



## Accommodation Creek Cottages & Sundown View Suites COVIDSafe plan

COVID-19 will be with us for some time, and due to this reason, we have developed a Accommodation Creek Cottages and Sundown View Suites (ACCSVS) COVIDSafe plan to ensure that we keep our guests, staff and Granit belt region safe and virus-free.

All Australian Governments have agreed to a set of [National COVID-19 Safe Work Principles](#) to guide us and to ensure that our accommodation and workplaces are healthy and safe. Below is the necessary information that will assist Accommodation Creek Cottages and Sundown View Suites to operate into the future while COVID-19 is still a threat to the community.

### How is COVID-19 transmitted?

According to current evidence, the COVID-19 virus is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission. Hotels and tourism accommodation establishments are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees.

### Keeping people safe (clients, staff, and contractors)

Below are links to the key documents relevant to keeping the workplace safe. We have taken time to review these handouts and have utilised this information when talking to and training our staff in COVID-19 response.

- [how to keep workers safe and limit the spread of COVID-19](#)
- [what can I do to keep my workers safe at the workplace and limit the spread of COVID-19 checklist](#)
- [information for hotels and hotel staff](#)

### Prepare and Prevent: making sure our workplace is safe and clean

Keeping Accommodation Creek Cottages & Sundown View Suites safe and clean is one of the most important elements in managing the risks surrounding COVID-19. We are already committed to cleaning our cottages and suites with appropriate chemicals and maintaining the facilities to the highest hygiene standards. Our focus now is to ensure that the guests and staff are reassured that we as a community are actively managing the risks. During these developing times the key things as we progress during and after the COVID-19 pandemic are:

#### Maintain Good Hygiene

#### Stay Physically Distant

#### Follow Advice

Safework Australia has all the relevant documents for the workplace and these links are below. This information has been used to guide us when managing our employees.

### Maintain good hygiene and cleaning

Safe Work Australia [cleaning check list](#)

Safe Work Australia [health, hygiene and facilities check list](#)

We have spoken to our workers about how to maintain good hygiene and cleaning.

## Stay Physically Distant

Safe Work Australia advice on [physical distancing](#)

Completed the [physical distancing check list](#)

We have spoken to our workers about how to stay physically distant and safe.

## Follow Advice: Additional changes for your specific business or industry

Reviewed Safe Work Australia [Hospitality Employer information](#)

Reviewed the mandatory [public health directions](#) that apply to the accommodation industry

We have spoken to our workers about changes specific to the accommodation industry.

## Responding to a COVID-19 infection: What to do in the event of an infection?

Our main priority is to keep guests, staff, and the local community completely safe whilst they work or stay at Accommodation Creek Cottages & Sundown View Suites. In the event of an infection it is important that you follow the guidance provided by Safe Work Australia and the QLD public health authority.

### Guests or customers suspected of having an infection

The World Health Organization has an informative hand-out covering all aspects of managing COVID-19 in the accommodation sector.

#### [WHO Interim Guidance Management in Accommodation sector](#)

It should be noted that guests who become ill with respiratory symptoms may need to be isolated, provided with meals, a private bathroom facility and be supported in accessing medical assistance. A clinical decision will be made by the Local Public Health Unit as to where the ill person should be managed with consideration of reducing risk of geographical spread.

An arrangement has been put in place by Accommodation Creek Cottages & Sundown View Suites to enable guests to meet self-isolation requirements if needed (ie. the provision of self-contained accommodation with private bathroom and kitchen facilities for provisions of meals) so that guests do not access communal areas.

The Australian Department of Health advises that cleaning staff should avoid close contact with guests who have self-isolated. They should wear gloves while cleaning and use alcohol hand rub before and after wearing gloves. As an added precaution, cleaning staff may wish to wear a surgical mask while cleaning the cottage/suite. Before entering, cleaning staff may inquire if people are well, and ask them to put on a surgical mask.

### Employee suspected of having an infection

Workers have a responsibility to take reasonable care for their own health and safety and that of others. If a worker believes they are at risk of infection of coronavirus, they should raise their concerns with their manager or WHS representative as soon as possible.

If you are concerned about a worker you should consult [Safe Work Australia's website](#)  
And refer to Safe Work Australia's [infographic](#) a printed version is located in the storeroom.

## If a guest or staff member advises that they suspect or have COVID-19 please follow these steps:

1. Isolate the area immediately.
2. Notify Accommodation Creek Cottages & Sundown View Suites Management.
3. Contact QLD Health immediately.

4. Refer to the Safe Work Australia website for advice on workers that are suspected of having COVID-19.
5. Once we receive advice from QLD Health we can commence with the next steps.

**Accommodation Creek Cottages & Sundown View Suites Management – 0413 380 324 or 0412 130 402**  
**QLD Health – 13 432 584**  
**WorkCover QLD – 1300 362 128**

**If any member of staff is unwell with symptoms of fever or a respiratory tract infection (such as sore throat, cold, cough, aches, or shortness of breath) they are advised not to come into work and are encouraged to get tested for COVID-19.**

If a staff member is unwell and is tested for COVID-19, they cannot return to work until they have received a confirmed negative result. This is typically within 48 hours.

**If a guest is unwell with symptoms of fever or a respiratory tract infection (such as sore throat, cold, cough, aches, or shortness of breath) they will be advised not to visit Accommodation Creek Cottages and Sundown View Suites or the local region and will be encouraged to get tested for COVID-19.**

Remember that the community as a whole is responsible for being COVIDSafe, and it is not entirely up to the accommodation provider to manage guest behaviour. We will ensure that there is enough communication in place to assist with guiding our customers on our operating practices; however everyone is responsible for their own safety.

**How to respond to a COVID-19 infection:**

What do I need to think about?	What needs to happen?	What supplies do you need?
Notify relevant authorities	<ol style="list-style-type: none"> <li>1. Contact QLD Health</li> <li>2. Contact Safe Work Australia</li> <li>3. Contact Management</li> </ol>	Contact numbers are above.
Nominate a suitable lodging in the local area for isolation purposes.	If the local authority advises ACCSVS to isolate the person, please commence with this action.	Gloves, face masks, alcohol hand sanitiser, tape to isolate area, signage.
Instruct cleaner to commence with cleaning the affected areas.	<ul style="list-style-type: none"> <li>• Supply necessary cleaning products.</li> <li>• Strip out all contaminated linen/blankets/items and bag separately.</li> <li>• Provide Necessary PPE to cleaning team.</li> </ul>	Gloves, face masks, alcohol hand sanitiser, tape to isolate area, linen bags, signage.
Prepare to advise the authorities on the contact the customer may have had within their accommodation and in the local community.	<p>Provide reservation data and declaration form.</p> <p>Consider privacy obligations.</p> <p>See links below.</p>	Declaration form or electronic version.

[Link - for staff](#) / [Link - for guests](#)

## Implementation of COVIDSafe work practices.

ACCSVS has compiled a set of measures that will be implemented prior to re-opening.

What do you need to do?	How will you do this?	When will it happen?	What supplies do you need?	Action By	Completed
<b>Hazard</b> - COVID-19 transmission from customers, staff or people visiting the cottages and suites.					
<b>Risk</b> – Low, there have been very few cases locally and control measures are rated as being effective.					
Provide clients with complimentary alcohol-based hand sanitiser. Sanitiser must contain 60% ethanol or 70% Isopropanol.	Management to determine number required by. Management to order from supplier. Cleaning staff to ensure one is left in every cottage and suite when made up.	By 1 June 2020	Small bottles of Hand Sanitiser.	Management & Cleaning Staff	1 June 2020
Place hand washing posters in cottages and suites.	Management to print and laminate. Management and Cleaning Staff to place in cottages and suites.	By 1 June 2020	Link - COVID-19 signs from government website	Management and Cleaning Staff	6 June 2020
Implement contactless check-in process.	Management to install key pad locks and text client four digit number to allow guests to self-check in.	By 1 June 2020	Key pad locks and mobile phone.	Management	1 June 2020
Implement Social Distancing and encourage clients to do so. <ul style="list-style-type: none"> <li>Based on 4sqm rule and 1.5m distance</li> </ul>	Communicate with clients to do so in the community and lead by example.	By 1 June 2020	Due Diligence.	Management and Staff	1 June 2020
Close Reception to the public prevent multiple people entering.	Implement self-check in process.	By 1 June 2020	Lock Reception.	Management	1 June 2020
Pre-Arrival document to be sent to customers two days before arrival with information about: <ul style="list-style-type: none"> <li>Completing a declaration</li> <li>Safe work practices</li> <li>If they are sick to stay at home and visit their Doctor.</li> </ul>	Management to develop a template and email out to clients 2 days before arrival.	By 1 June 2020	Declaration form and email containing a message about staying at home.	Management	1 June 2020

What do you need to do?	How will you do this?	When will it happen?	What supplies do you need?	Action By	Completed
Guest declaration to be printed and left in the cottages or suites if client has not emailed it back to ACCSVS.	Management to print when necessary. Included on Pre-Arrival email.	By 1 June 2020	Guest Declaration.	Management	1 June 2020
Staff to be provided with necessary training on COVID-19 information and preventing the spread.	Management to brief staff prior to opening.	By 1 June 2020	Relevant handouts, checklists, documents from Safe Work Australia (links within this plan)	Management	1 June 2020
Cleaning staff to be provided with necessary training on thoroughly cleaning the cottages and suites.	Management to provide training.	By 1 June 2020	Management to ensure that cleaning items are sufficient and ordered.	Management	1 June 2020
Supply PPE e.g. face masks & latex free gloves when necessary.	Management to order sufficient supply.	By 1 June 2020.	PPE e.g. face masks & latex free gloves when necessary.	Management	1 June 2020
Supply individual soaps to guests.	Cleaning staff to ensure one cake of soap per guest is supplied when making up cottages and suites.	By 1 June 2020	Soap.	Cleaning Staff	1 June 2020
Management and cleaning staff to ensure all frequently touched areas and surfaces in the cottages and suites are cleaned thoroughly after check out and regularly in the work place.	Management and cleaning staff to conduct the wipe-downs after check out in the cottages and suites and throughout the day in the workplace.	After check-out and regularly.	Standard cleaning products to be utilised.	Management and Cleaning Staff	1 June 2020
Encourage guests and staff to download the COVIDSafe app.	<b>Note this is voluntary</b> – you cannot make someone download the app.	Ongoing	None	Management and Staff	Ongoing

What do you need to do?	How will you do this?	When will it happen?	What supplies do you need?	Action By	Completed
Staff encouraged to wash hands with soap rather than use hand sanitiser in non-medical situations.	Ensure soap is available to staff.	Ongoing	Soap, water and sink.	Management	1 June 2020
<b>Hazard</b> – Lifting of COVID-19 restrictions.					
<b>Risk</b> – Low, increased anxiety from staff and customers due to being uncomfortable with the lifting of restrictions.					
Management to monitor staff reaction and stress level prior to opening and when open. Staff to express and report their stress levels to Management.	Management to react and manage where necessary.	Ongoing	Utilise links in this document if necessary.	Management	1 June 2020
Managing customer response and reaction.	Communication about managing the risk across website, social media, prior to check-in and whilst staying in a cottage or suite.	Ongoing	Computer, email, social media platforms, mobile phone.	Management	1 June 2020

## Communication & Marketing Plan for re-opening – 1 June 2020

ACCSVS will continue to monitor the situation and communicate where necessary.

Task	When will it happen?	Who will do it?
Email to be sent to the customer about the actions taken by the ACCSVS to keep guests safe.	2 days prior to arrival.	Management
Website page detailing ACCSVS COVIDSafe Plan to be updated with current information.	1 June 2020	Management
Pre-Arrival letter to be developed that includes advice on contactless check-in procedure.	1 June 2020	Management
Social Media posts with the 'QLD can now holiday within QLD' and 'We are open for business' messages and various other posts.	1 June 2020	Social Media Staff

Important resources from Department of Health, Safe Work Australia and Work Health and Safety (WHS) authorities.

The Department of Health Coronavirus (COVID-19) campaign resources

<https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources>

Safe Work Australia has developed an [online hub](#) with information on how to minimise the risk of COVID-19 exposure in your workplace.

### The hub is updated regularly and includes information on:

<u>What are my duties under WHS law?</u> e.g.: who do I owe a duty to?, facilities, identify and manage risks, training, emergency plans	<u>What can I do to keep workers safe?</u> e.g.: health monitoring, physical distancing, hygiene, vulnerable workers, PPE	<u>Working from home</u> e.g.: mental health, home station set ups, identify and manage risks
<u>What are my workers' rights?</u> e.g.: consultation, discrimination, right to stop work	<u>Cleaning and protection</u> e.g.: how to clean, what to use, PPE, masks, gloves	<u>Mental Health</u> e.g.: looking after yourself and your staff, work related violence, family and domestic violence

### Other helpful resources

A range of resources, including guidance from Safe Work Australia, is available in **over 60 languages via the [COVID-19 information hub in your language](#)**.

It's also vitally important that all think about **mental health**

#### Help full resources:

- [My Business Health](#) is a one-stop shop for small businesses to find information about business and wellbeing issues.
- [Ahead for Business](#) hosted by Everymind is targeted at small businesses and includes podcasts and case studies to help support small business mental health issues.
- Beyond Blue has a targeted [Business Owners](#) portal that has practical tips to support business owners. Beyond Blue also has an online forum that often includes posts from small business owners in the community.
- [Head to Health](#) is a government resource that has links to trusted online and phone supports, resources and treatment options.