

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

### Caravan parks and camping grounds

#### Business details

Business name	Koala Shores Holiday Park Port Stephens
Business location (town, suburb or postcode)	2319
Completed by	Luke Thiele
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Effective date	12 February 2021
Date completed	14 March 2021

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#### Wellbeing of staff and customers

**Advise staff and visitors who are unwell with symptoms consistent with COVID-19 to immediately get tested and stay in their accommodation or home until they have received their result.**

COVID deceleration filled out by all visitors on or prior to arrival. Service NSW COVID check in app info displayed at desk for visitors

**Consider how visitors could be isolated while awaiting results where practical.**

Cabin isolation as required.

**Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.**

All Staff advised and up to date

**Display conditions of entry (website, social media, venue entry).**

Social Distancing guidelines displayed at strategic locations around park

**Consider whether appropriate cancellation or similar flexible booking policies are in place where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).**

COVID cancellation and flexible booking policy in place

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.**

Service NSW Check in App details at Main Office

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## **Physical distancing**

**Where practical, have a staff member responsible for ensuring physical distancing of camp sites.**

Lay out of park and site size allows easy physical distancing

**Ensure any communal areas where people gather, such as BBQ or kitchen facilities, maintain capacity limits of one person per 2 square metres and appropriate physical distancing wherever practical.**

Physical distancing signage displayed

**Visitors staying at the grounds, and people residing in the grounds, may have guests**

**in line with the number permitted under the legislation at that time.**

Maximum 6 persons per site is always in effect

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in office or meeting rooms.**

in Place

**Use telephone or video for essential meetings where practical.**

In use

**Review regular deliveries and request contactless delivery and invoicing where practical.**

Regular deliveries require minimal in person contact

**Education programs should be conducted in accordance with the NSW Government guidelines on Schools and Childcare. Students do not need to follow strict adult physical distancing guidelines but should follow good hygiene practices. Staff should continue to maintain 1.5m physical distancing from students where practical.**

In Place

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Sanitiser provided at all communal locations. Regular cleaning and sanitising of public use areas

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. If grounds are remote with minimal staffing, then visitors should be informed to bring their own hygiene equipment.**

Sanitiser, paper towel and liquid soap at amenities

**Clean frequently used indoor hard surface areas (including children's play areas) at**

least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day. If grounds are remote with minimal staffing, then visitors should be informed to practise good hygiene and bring their own cleaning equipment.

Regular Cleaning of Indoor Communal Kitchen

**Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.**

Auto dosed cleaning / disinfectant solutions to dispenser bottles

**Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.**

In place

**Encourage contactless payment options.**

In place

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## **Record keeping**

Keep a record of name, contact number and entry time for all staff, visitors and contractors wherever possible for a period of at least 28 days. Electronic collection (e.g. using a QR code) of contact details for each person is strongly encouraged. Any paper records must be entered into an electronic format such as a spreadsheet within 12 hours. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

QR code and Covid declaration form in place as well as online declaration

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)**

Guest data in RMS. Also Service NSW check in and online COVID declaration

**Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

In Place

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

No issue as yet

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes