

ENCHANTED
ADVENTURE GARDEN
Activities Start



COVIDSafe Plan



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1. Objective

This COVIDSafe Plan has been developed to support the Enchanted Adventure Garden (EAG) to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

This plan was completed by Emma Dolling, Project Manager, in collaboration with the Enchanted Adventure Garden Department Managers.

Last reviewed: 26 November 2020

2. Ensure physical distancing



Requirements	Action
You must ensure workers and visitors are 1.5 metres apart as much as possible.	Signage Signs advising of safe distancing, density limits and hygiene messaging are located at the entrance of all play zones and indoor spaces used by staff and guests.
	Entry points <ul style="list-style-type: none">• The COVIDSafe Guide communicated on the EAG website directs guests to leave an empty car park spaces between cars when parking.• To minimise the number of guests in arrival queues, all ticket holders will nominate an arrival time to assist with the dispersal of customers.• Ground markers and signage have been implemented to ensure safe distancing.

	<p>Working from home</p> <p>Executive Management have identified the minimum number of workers/ positions required to safely open the park to patrons and all other workers will remain working from home. This will be continually monitored and adapted as necessary under the guidance of DHHS.</p> <ul style="list-style-type: none"> • Marketing administration tasks will continue to be conducted from home. • Administration support will continue to be conducted from home. • HR administration will be conducted with limited time on site. • An assessment of staff levels required on site will be conducted weekly prior to the release of the roster. <p>EAG have established a Working From Home Policy, providing flexible working arrangements to support and ensure the safety of employees.</p>
<p>You must apply density quotient to configure shared work areas and publicly accessible spaces.</p>	<p>Work areas</p> <p>All enclosed work areas have been assessed to ensure signage reflects density quotients of no more than one worker per four square meters.</p>
	<p>Desks</p> <p>Desks have been arranged to allow a minimum of 1.5m distance between each staff member.</p>
	<p>Points of sale</p> <p>Registers within the 3D Ticket Booth, Main Ticket Office, Cafe and activity sign-in locations have been re-arranged to allow a minimum of 1.5m distance between each staff member.</p>

	<p>Cafe Patrons within the Cafe queue are now limited to 20. Customers will be directed to queue in the open air on the balcony, maintaining 1.5m social distance. Guests waiting for coffee will be directed to wait outside. Cafe seating has been moved into the Gift Shop and is limited to 10.</p>
	<p>Bathrooms Signs displayed at the entry to bathrooms and reflect density quotients of no more than one person per four square meters. Guests are directed to queue at 1.5m distance from one another.</p>
	<p>Customer quotient Floor markers and signs are in place to ensure no more than one customer per two square meters enter into an activity area.</p>
	<p>Entry to activity areas display signs to inform guests of density quotients. signage reflects density quotients of no more than one guest per four square meters with a maximum of 150 people per area.</p>
	<p>EAG and its activity areas are situated over 10 hectare. To address density quotients the park has been divided into many activity areas allowing for no more than one guest per four square meters, with a maximum of 150 people per area. EAG has capped the total daily admission and Tree Surfing activities to 2000 guests within an 8 hour period.</p>
	<p>EAG has established an additional Tree Surfing briefing area allowing for Nippers and Grand activity briefing operated independently.</p>



You should provide training to workers on physical distancing expectations while working and socialising.

Communication

Completion of the COVIDSafe Induction will be required before returning to the workplace. Induction training includes the 6 COVIDSafe principles established by the DHHS which speaks to:

- Ensure physical distancing (1.5 metres)
- Wear a face mask - when directed
- Practice good hygiene
- Keep good records and act quickly if staff become unwell
- Avoid interactions in close spaces
- Create workforce bubbles

Limit the number of patrons

Tree Surfing activity participant numbers have resumed put to 20

Carpooling

A No Carpooling policy will be communicated within the COVIDSafe Induction training. Staff will complete a declaration to identify any staff cross over due to living or relationship arrangements.

Leave policy

EAG has developed a Leave Policy to reinforce the importance of not attending work if unwell.



3. Wear a face mask

Requirements	Action
<p>You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice.</p>	<p>Communication</p> <p>A COVIDSafe webpage has been developed to communicate important changes to the EAG operation, including:</p> <ul style="list-style-type: none">• Guests 12 years and over must wear a face mask when inside.• Face masks must be worn at all times inside except when eating.
	<p>Signage</p> <p>Signs have been installed to ensure customers are made aware that face masks must be worn at all times inside.</p>
	<p>Masks</p> <p>EAG has developed a Mask Policy for staff identifying:</p> <ul style="list-style-type: none">• Correct handling and disposal• Exceptions <p>Steps have been taken to:</p> <ul style="list-style-type: none">• Supply reusable cloth masks to staff.• Disposable masks will be available for staff and guests. <p>Additional spot-auditing of correct usage will be conducted. A COVIDSafe Officer is rostered on each day to monitor COVID safety control measures.</p>
	<p>PPE Training</p> <p>Completion of the COVIDSafe Induction will be required before returning to the workplace. Induction training includes how to use, fit and safely dispose of PPE</p>

4. Practise good hygiene

<p>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.</p>	<p>EAG have established a team of COVIDSafe Officers. Officers will perform cleaning duties within the park with increased frequency and intensity.</p>
	<p>Work spaces A Work Space Cleaning Policy has been developed to ensure shared work areas are cleaned and disinfected frequently (min twice per day) and between each use. A chlorine or alcohol based cleaning product is used and workers have access to Safety Data Sheets relating to the products. Cleaning requirements for each location can be found within the COVID Cleaning Plan.</p>
	<p>High-touch surfaces EAG has established a team of COVIDSafe Officers to ensure high-touch communal surfaces including door handles, bathrooms, balustrades etc are cleaned frequently (every 2 hours). Cleaning logs are maintained daily by COVIDSafe Officers.</p>
	<p>Contactless payment</p> <ul style="list-style-type: none">• Guests are instructed to pre-book tickets, thereby minimising cash handling.• A COVIDSafe webpage has been established to communicate important changes to our operations, including the preference for contactless payment within the park.

	<p>Staff facilities</p> <ul style="list-style-type: none"> • Staff have been instructed to bring all items required for meals including cutlery, coffee cups etc. Disposable items are available for staff to use. • Bathrooms have been allocated for staff to use only. • Seperate work group comfort areas have been established to minimise contact during lunch breaks. • Work breaks taken in common areas are limited to the density quotient for that space and the area is cleaned regularly. • Staff are encouraged to take their breaks outdoors whenever possible and to not congregate/socialise. All staff break times are rostered and break times are staggered to ensure physical distancing and minimise contact.
	<p>Hygiene Items</p> <ul style="list-style-type: none"> • Soap dispensers and sanitiser stations are installed in all hand washing locations. • Sanitiser Stations are located throughout the park, including at the main entry, entry to play zones, bathrooms, kitchens, offices and other staff comfort areas. • Sanitiser for topping up stations is stored in multiple locations for easy access for daily refill. • COVIDSafe Officers will ensure bins are available and rubbish from bathrooms removed frequently. • Supplies of soap and sanitiser are monitored frequently and restocked as required by a COVIDSafe Officer.
	<p>Tree Surfing Items</p> <p>Safety equipment required for Tree Surfing activities will will be steam cleaned between each use. A process has been established to ensure used equipment is stored in a seperate located before being cleaned and returned to service.</p>



5. Keep records and act quickly if workers become unwell

<p>You must develop a business contingency plan to manage any outbreaks.</p>	<p>Staff will be required to acknowledge the COVIDSafe Staff Guideline and complete the COVIDSafe Induction training before returning to the workplace.</p> <p>These guidelines and required training highlight the importance of staying home should an employee show symptoms, or have been in close contact with a suspected or know case, and what steps must be taken.</p> <p>These guidelines communicate the financial support available to employees if they cannot work while they wait for test results, or are confirmed as a positive case.</p>
	<p>Each employee will be asked to read and acknowledge the EAG Leave Policy which identifies employee entitlements for Pandemic Leave.</p>
<p>You must develop a business contingency plan to manage any outbreaks.</p>	<p>Within the EAG Outbreak Plan, steps are established for isolation and transport should a worker be notified that they are a positive case, or have been in close contact with a positive case of COVID-19</p>
	<p>Records Work groups and rosters have been established to easily identify groups of staff that work in close contact.</p>
	<p>Notification Within the EAG Outbreak Plan a process has been established to notify staff should a positive case attend the workplace.</p>
	<p>Cleaning Contract cleaners, Initial will inspect the site to prepare for a deep clean (or part clean) should a positive case be identified within the park.</p>

	<p>DHHS Within the EAG Outbreak Plan we identify when and who should make contact with the DHHS along with the process required to undertake a risk assessment.</p>
	<p>WorkSafe Within the EAG Outbreak Plan we identify when and who should make contact with WorkSafe.</p>
	<p>Plan for closure Within the EAG Outbreak Plan steps are identified should the park be instructed to close by DHHS.</p>
	<p>Plan for reopening Within the EAG Outbreak Plan steps are identified to reopen the worksite</p>
<p>You must keep records of all people who enter the workplace for contact tracing.</p>	<p>Guest records Before payment can be processed for any EAG product guests must first record the names and contacts for each individual ticket holder. Upon arrival the name and contact for each ticket holder is confirmed and updated as required.</p>
	<p>Guest arrival Upon arrival guests will be asked a series of questions. These include:</p> <ul style="list-style-type: none"> • Has anyone in the group recently travelled overseas, been unwell • Or been in contact with someone with a suspected or known case of COVID-19.

	<p>Other arrivals</p> <p>Delivery drivers, contract workers and any non paying visitors to the park will be asked to check in via a digital form. Instructions regarding this process are displayed at entry points to the park.</p> <p>All delivery drivers coming on-site site must wear a face mask, and maintain physical distancing at all times. Where possible, items are dropped off outside to avoid the need to enter buildings.</p>
	<p>Staff arrivals</p> <p>Staff must complete a health declaration before signing on for any shift.</p>



6. Avoid interactions in enclosed spaces

<p>You should reduce the amount of time workers are spending in enclosed spaces.</p>	<ul style="list-style-type: none"> • Numbers of staff required to work inside have been reduced to a minimum and meet density quotients. • All conditioning systems capable of increased external airflow have been configured to maximise airflow. • Staff have been advised to open windows and doors to enhance fresh air flow where possible. • An outdoor, well-ventilated lunch-break facility has been established within the Big Top Marquee. • Windows and doors will be open at the start of each day to ensure maximum air flow. Staff have been instructed to dress appropriately for this change.
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7. Create workforce bubbles

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

Staff have been grouped into teams which service specific areas within the park. These teams are rostered on the same days to avoid workers overlapping.

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

Staff shall complete a work declaration to identify secondary worksites and any close relations or contacts within the workforce.