coronavirus (COVID-19) visit health.gov.au

Australian Government

Coronavirus (COVID-19)

KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise 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 THE SPREAD AND STAY HEALTHY

1.5M

Australian Government

