

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



Your COVID-19 Safety Plan

General

Business details

Business name	Kiah Wilderness Tours
Business location (town, suburb or postcode)	Kiah, NSW
Completed by	Jenny Robb
Email address	office@kiahwildernesstours.com.au
Effective date	11 October 2021
Date completed	12 October 2021

Wellbeing of staff and customers

Exclude people who are unwell from the premises.

Agree

Yes

Tell us how you will do this

Advise staff not to attend work if feeling unwell and to be tested if showing possible Covid-10 symptoms. Pre-tour communication with potential and booked clients to advise they should not attend if feeling unwell.

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

Agree

Yes

Tell us how you will do this

Staff have been trained in our COVID-19 safe practices, are fully immunised and have been advised not to attend work if feeling unwell. If showing symptoms of COVID-19, they must be tested and not return to work until/unless they receive a negative result. During any interaction with our guests, staff and guests will work 3-ply (supplied) masks, remain 1.5m from each other wherever possible and ensure that all items touched are cleaned regularly with a disinfectant.

Display conditions of entry including requirements to stay away if unwell and record keeping.

Agree

Yes

Tell us how you will do this

We have a COVID check in QR code on display for our guests on arrival and staff are trained to ensure they all check in. Pre-tour communication advises guests that they should not attend if they are unwell.

Encourage staff to access COVID-19 vaccination.

Agree

Yes

Tell us how you will do this

All staff are now fully vaccinated. Any future staff will be required to be fully vaccinated.

Physical distancing

Capacity must not exceed one person per 4 square metres of space in indoor areas of the premises and one person per 2 square metres of space in outdoor areas of the premises.

Agree

Yes

Tell us how you will do this

Our business operates in open space and all clients are able to readily distance themselves from each other. Our staff are trained to monitor this during the tour.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

Our staff are trained to ensure our guests maintain physical distance during our tours. All guests are required to use their own vehicles for transport to the tour starting point. The tour takes place outdoors and guests are able to easily maintain a physical distance of over 1.5m from each other at all times.

Agree

Yes

Avoid congestion of people in specific areas where possible.

Tell us how you will do this

We have amended our tour system to ensure that guests are not required to gather at any time. Physical distance of over 1.5m is required for kayak tour instruction and

throughout the tour.

Have strategies in place to manage gatherings that may occur immediately outside the premises.

Agree

Yes

Tell us how you will do this

Our tours operate outdoors and our staff are trained to ensure that groups do not mix at any time.

Ventilation

Review the COVID-19 guidance on ventilation available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

Our tours operate outdoors at all time. Ventilation is at an acceptable level and staff ensure that guests maintain appropriate physical distancing.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

See above. Our tours take place entirely outdoors.

In indoor areas, increase natural ventilation by opening windows and doors where possible.

Agree

Yes

Tell us how you will do this

Our tours do not include any time indoors.

In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Agree

Yes

Tell us how you will do this

See above. Our tours take place outdoors.

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Agree

Yes

Tell us how you will do this

See above. Our tours take place outdoors.

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Agree

Yes

Tell us how you will do this

See above. Our tours take place outdoors.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Our staff wear masks during any interaction with our guests and our guests are provided with 3-ply masks on arrival. All must wear them until the kayak tour begins, whereby all guests and staff are over 2 metres apart at all times.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Agree

Yes

Tell us how you will do this

Toilet facilities are provided and include all hand-washing equipment including paper hand towels and hand sanitiser. A sign is on the wall advising correct hand-washing procedure. As the tour takes place outdoors on a river, our guests are required to use hand sanitiser before being served drinks and food during our break. Hand sanitiser is available at all times.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Agree

Yes

Tell us how you will do this

See above. Our toilet is stocked with liquid hand soap, paper towels (with foot-operated bin) and hand sanitiser as well as a sign showing correct hand-washing procedure.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

Agree

Yes

Tell us how you will do this

Our toilet facility is cleaned immediately after use. Our kayak paddles and any surface likely to be touched by guests are sanitised before use.

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

We have a NSW Government QR code printed and on display. Our guests are required to check in on arrival and check out on departure. All guest bookings include details of every guests' name, contact number and date of their tour.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes

should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

We have a NSW Government QR code printed and on display. Our guests are required to check in on arrival and check out on departure. Staff are trained to ensure all guests comply with this requirement. All guest bookings include details of every guests' name, contact number and date of their tour.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

All guest contact information is gathered on the electronic booking system and all guests must sign a waiver document on arrival. This can be produced at any time on request.

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 on the relevant day, 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 gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

There are no other venues or facilities within our premises other than the outdoor meeting place and toilet. All contact details for every guest are recorded in the electronic booking system.

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

Yes