

## Work health and safety plan for COVID-19

Use this template to record how you and your workers will stay safe at work during the COVID-19 pandemic. This information will help your workers and others know exactly what to do and expect.

Refer to our guide, [Work health and safety during COVID-19](#) to assist in completing your plan.

You need to consult with your staff and their representatives to develop responses to the questions below—and other people who are relevant to reopening your business.

The COVID-19 pandemic is an evolving situation—review your plan regularly and make changes as required.

You do not need to send this plan to Workplace Health and Safety Queensland. However, you must complete and maintain your plan and make it available to our inspectors or other Queensland Government officials if they ask for it.

### Business details

Business name: <b>The Kooralbyn Valley Resort</b>	Manager approval: <b>Mr Mark Heinrich</b>	Worker representative consultation: <b>Yes</b>
Division/group: <b>Hospitality/Golf</b>		
Date completed: <b>1/6/2020</b>		
Date distributed: <b>5/6/2020</b>	Manager's name: <b>Mr Mark Heinrich</b>	Worker representative's name: <b>Wendy Philp</b>
Revision date: <b>12/6/2020</b>		

	Describe what you will do	Who is responsible
<p><b>What checks and preparation have you done to know your business can re-open?</b></p>	<p><b>Consider:</b> advice on <a href="http://www.Covid19.gov.au">www.Covid19.gov.au</a>, checked condition of equipment and facilities, condition of perishable items, staff training</p> <p>Carry out reopening procedure and clean all touch surfaces, Hand Rails, Lifts, Door Handles etc. Deep Clean All Resort Rooms</p> <p>Wash and Paint all Tiled Resort Room Balconies, Pathways, Stairs and Decks Clean</p> <p>Deep Clean Lilies Kitchen, Deep Clean Floor area Check Use by Dates of Stock in Fridges, Freezers. Cupboards Clean out &amp; Tidy Fridges, Freezers, Storerooms and all cupboards Scrub &amp; Clean down Sun lounges and all Tables and Chairs on Lilies deck Repair any broken or damaged equipment Wipe over all surfaces with detergent &amp; water then disinfectant</p> <p>Deep Clean Pavilion In side &amp; Outside Deep Clean Pavilion Kitchen Clean all glass windows and doors Clean all Fridges, Freezers, storerooms and Cupboards Scrub &amp; Clean all Tables/Chairs inside and outside of Pavilion Repair any broken or damaged equipment Clean Bins Wipe over all touch surfaces with detergent &amp; water then disinfectant</p> <p>Sweep and mop all Decks and tiled areas</p> <p>Clean Pool and Pool area Replace Pool Towels, place in cupboard Fix Pool Lock on Pool gate near Golf Shop Wipe over all surfaces with detergent &amp; water then disinfectant</p> <p>Golf Shop - deep clean - Floors Scrub and Clean Tables &amp; Chairs Clean all windows and doors Deep Clean Fridges, Freezers - Check for out of date stock Wipe over all touch surfaces with detergent &amp; water then disinfectant Clean Bins</p> <p>Deep Clean Reception Desk area - Counter and shelving Shampoo Carpet and clean &amp; Polish Tiles In reception Clean Bins Deep clean, dust all shelving, souvenirs etc Deep Clean Fridges, Freezers - Check for out of date stock</p> <p>Deep Clean Administration area and offices Wipe down and clean all desks - tidy desk area Shampoo carpets Clean Bins Clean all glass windows and doors of whole Resort and Pavilion</p> <p>Cut back and tidy all Gardens Re-chip bark all gardens and plant new plants in Front of Resort, Ground level gardens and Internal Atrium</p>	<p>Lilies Kitchen, Wait Staff Pavilion Staff Apprentice Chef Housekeeping staff Golf Staff Maintenance Manager Resort Manager</p>

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<p><b>How will your business comply with social distancing requirements?</b></p>	<p><b>Consider:</b> Signage at entry points, how are you restricting numbers within the premises, separating entry and exit.</p> <p>Ensure social distancing by placing floor markings and signs to identify 1.5 meters distance between people for queues and waiting areas</p> <p>Place crosses on the floor and place signage re social Distancing on walls and glass areas</p> <p>Place Tables 1.5 m apart. Staff to monitor this during the shift</p> <p>Place Covid-19 Signs on Exit and Entry Doors Place signage on Counters re social distancing.</p> <p>Staff to record Names etc on Record sheet of all dine-in Guests Keep safe in a record folder for minimum 28 days Staff to advise Customers on numbers required in the premises at one time</p>	<p>Pavilion Manager Pavilion Staff Lilies F &amp; B Manager Lilies Staff Golf Shop Manager Golf Shop Staff Reception Staff Resort Manager</p>

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<p><b>What extra measures is your business doing to keep customers/clients safe? (For example, cafes are now required to keep contact information of customers dining in.)</b></p>	<p><b>Consider:</b> If you are a café or restaurant, how will you record and retain contact details for workers, clients and others who attend your business, records should be kept for 28 days.</p> <p><b>Example:</b> Visitors books, electronic record keeping.</p> <p>A spreadsheet has been created with 10 names per sheet Staff to ask Customers these details on Entry</p> <p>Lists to be kept in the Contact Folder at the Pavilion, Lilies Restaurant and Golf shop for a minimum of 28 days</p>	<p>Administration Manager</p>

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<p><b>What measures have you put in place to keep workers safe?</b></p>	<p><b>Consider:</b> Changing work processes to allow for social distancing, increased cleaning frequency, postponing or cancelling non-essential face to face gatherings, meetings or training, re-organising work schedules and rosters, considering alternative work arrangements where possible for workers considered at increased risk.</p> <p><b>Workers to work staggered shifts to allow Social Distancing</b></p> <p><b>Staff to adhere to Cleaning Checklist for regular cleaning of Counters, EFTPOS Machines, Pens, Door handles etc</b></p> <p><b>Cleaning checklists are created for Lifts and Toilets to ensure regular cleaning</b></p> <p><b>Meetings to be held with smaller groups</b></p>	<p><b>All staff</b> <b>Resort Manager</b></p>

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<p><b>How is your business complying with hygiene and cleaning requirements?</b></p>	<p><b>Consider:</b> Instruction on how to practice good hygiene, maintaining quantities of soap for hand washing and detergent for cleaning, providing hand washing facilities for customers and patrons, reducing shared equipment and tools, ensuring frequently touched areas and surfaces are cleaned regularly with detergent, ensuring any surfaces used by clients/customers are cleaned between use, ensuring routine cleaning carried out in all areas of the workplace.</p> <p><b>Alcohol-based hand sanitizer at all entry and exit points - Lilies, Pavilion, Golf Shop and Reception</b></p> <p><b>Signs posted regarding practicing of proper hygiene and hand washing, Scheduling staff to ensure for sufficient cleaning time in between sittings at Pavilion, golf shop and Lilies.</b></p> <p><b>Lilies and Pavilion staff to ensure regular cleaning as per checklists</b></p> <p><b>Reception staff to ensure regular cleaning as per checklists</b></p> <p><b>Golf Shop to ensure Cleaning Checklists are followed</b></p>	<p><b>Resort Manager to review procedures and direct ordering of supplies.</b></p> <p><b>Cleaners to use the new supplies and follow new cleaning procedures</b></p>

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<p><b>How is your business managing deliveries, contractors and visitors attending the workplace?</b></p>	<p><b>Consider:</b> Contact free deliveries, removing paperwork from delivery interactions, keeping contact details of all visitors to assist with contact tracing.</p> <p>Arrange drop off point for deliveries - Contact-less deliveries</p> <p>Ensure regular cleaning as per checklists</p> <p>Have contractors or visitors sign in with their contact details</p>	<p>Resort Manager All Staff All Managers</p>

	Describe what you will do	Who is responsible
<p><b>How is your business reviewing and monitoring work health and safety compliance?</b></p>	<p><b>Consider:</b> review processes to ensure the measures in place are effective, review existing critical risks and whether work practice changes will affect current risk management, are any new critical risks introduced due to changes in worker numbers, work practices, what new risk controls are required?</p> <p>Schedule weekly review of processes, consult with staff on effectiveness</p> <p>Enforce limited numbers of customers in Lilies &amp; Pavilion Review Entry &amp; Exit signage and enforce Correct Exits and Entry</p> <p>Breakfast Buffet not available - Review changes to accommodate Guests</p> <p>Dinner Buffets are not available - Review Menus in Lilies to accommodate Guests</p> <p>Review critical risks regularly</p>	<p>All Managers All Staff</p> <p>Food &amp; Beverage Manager Head Chef</p> <p>Resort Manager</p>



Notes