

COVIDSafe Plan – Port Stephens Koala Sanctuary

Updated – 30 April 2021

The Australian Government Framework for a COVID Safe Australia has been implemented and the NSW Government have issued a Public Health Order – 14th May 2020 that defines the restrictions in place. A COVIDSafe Plan template has been developed and in line with the 3 Step Framework and the National COVID 19 Safe Workplace Principles.

This template will help you develop a plan for how you will keep your workplace/facility safe during the COVID-19 pandemic. Completing this plan will help you develop control measures to manage the risk of COVID-19.

To keep workers, colleagues and community members safe and limit the spread of COVID-19, every manager and committee should do the following at their workplace/facility:

- allow workers to work from home, where possible and applicable
- ensure physical distancing by keeping a distance of at least 1.5 meters between people outdoors and 2 square meters indoors
- encourage all workers to frequently wash their hands for at least 20 seconds with soap and water or by using an alcohol-based hand sanitiser and to practice good hygiene
- be aware of how to spot COVID-19 symptoms (fever, cough, sore throat and shortness of breath) and make sure they stay home if they are unwell
- make sure your workplace/facility is regularly cleaned and disinfected
- have signs and posters around to remind others of the risks of COVID-19 and the measures that are necessary to stop its spread

Consult with your workers and colleagues and community groups as you develop this plan, and communicate the final plan with them. Review your plan regularly and make changes as necessary.

Section / Facility	Corporate Services Holiday Parks
Manager:	Kim Latham
Completed by:	James Cook
EDRMS Folder number	

QUESTION	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
ASSESS THE RISK	This COVIDSafe Plan describes how Port Stephens Koala Sanctuary will identify, mitigate and monitor COVID-19 requirements for our workplace and the actions we will put in place to keep our customers and staff safe.	
COVID-19 Safe Operating Procedures in place for identified risks associated with visiting the Port Stephens Koala Sanctuary based on the NSW Government's COVID-19 Safety Plans by industry "Zoos, reptile parks and aquariums" – effective 1 July 2020	<p>This Plan is limited to the physical operation of the Koala Sanctuary facilities, such as roofed accommodation, reception areas, amenities and toilets, BBQ areas, and other communal areas.</p> <ul style="list-style-type: none"> • Cleaning & Hygiene - Safe Operating Procedure (SOP) - <i>Infection and Cross Contamination Control</i> - Link here • Holiday Parks Physical Social Distancing – SWMS – Link here • Holiday Parks Contactless Check-in – SWMS - Link here • Record Keeping (Non mandatory) – Link here <p>An assessment has been undertaken by the Port</p>	Port Stephens Koala Sanctuary Management / Grounds Teams to implement, manage & monitor compliance

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Stephens Koala Sanctuary team.

Information on how to create and maintain a safe environment for our staff and our customers at the Port Stephens Koala Sanctuary was determined using the NSW Government’s COVID-19 Safety Plan, “Zoos, reptile parks and aquariums” - *effective 1 July 2020*.

A link to the relevant website at time of issuing of this plan is below:

https://www.nsw.gov.au/sites/default/files/2020-06/covid-19-safety-plan-zoos-reptile-parks-and-aquariums_0.pdf

QUESTION	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>WELLBEING OF STAFF AND CUSTOMERS</p>	<p>Visitors are not permitted to enter the Port Stephens Koala Sanctuary if they:</p> <ul style="list-style-type: none"> • Are experiencing any flu-like symptoms (sore throat, runny nose, persistent cough, shortness of breath, fever) • Have been in close contact with a person who has tested positive for COVID-19 (during the period of time in which the virus is contagious) • Are awaiting the results of a test for COVID-19 • Reside with anyone who is awaiting the results of a test for COVID-19 • Have returned from international travel and failed to observe the government requirement to quarantine for 14 days • Have been in a virus hot-spot in the last 14 days <p>Visitors who are subject to any of the above conditions for exclusion must be willing and able to agree to the following requirements to:</p> <ul style="list-style-type: none"> • Leave the site immediately if they become unwell, after notifying a staff member • At all times, maintain social distancing measures (as per the NSW Health guidelines) with respect to other visitors and staff • Maintain good personal hand hygiene by washing their hands regularly and thoroughly and/or using hand sanitizer • Maintain good respiratory hygiene by 	<p>Port Stephens Koala Sanctuary management/ admissions staff</p>

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coughing or sneezing into their elbow or a tissue and then disposing of tissue immediately

- Provide Port Stephens Koala Sanctuary with their name and contact details and consent to Port Stephens Koala Sanctuary providing their name and contact details to the NSW Department or any other third-party government department, as required to enable contact tracing procedures
- Acknowledge that they may be asked to wait, or be refused entry in the event that the site has reached its total capacity under NSW Health social distancing requirements
- Respond accurately to the following questions if asked by staff
- Are you or anyone you live with currently undergoing or awaiting results for the COVID-19?
- Have you or anyone you live with tested positive for the COVID-19 virus and have not been medically cleared as non-contagious?
- Do you have any flu-like symptoms (sore throat, runny nose, persistent cough, shortness of breath, fever)?
- Acknowledge the right of Port Stephens Koala Sanctuary to refuse entry or request their departure from our site at any time and for any reason
- At all times, treat staff and other visitors with respect

Monitor symptoms

Signs listing the symptoms of COVID-19 are displayed at the front entrance of Port Stephens Koala Sanctuary.

Staff must stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to seek medical advice/ call the National Coronavirus hotline (1800 020 080).

Staff have been instructed to inform managers if they are displaying symptoms of COVID-19, have been in close contact with a person who has COVID-19 or have been tested for COVID-19.

Staff have been reminded of their leave entitlements if they are sick or required to self-quarantine (as per the COVID-19 Scenarios issues by Port Stephens Council).

Port Stephens Koala Sanctuary Management

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<p>CLEANING AND HYGIENE</p> <p>All guests and staff will be provided with relevant information to prevent the spread of COVID-19</p> <p>Cleaning supplies, liquid soap, running water, alcohol-based hand rub, paper towel or hand dryers are to be provided at entrances/exits to communal facilities</p> <p>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</p>	<p>The Port Stephens Koala Sanctuary will undertake the following cleaning and disinfecting regime to prohibit the spread of COVID-19 virus across the Sanctuary.</p> <ul style="list-style-type: none"> • Approved compliant signage at facility entries/exits • Guest Declaration completed 3 days prior and filed with guest registration (removed 26 February 21) • Contractor Declaration completed and filed in a register • Safety alerts on staff Notice Boards • Hygiene information on all staff Notice Boards • COVID-19 cleaning SWMS – Tool Boxed and signed by all employees <ul style="list-style-type: none"> • Amenities – hand dryers/ paper towels, hand sanitising stations, liquid soap, running water • Reception – hand sanitiser, sneeze screens • Staff amenities – hand sanitiser, liquid soap, running water, paper towels • Swimming Pool – upon entry hand sanitiser (<i>added in 18 November 2020</i>) • Swimming Pool – twice daily monitoring of proper disinfectant levels and pH of pools and spas (<i>added in 18 November 2020</i>) • Fat Possum Café countertop sneeze screens, hand sanitizer • Admission desk sneeze screens, hand sanitizer <ul style="list-style-type: none"> • All handwashing facilities are stocked with paper towel or hand dryers • Each facility will be cleaned with detergent and water once daily then sanitised regularly during hours of operation • Hand sanitising stations to be available throughout the sanctuary 	<p>Marketing to provide compliant signage & Contractor Declaration</p> <p>Sanctuary Management to implement, manage & monitor compliance</p> <p>Sanctuary Management to implement, manage & monitor compliance</p> <p>Sanctuary Management to implement, manage & monitor compliance</p>

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Communal facilities must 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 must be kept

All roofed accommodation will be thoroughly cleaned between change-over of guests in accordance with [environmental-cleaning](#) and records of cleaning must be kept

If COVID-19 is confirmed in the Port Stephens Koala Sanctuary

- Amenities will be cleaned once daily with detergent, bleach and water. To be recorded on Cleaning Activity Schedule
- Staff facilities will be cleaned once daily with detergent, bleach and water. To be recorded on Cleaning Activity Schedule
- All frequently used areas, including outdoor games equipment, in all communal areas will be sanitised regularly during hours of operation
- All cleans to be recorded on Cleaning Activity Schedule

- Rooms/ tents to be cleaned after every stay
- Pre-Arrival checks to include every surface alcohol wiped down
- Housekeeping reports will be filed daily for records

- Contact made with Local Public Health Unit Tel: 13 77 88 (24 hours, 7 days a week)
- Follow NSW Health COVID-19 Guidelines at <https://www.nsw.gov.au/covid-19>
- Refer to Cleaning & Hygiene - Safe Operating Procedure (SOP) - *Infection and Cross Contamination Control*

- Staff have been trained to use other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick.
- All staff will limit contact with others – no shaking hands or touching objects unless necessary.
- Reception staff will clean frequently touched areas and surfaces several times a day with approved alcohol/cleaning chemicals/wipes.
- This includes Eftpos equipment, front desk, gate closures, tables, counter tops, door knobs, sinks, pens, phones and keyboards.

Sanctuary Management / Grounds Teams to implement, manage & monitor compliance

Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance

Sanctuary Management to implement, manage & monitor situation
Local Public Health Unit / NSW Health

Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance

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QUESTION	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>PHYSICAL DISTANCING</p> <p>All guests and staff will be provided with relevant information to prevent the spread of COVID-19</p> <p>Good respiratory hygiene practices will be promoted</p> <p>Businesses must have a mandatory rule of one (1) person per 2 sqms for all communal facilities such as amenities, reception and laundry</p> <p>As far as possible, guests will maintain a minimum distance of 1.5 metres from other guests within communal facilities</p>	<p>The Port Stephens Koala Sanctuary will put the following systems in place to help keep our customers confident, safe and comfortable during a stay/visit at the Sanctuary.</p> <ul style="list-style-type: none"> • Approved compliant signage at facility entries/exits • Guest Declaration completed 3 days prior and filed with guest registration (removed 26 February 21) • Contractor Declaration completed and filed in a register • Safety alerts on staff Notice Boards • Hygiene information on all staff Notice Boards • COVID-19 cleaning SWMS – Tool Boxed and signed by all employees • Approved mandatory signage at facility entries • Approved compliant signage at facility entries/exits • Suitable queue markings place in strategic locations at entries and within facilities • Reception area – Max 2 guest • Male Amenities – Max 2 person • Female Amenities – Max 2 person • Disabled Amenities – Max 2 person • Family Amenities – Max 2 adult and 2 child • Tennis Court/ Volleyball court – Max 8 people • Laundry – Max 2 person • Swimming Pool - Max 50 people (CLOSED) (removed 7 October 2020) • Pool amenities – Max 4 people • Fat Possum Café – max 40 people • Port Stephens Koala Sanctuary will have signage around the property to notify customers and staff on keeping at least 1.5 metres distance between everyone. Capacity will not exceed one person per 2 square metres. • We have provided social distancing markers on the floor in areas where customers line up. • PSKS reviews regular deliveries and request contactless delivery. 	<p>Marketing to provide compliant signage & Contractor Declaration</p> <p>Sanctuary Management to implement, manage & monitor compliance</p> <p>Marketing to provide compliant signage</p> <p>Marketing to provide compliant signage</p> <p>Marketing to provide compliant signage</p> <p>Marketing to provide compliant signage</p>

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<p>Businesses should introduce a mandatory rule of 1.5m social distancing excluding a 'household unit'. Those outside the 'household unit' must observe this 1.5m rule unless relevant health directives authorize this to cease</p>	<ul style="list-style-type: none"> • Approved mandatory signage at entries including Swimming Pool – <i>(added 18 November 2020)</i> • Wall signage • Floor distance signage 	<p>Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance</p>
<p>Where practical, have a staff member responsible for ensuring physical distancing of camp sites</p>	<p>All Sanctuary staff provided information on Physical Distancing requirements</p>	<p>Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance</p>
<p>(Staff) Use of telephone or video for essential meetings where practical</p>	<p>PSC staff utilise Zoom and telephone/video conferencing if necessary</p>	<p>Sanctuary Management</p>
QUESTION	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>PROVIDE INFORMATION AND SUPERVISION</p>	<ul style="list-style-type: none"> • Approved compliant signage at facility entries/exits • Guest Declaration completed 3 days prior and filed with guest registration <i>(removed 26 February 21)</i> • Contractor Declaration completed and filed in a register • Safety alerts on staff Notice Boards • Hygiene information on all staff Notice Boards • COVID-19 cleaning SWMS – Tool Boxed and signed by all employees 	<p>Marketing to provide compliant signage & Contractor Declaration</p> <p>Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance</p>
<p>Staff aware of the COVIDSafe app and its benefits to support contact tracing if required</p>	<p>Port Stephens Koala Sanctuary's staff are aware of the COVIDSafe app and its benefits with Management supporting its use on work phones</p>	<p>PSC Management / Sanctuary Management / Housekeeping / Grounds Teams</p>

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<p>RECORD KEEPING</p> <p>All guests and staff will be provided with relevant information to prevent the spread of COVID-19</p> <p>All roofed accommodation will be thoroughly cleaned between change-over of guests in accordance with <u>environmental-cleaning</u> and records of cleaning must be kept</p> <p>Communal facilities must be kept clean and hygienic. Frequently touched surfaces, such as kitchens, bathrooms, door handles and light switches, will be routinely cleaned to reduce contamination</p> <p>Records of cleaning activities must be kept</p> <p>Records of visitor and guests for Contact Tracing purposes (<i>updated 28 April 2021</i>)</p>	<p>The Port Stephens Koala Sanctuary will put the following record systems in place to help keep our customers confident, safe and comfortable during a stay/visit at the Sanctuary.</p> <ul style="list-style-type: none"> • Approved compliant signage at facility entries/exits • Guest Declaration completed 3 days prior and filed with guest registration (removed 26 February 21) • Contractor Declaration completed and filed in a register • Safety alerts on staff Notice Boards • Hygiene information on all staff Notice Boards • COVID-19 cleaning SWMS – Tool Boxed and signed by all employees <ul style="list-style-type: none"> • Rooms/ Tents to be cleaned after every stay • Pre-Arrival checks to include every surface alcohol wiped down • Housekeeping reports will be filed daily for records <ul style="list-style-type: none"> • Amenities will be cleaned once daily with detergent, bleach and water. To be recorded on Cleaning Activity Schedule • Staff facilities will be cleaned once daily with detergent, bleach and water. To be recorded on Cleaning Activity Schedule • All frequently used areas in all communal areas will be sanitised regularly during hours of operation • All cleans to be recorded on Cleaning Activity Schedule <p>Daily visitor numbers will be limited to a maximum of 628 to ensure group numbers are controlled and everyone has space to enjoy their visit safely.</p> <p>Visitors are encouraged to purchase tickets <u>online</u> as well as at the Gate and attend the Port Stephens Koala Sanctuary on a selected date & time only</p> <p>Contact tracing lists will be kept of customers' names and phone numbers (1 person per group) who buy tickets online.</p>	<p>Marketing to provide compliant signage & Contractor Declaration</p> <p>Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance</p> <p>Sanctuary Management / Housekeeping Teams to implement, manage & monitor compliance</p> <p>Marketing to provide Cleaning Activity signage</p> <p>Sanctuary Management / Grounds Teams to implement, manage & monitor compliance</p> <p>Sanctuary Management / Admissions staff</p>

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All visitors who purchase tickets at the gate will be required to register using the CovidPass ServiceNSW QR Code displayed at the Sanctuary entrance.

Before entering all guests must open the ServiceNSW App on their phone and scan the QR Code and complete the Check-In process.

Guests signed in must also complete the Check-out process when they leave the Sanctuary, Reception or Swimming Pool areas.

~~Before entering visitors must open their phone camera, place the camera in front of the CovidPass QR Code and follow the prompts. This service is powered by www.covidpass.com.au~~

~~When you sign in with CovidPass™ the data is instantly transferred straight to Port Stephens Koala Sanctuary's CovidPass™ Portal. This information will be provided to relevant Authorities when requested.~~

~~CovidPass™ is 100% independently Australian owned & operated. Created by Australians for Australians to help contain the spread and open business safely.~~

The Port Stephens Koala Sanctuary's online booking and registration process will mean we can support contact tracing and notify guests, staff or contractors quickly.

Staff have been instructed not to come into work and receive a COVID-19 test when experiencing any cold/flu symptoms and will not return until test results have come back negative.

Further information about Covid-19 symptoms and advice can be found [here at NSW Health >](#)

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QUESTION	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
Consult with your Local Emergency Management Committee to determine if there are any travel restrictions to remote or vulnerable communities in the area, and how this can be communicated to visitors	<p>The above has been discussed with stakeholders and have been assessed as part of our COVID risk register, all rated medium or below</p> <p>Port Stephens Koala Sanctuary's staff are provided regular updates from Port Stephens Council's Local Emergency Operations Controller (LEOCON) with regards to travel restrictions in the Local Government Area</p>	<p>Sanctuary Management</p> <p>Local Public Health Unit/Sanctuary Management / Emergency Operations Controller (LEOCON)</p>
Consider whether appropriate cancellation or similar flexible booking policies are in place	A flexible cancellation policy is in place (Full refund, Date changes, Credit Notes provided)	Sanctuary Management / Finance dept.

Approved by:		Group Manager Signed:	
Date:		Date :	
Implementation Date:	26 September 2020	Next Revision date:	