



Coast to Hinterland Tours | Coast to Hinterland Charters

COVID Safe Business Plan CHT21

Developing a COVID Safe Business Plan is **not a mandatory requirement** for all tourism businesses.

This customisable Plan must meet the COVID Safe standards enforced by the Queensland Government, as outlined in the Queensland Tourism and Hospitality Industry COVID Safe Business Principles, to create a business environment conducive to allow flexibility in the application of baseline restrictions.

This COVID Safe Business Plan and supporting documentation must be made available to WHSQ Inspectors or other Queensland Government officials if they ask for it.

Business name: Aussieboyz Productions Pty Ltd t/a Coast to Hinterland Tours Coast to Hinterland Charters ACN 636 708 873 ABN 956 367 08873 OPERATOR ACCREDITATION Q 900 518 543	
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Acknowledged by staff:	
Name: Geoffrey Cherry	Signed: Unsigned Public Version
Managing Director approval	
Managing Director name: Mark Baker	Manager signed: Unsigned Public Version
Revision date: Ongoing based on latest guidance	
Review – Managing Director approval	
Managing Director name: Mark Baker	Manager signed: Unsigned Public Version

Disclaimer: This disclaimer is to be interpreted in the natural and ordinary meaning of the words included herein. Coast to Hinterland Tours & Coast to Hinterland Charters has prepared this document in good faith and with the collaboration of Mater Health specifically for tourism and hospitality businesses located in Queensland. The criteria asserted in the Tourism and Hospitality Industry COVID safe plan are based on current National and State Government directives, guidelines, and advice. It is your responsibility to ensure your business remains compliant with all updated National, State and Local government level directives and legislation on an ongoing basis. A COVID safe business plan developed to these guidelines is not a guarantee that a business/individual is protected from COVID-19 and Coast to Hinterland Tours & Coast to Hinterland Charters can accept no responsibility for this said outcome.

Checklist of requirements:

Incident Management Plan

- ☒ I have updated the Business Incident Management Plan CHT12 including "Managing COVID-19" in accordance with mandatory guidelines enforced by Workplace Health and Safety Queensland. This Plan will be made available as requested by the appropriate authorities.

Workplace Health & Safety

- ☒ I have developed a Workplace Health and Safety Plan for managing COVID-19 in accordance with mandatory guidelines enforced by Workplace Health and Safety Queensland. This Plan will be made available as requested by the appropriate authorities.

Mandatory COVID Safe Checklists

I have completed all mandatory COVID Safe Checklists where they apply and displayed them on my premises:

☐ COVID Safe Checklist for dining in restaurants, cafes, pubs, clubs, RSL clubs and hotels.

☒ Not applicable.

☐ COVID Safe Checklist for beauty therapists and nail salons.

☒ Not applicable.

Staff training

- ☐ ALL staff have completed COVID Safe training as required by law, or as enforced by the business. As detailed here:

COVID SAFE training is mandatory for high risk industries (dining in restaurants, cafes, pubs, clubs, RSL clubs and hotels, and beauty therapists and nail salons) and must be undertaken within two weeks of re-opening.

☒ Not applicable

- ☒ ALL staff have completed COVID Safe Plan training

☐ Not applicable

- ☒ ALL staff have completed refresher training on the COVID Safe Plan and Incident Management Plan CHT12 refresher training

☐ Not applicable

Compliance statement

- ☒ I have printed and signed a Compliance Statement for the vehicles and it is displayed in the vehicles. A Compliance Statement template can be found at the end of this document.

☐ Not applicable

COVID Register/s (RECOMMENDED):

- ☒ CHT01 Log incorporated Hygiene Cleaning Register for my business

- ☒ The above have been signed off by management:

Name: Mark Baker

Signed:

Date:

CRITERIA

The following recommendations relate to FOUR key criteria which should guide the safe return to business function. Each criterion aligns with government health policy and generally understood community behavior's which have been implemented in response to COVID-19.

These criteria and the associated recommendations have been homogenised to ensure broad application. In some instances, it may be necessary to develop specific criteria for unique business plans (such as zoos and aquaria, bus tours and other unique applications).

The four key criteria for a safe return to business:

01

Promote and facilitate pre-screening to prevent potentially infected staff and customers from attending.

02

Alter business practices where relevant to ensure social distancing in line with government health guidelines.

03

Enhance cleaning and hygiene practices to reduce the risk of infection.

04

Establish and maintain Covid-safe procedures aligned to Work Safe Queensland guidelines.

Pre-Screening:

The firmest control is to prevent any potentially infected staff or customers from attending.

Wherever possible, businesses should seek to pre-screen staff and customers prior to attendance, in line with identified public health processes.

- In addition to identifying potential infection, member businesses have an important role to play in supporting health authorities in contact tracing as required.
- Maintenance of effective records, survey/questionnaire responses and other customer information may be vital in the community response to COVID-19.
- Pre-screening also helps to increase staff and customer confidence that they are safe.

Pre-screening protocols – GENERAL:

	Describe what you will do:	Resources required:	Who is responsible?
How have you enhanced existing communication to enable consumers and staff to provide relevant details prior to any face-to-face engagement?	<p>Designated landing page “Travel Safe” implemented on websites www.toursunshinecoast.com.au www.chartersunshinecoast.com.au</p> <p>Screening questionnaires have been implemented and will be issued verbally prior to boarding a vehicle.</p> <p>Non-Contact Thermometers for Detecting Fever utilised on all passenger prior to entering vehicle</p> <p>All staff have undergone training in new protocols and pre-screening procedures.</p>	<p>Content for website, web development time</p> <p>Documented pre-screening procedures and questionnaire</p> <p>Non-Contact Thermometers</p> <p>Resources for training</p>	Director
Have you implemented policies and procedures to assist health professionals in	The business has Implemented a record keeping log to record individual passenger full name, address and contact number electronically in REZDY booking platform.	REZDY Booking Platform	Director

targeted testing and management of tested staff?			
How will you ensure you are able to cooperate with authorities for contact tracing purposes?	<p>All staff details are kept on file. Staff have been requested to update their details.</p> <p>Staff are required to sign in and sign out with date and time at commencement and end of each shift.</p>	<p>Full staff register can be obtained from the Director</p> <p>Refer Addendum B CHT01 Pre-Departure check-list Daily sign-in sheet is found in all tour vehicles. Driver on duty to complete.</p>	<p>Director</p> <p>Tour Driver</p>
How will you enforce appropriate quarantine measures for staff?	<p>The business will act in accordance with relevant public health guidelines at the time.</p> <p>If a staff member becomes unwell they will not be permitted to work and will be sent home</p>	Guidance from Queensland Health and Queensland Department of Transport	Director
How will you ensure compliance with relevant privacy regulations ?	<p>Details will be recorded but not shared unless specifically requested by government for purposes of public health.</p> <p>ALL staff are trained on privacy regulations.</p>	<p>Refer Privacy Disclaimer website. https://toursunshinecoast.com.au/privacy-policy/</p>	Director

Pre-screening protocols for STAFF:

	Describe what you will do:	Resources required:	Who is responsible?
How will you ensure staff do not attend work if they are unwell ?	<p>Staff are advised and reminded not to attend work if they experience ANY symptoms consistent with COVID-19, even if they feel fit to work.</p> <p>Staff experiencing symptoms will be required to seek advice from their general practitioner and must comply with self-quarantine directions as advised.</p>	Staff Communication via email and verbal briefing	Director
How will you protect vulnerable staff from infection?	Vulnerable staff (those who are identified as 'at-risk') are recommended not to return to work until QLD Health advises it is safe to do so.	Guidance from Queensland Health and Queensland Department of Transport	Director
How will staff be screened for symptoms prior to returning to work, and on an ongoing basis?	<p>Supervisor/Manager on duty will screen staff verbally at commencement of each shift.</p> <p>Each driver will initial vehicle log when signing in for each shift.</p> <p>Each member of staff will have their temperature screened via thermal scanner prior to boarding the tour bus.</p>	<p>Staff Briefing</p> <p>Refer Addendum B CHT01 – Pre-Departure Check-list</p> <p>Thermal temperature scanner</p>	<p>Director</p> <p>Driver</p> <p>Director/Driver</p>

Pre-screening protocols for PASSENGER:

	Describe what you will do:	Resources required:	Who is responsible?
How will you ensure customers do not enter the vehicle if they are unwell ?	<p>A request that customers do not attend the premises if they are unwell will be issued to all confirmed bookings.</p> <p>The driver will question and monitor all passengers before they enter the tour vehicle.</p>	<p>Rezdy Booking Platform Confirmation Emails & Travel Safe landing page on websites.</p> <p>Covid Safe Plan & Addendum D Driver Induction Training checklist CHT 13</p>	<p>All staff in contact with customers</p> <p>Director</p>
How will you protect vulnerable customers from infection?	<p>Vulnerable customers (those who are identified as 'at-risk') are recommended not to attend the premises until QLD Health advises it is safe to do so.</p> <p>Vulnerable customer who are comfortable boarding a tour vehicle are advised to take their own additional safety precautions and are notified that the business cannot guarantee their safety.</p>	<p>Advice available publicly via website and in booking information.</p> <p>Staff training has covered vulnerable customer protocols.</p>	<p>Overseen by management with cooperation of all staff</p> <p>Director</p>
How will you ensure you are able to cooperate with authorities for contact tracing purposes?	<p>All customer names and contact details are collected at the time of booking or prior to boarding a tour vehicle and added to REZDY. We notify customers that their details may be held after 30-days for contact tracing purposes.</p>	<p>REZDY Booking Platform</p>	<p>Overseen by management with cooperation of all staff Director and or Driver</p>

How will customers be screened for symptoms prior to attending the premises?	All customers will be given a standardised verbal questionnaire and will have their temperature scanned prior to boarding the vehicle.	Thermal temperature scanner	Driver
How will you manage pre-screening for services utilising passenger vehicles?	Pre-screening will be enhanced to ensure that prior to boarding passengers and staff are asked about symptoms and risk factors for COVID-19 and if any are present, travel/entry will be deferred.	Standardised Questionnaire	Driver and or Director
How will the business manage an unwell passenger?	<p>Alternative Transport for passenger will be arranged and the passenger will not be allowed to continue with the tour, transfer or charter. Taxi/transport company will be advised Customer is unwell.</p> <p>PPE for staff who need to attend – Gloves, Mask, Sanitiser</p> <p>Notify 13Health</p>	<p>Review first aid procedures to ensure PPE for staff</p> <p>First Aid Kit onboard</p> <p>Mobile Telephone</p>	<p>Staff to alert management - Director</p> <p>Driver with support of director</p> <p>Driver</p>

Social Distancing:

Due to the nature of COVID-19 and the manner in which the virus spreads (through close contact with an infected person or touching a contaminated surface), the most effective way to slow transmission of the virus is through physical distancing and hygiene practices.

In all contexts, participating vendors and operators must facilitate practices which support appropriate social distancing aligned to most recent advice from the Chief Health Officer.

It is the responsibility of each business owner/operator to remain up to date with health advice and to ensure compliance, above and beyond the details outlined in this document.

The following social distancing recommendations and practices apply to ALL business operators, staff, customers, and visitors.

NOTE: The current recommendation is for businesses to enforce a minimum distance of 1.5 metres between individuals and/or family groups. Where practical and appropriate, this should involve installation of physical barriers.

Social distancing – GENERAL PROTOCOLS:

	Describe social distancing protocols enforced:	Resources required:	Who is responsible?
How will you maintain appropriate and practical minimum 1.5 metres between individuals and/or family groups?	<i>e.g. describe the measures you will implement to enforce social distancing rules. Note, there is space below to detail how you will approach social distancing for specific areas of your business.</i>		
What measures have you implemented to ensure staff avoid intentional physical contact in the workplace and minimise close personal contact?	No shared food, no shaking of hands, and no physical touching. Face-to-face contact outside of vehicle should be limited to 15 minutes where possible. Staff and customers should not be in an enclosed space, with social distancing rules applied, for more than two hours where practical.	Verbal Instructions by Driver. Passenger information on website	All Staff

	The business will comply with all directions relating to seating arrangement, capacity and numbers relevant to each food and wine venue while on tour	Guidance form restaurant or food and wine venues	Food & Wine Venue Staff
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Social distancing protocols for STAFF:

Identify nature of all areas of business activity: (Add new cells as required - Remove cells that do not apply)	RULE: 1 person per four square metres Area size and proposed capacity:	Describe how you will maintain social distancing:	Resources required:	Who is responsible?
Tour Vehicles				
4-seater SUV 12-seater minibus 14-seater minibus	*Refer Addendum A Guideline for Social Distancing on Passenger Transport	Coast to Hinterland Tours and Coast to Hinterland Charters will ensure that passenger seating in vehicles will be spaced to adhere to the 1.5 metre distancing guidelines <u>wherever it is possible</u> and practical to do so. Time within the confines of the vehicle will be limited wherever practical. Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on. * Currently, there is no limit on the number of passengers specified for commercial public passenger vehicles (tour vehicles) in the state of Queensland The current guidelines do not prohibit a commercial passenger vehicle from carrying more than one passenger.	Driver Training over COVID Safe Plan	Driver

Social Distancing protocols for CUSTOMERS

Identify nature of all areas of business activity: (Add new cells as required - Remove cells that do not apply)	Area size and proposed capacity:	Describe how you will maintain social distancing:	Resources required:	Who is responsible?
Food & Wine Venues	MEASURE/RECORD			
Lines and Queues	As per individual venue guidance	Driver will ensure Food & Wine businesses will be planned to only allow customers up to the maximum allowable capacity of the indoor space.	As per individual venue guidance, use cue markers to indicate spacing for social distancing	Food & wine venue staff
Tourist Attractions	MEASURE/RECORD			
Lines and Queues	As per individual venue guidance	Driver will ensure tourist attractions will be planned to only allow customers up to the maximum allowable capacity of the indoor space.	As per individual venue guidance. Use cue markers to indicate spacing for social distancing	Tourist Attraction staff
Tour vehicles				
4-seater SUV 12-seater minibus 14-seater minibus	* Refer	Coast to Hinterland Tours and Coast to Hinterland Charters will ensure that passenger seating in vehicles will be spaced to adhere to the 1.5 metre distancing guidelines <u>wherever it is possible</u> and practical to do so. Family/residential groups are permitted to sit in closer proximity but will be advised to maintain distance to other individual and family/residential groups. Time within the confines of the vehicle will be limited wherever practical.	Posters outlining social distancing rules Driver/Guide announcement and reminders Pre-Defined Tour Itinerary	Driver and or Director Passenger and Driver

		<p>Where practical windows in vehicles will be open and vehicle air conditioning will be set to fresh air as opposed to recirculate and will remain on.</p> <p>* Currently, there is no limit on the number of passengers specified for commercial public passenger vehicles (tour vehicles) in the state of Queensland</p> <p>The current guidelines do not prohibit a commercial passenger vehicle from carrying more than one passenger.</p>	Covid Safe Plan Driver Training	Driver
Attraction – outdoor				
Scenic Lookouts Rainforest Walks Botanic Gardens		Where possible, Create one directional traffic flow through venue	Verbal instructions reminding passengers of social distancing	Driver and passengers
Attraction - indoor	MEASURE/RECORD			
Lines and Queues	As per individual venue guidance	Driver will ensure tourist attractions will be planned to only allow customers up to the maximum allowable capacity of the indoor space.	As per individual venue guidance. Use cue markers to indicate spacing for social distancing	Tourist Attraction staff

Cleaning and Hygiene

As large numbers of people return to your business, it will be important to ensure that cleaning routines are enhanced. While touchless solutions will reduce the degree to which surfaces are contaminated, in the ordinary function of many businesses, it may still be necessary for staff and/or customers to interact with high-touch surfaces, such as;

- Screens,
- Counter-tops and serving areas,
- Vending, arcade and service machines,
- Handrails,
- Elevator panels, door handles and trolleys.

Cleaning and hygiene RECOMMENDATIONS:

- Businesses will promote frequent and effective hand washing by all staff, customers, and visitors.
- Businesses will ensure adequate time and resources are provided for enhanced cleaning procedures to be undertaken.
- Businesses will ensure appropriate training for staff to implement enhanced cleaning procedures in line with contemporary practice.

Cleaning and Hygiene Register:

Identify all areas of business activity:	High risk, high-touch surfaces, and items:	Method: (Describe how you will maintain cleanliness and hygiene at an enhanced level)	Frequency:	Resources required:	Who is responsible?
Tour Vehicle					
<i>Managing hygiene and infection control in tour vehicles</i>	Door handles, handrails, seat belts, arm rests, windows	Hand hygiene will be enforced upon entry, driver will physically observe prior to boarding. Business will undertake enhanced cleaning between trips with particular attention to high-touch surfaces. Businesses will ensure that appropriate cleaning products are available on the vehicle/vessel.	Always Stops of longer than 30 minutes Always	Hand sanitizer Hand sanitizer Sanitizer products	Driver Driver Driver and or Director

		In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), surfaces will be cleaned with hospital-grade disinfectant	Always	Sanitizer products	Driver
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Staff Safety

In addition to adhering to social and community health guidelines relating to the COVID-19 pandemic, business owners and staff are responsible for ensuring a safe workplace. In the context of COVID-19, the responsibility for staff safety belongs to both the business owners/operators and individual staff members.

Importantly, businesses MUST establish and implement procedures which comply with criteria established by Safe Work Australia and enforced by Workplace Health and Safety Queensland (WHS).

NOTE: IT IS MANDATORY TO DEVELOP A WORKPLACE HEALTH AND SAFETY PLAN FOR MANAGING COVID-19. ADDITIONAL MEASURES FOR CONSIDERATION TO CATER FOR MORE THAN 20 GUESTS SHOULD BE CONSIDERED IN THIS PLAN OR ADDED TO YOUR EXISTING WHS PLAN. YOUR EXISTING WHS PLAN MAY BE APPENDED HERE.

<i>(Add new cells as required - Remove cells that do not apply)</i>	Provide details of additional measures implemented to protect staff?	Frequency:	Resources required:	Who is responsible?
Rostering/staff rotation	Contract drivers utilized where possible to eliminate back to back jobs	Ongoing	Contract Drivers	Director
Break times and areas	Staff breaks to be taken outside of the vehicle	Meals Breaks	Outdoor space	Driver
Mandatory staff training and understanding of COVID	Staff will provide training on COVID-19 management including a basic understanding of the pathogen, how COVID-19 is transmitted, how to prevent transmission and, how to respond to a suspected COVID-19 infection. ALL staff must sign off that they have agreed to COVID-19 safety procedures as outlined in the COVID Safe Plan - Driver Induction Training checklist refer Addendum D	Weekly review of latest guidance	Covid Safe Plan & Addendum D Driver Induction Training checklist CHT 13	Director

Influenza vaccinations	The business recommends staff receive an influenza vaccine.	Annually	Influenza vaccine	Director and Driver
Protocol for staff (or customer) presenting to the business unwell (including self-quarantine measures)	Management has adopted management plans as outlined in the Covid Safe Plan for potential COVID-19 cases, including but not limited to: <ul style="list-style-type: none"> • Immediate isolation of the potential case, • Distribution of PPE for any staff in contact, • Immediate advice and liaison with appropriate public health authorities, and, • Thorough cleaning of the surrounding environment. 	Always	Covid Safe Plan	Director and Driver
Contact tracing	ALL staff are encouraged to download and are recommended to use the COVID Safe app on their personal devices.	Activate for every shift	COVID Safe App	Driver
Personal Protective Equipment	Staff are correctly trained on use of PPE and encouraged to use in the event a passenger shows symptoms.	Prior to operations recommencing	Driver training prior to operations recommencing	Director
Personal hygiene	Staff have own stock of personal hygiene products and facilities separate to those for guest use (i.e. hand sanitizers, hand washing stations, toilets)	Always	Sufficient Supplies	Driver and or Director
Staff personal safety	The business requires all staff to adhere to their personal safety responsibilities and the general community advice regarding COVID-19, and to <ul style="list-style-type: none"> • Actively engage in additional safety training, • Provide immediate advice about illness, contact with infection or vulnerability to COVID-19, • Remain up-to-date with, and adhere to, relevant safe practice and health guidelines within the business, and the broader community, and • Raise any Covid-related personal or customer safety concerns directly with their manager/employer. • Passengers must avoid direct contact with other passengers and drivers 	Always	Covid Safe Plan & Addendum D Driver Induction Training checklist CHT 13 Enforcement by Driver	Driver and or Director

Additional Workplace Health & Safety measures:

<i>Restaurant/café</i>	<i>Additional protocols in place to protect staff and customers:</i>	<i>Frequency:</i>	<i>Resources required:</i>	<i>Responsible:</i>
<i>Tour vehicles</i>				
All fleet Vehicles	While the use of masks by all passengers is not likely to be of benefit, businesses will provide a supply of masks wherever possible (particularly for longer trips).	Always	PPE Equipment	Driver and Director

Confirmed COVID-19 diagnosis or personal contact with a known case

Any staff member who has a confirmed case of COVID-19, whether asymptomatic or not, must immediately advise their supervisor or manager and self-isolate in accordance with government regulations for the time period stipulated.

Staff must also notify their supervisor or manager if;

- They have been in direct contact with someone who has been diagnosed with COVID-19, and/or
- They have been in regular contact with someone (partner, friend or family member) who has been overseas recently or who is showing signs of illness.

If the business is notified of a confirmed case of COVID-19, risk mitigation measures will be actioned as appropriate following Queensland Health advice.

If a staff member has been tested for COVID-19 and is awaiting test results, they are instructed not to attend the business until they have been confirmed as having a negative result. In the interim period, they must self-isolate, but may work from home in circumstances that allow.

In the event of a confirmed COVID-19 case on business premises

1. The staff member who has been diagnosed must quarantine in accordance with health advice and can return to work only when they have fully recovered and met the criteria for clearance from isolation. Clearance may be given by the public health authority or by the staff member's treating clinician and provided for the employer.
2. The business manager/operator will work with public health to inform all staff members that a case has been confirmed and request that those who have been in contact with the staff member immediately disclose their contact.
3. The business owner/operator will work with public health to consult with staff members who are identified as having had contact with the infected staff member and will continue to share information with the relevant state health authority and take any additional measures recommended by that authority.
4. A deep clean will be conducted in accordance with advice received from the relevant health authority.



Compliance Statement COVID-19

Coast to Hinterland Tours & Coast to Hinterland Charters are committed to ensuring the safety and protection of our staff and customers. We have developed a COVID Safe Plan which complies with the current approved Queensland Government and Tourism Industry guidelines.

Our Commitment

Coast to Hinterland Tours & Coast to Hinterland Charters will undertake regular review of our COVID Safe procedures and update them as necessary to ensure these meet current legislation, best practice standards and measures for COVID-19 risk mitigation.

All Coast to Hinterland Tours & Coast to Hinterland Charters staff are aware of and have been trained in our COVID Safe measures. Systems are in place to ensure Coast to Hinterland Tours & Coast to Hinterland Charters staff are informed of new practices and guidelines.

What we are doing to protect our Customers

We are committed to fulfilling the recommendations provided by the Queensland Tourism Industry Council and have policies in place to:

1. Facilitate pre-screening and maintain records for contact tracing
2. Alter business practices to ensure social distancing in line with government health guidelines
3. Enhance cleaning and hygiene practices to reduce the risk of infection
4. Establish and maintain COVID-Safe procedures aligned to Work Safe Queensland guidelines

Coast to Hinterland Tours & Coast to Hinterland Charters

Authorising person

Signed

Director – Mark Baker
Date

Director – Geoffrey Cherry
Date

Guideline for Social Distancing on Passenger Transport

Context and Purpose

The Queensland Health Home Confinement, Movement and Gathering Direction (Direction) requires that 'A person who is leaving their principal place of residence must practice social distancing while outside their principal place of residence, to the extent reasonably practicable'. Queensland Health references social distancing to include keeping at least 1.5 metres away from others as much as practicable.

This guideline intends to provide clarity to the providers of Passenger Transport, as well as customers, regarding the application of the social distancing requirements whilst on the passenger transport network.

For the purposes of this guideline, Passenger Transport includes Public and Personalised transport. Public transport is an essential service and includes services for urban bus, school bus, train, ferry and tram across SEQ and Regional Queensland. Personalised transport includes taxis, limousines and ride-share vehicles.

Please note: The driver of a public transportation vehicle is not responsible for the decisions that individuals make around leaving their homes.

Public Transport

It is not practical to provide a defined distance for physical separation while travelling on public transport services.

Customers will need to take personal responsibility and apply common sense to support social distancing measures.

The following principles should be applied across all public transport:

Principle 1 – Support social distancing where practicable to minimise risks to community health

In line with the Direction, Delivery Partners and customers should ensure that to the extent practicable, space is maintained between customers from different household groups to minimise risks to community health.

Customers should continue to board at the rear door of multi-door bus fleet, unless requiring assistance.

The front seats on buses should continue to be left vacant, to maximise the distance between staff and customers.

Designated space for staff should be maintained on ferries.

Depending on the mode of public transport, it may be necessary to provide specific information for Delivery Partner staff or customers about how to maximise social distancing on services, stops or stations. If providing specific information, it should be consistent with any relevant health directives and these principles.

Principle 2 – Managing peak period travel

Where possible, Delivery Partners are expected to schedule larger vehicles at peak periods on busier routes to meet travel demand whilst supporting social distancing recommendations.

Customers will be encouraged to travel outside of peak periods to manage demand across the public transport network.



It may be necessary for public transport staff to limit the number of customers from different household groups at stops or stations and while on-board services.

Delivery Partners should prioritise available capacity to customers with special needs, vulnerable people or unaccompanied children.

Principle 3 – Cleaning and personal hygiene

Existing measures that are currently in place to support the health and wellbeing of staff and customers should continue, including:

- regular sanitisation of vehicles
- frequent cleaning of hands with liquid soap and water or alcohol based hand rub in line with health guidelines
- rear door boarding on multi-door bus fleet (where possible)
- cashless operations on go card enabled services

Staff or customers may choose to wear face masks, but there is currently no requirement to do so.

School Services

Following the re-commencement of regular schooling, children attending school classes will be exempt from the requirements for social distancing.

While travelling to and from school on dedicated school transport services (which transport only school children), these services are not required to include any specific measures for social distancing.

Personalised Transport (taxis, limousines and ride-share)

Passengers should choose seating positions that maximise the distance between themselves and the driver.

For example:

- a single passenger should use the rear passenger-side seat;
- avoid having three passengers in the back of a vehicle – depending on size of the vehicle; and
- multiple passengers should use the rear seats first, with the front passenger seat only used when no other seats are available.

Guideline Review

Additional measures may be introduced in line with Queensland Health advice to support the transition to full recovery of services in the community. As advice changes, we will update this guideline or communicate through contract managers.



Addendum B

CHT 01 Pre-Departure Check-list

Daily Pre-departure inspection checklist for vehicles operated regularly.

Vehicle registration	
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Item	O.K ✓ Defective ✕						
Name of person conducting the check – First & Last Name							
Interior check <i>Check no unexpected or suspicious items located</i> <i>Seatbelts are serviceable and accessible to all passengers</i>							
Hygiene & Cleaning COVID-19 <i>Wipe down surfaces with disinfectant pre departure</i>							
Lights and reflectors <i>Check all lights (headlights, front park/side lights, tail lights, brake lights, reversing lights, turn signal indicator lights, number plate light) for working order</i>							
Regulation signs and labels <i>Inspection label, license number plate (if required), and no-smoking sign are affixed and clearly visible</i> <i>Check vehicle is currently registered</i>							
Mirrors, windows and windscreens <i>Check mirrors are securely mounted</i> <i>Windscreens, windows and mirror surfaces are clean and checked for damage</i>							
Wheels, tyres and rims <i>Tyre pressure and tread integrity</i>							
Horn <i>Horn is in working order</i>							
Wipers and washers <i>Wipers are in working order and do not obstruct driver's forward vision</i> <i>Windscreen washers have sufficient fluid to ensure clear forward vision</i>							
Oils/fuel/water <i>Check levels</i> <i>Ensure no leaks of oil, fuel, water, refrigerant/coolant, hydraulic fluid or brake fluid</i>							
Structure and bodywork <i>All panels and readily visible structural members are secure</i>							
Brakes <i>Brake failure indicators are in working order</i> <i>Check brake application whilst moving prior to departure</i>							

Note: If defect found, complete fault report form (Form CHT03) and submit to Mark Baker.

Addendum C

swa.gov.au/coronavirus

CHECKLIST: Cleaning

This checklist will assist you to implement health and hygiene measures at your workplace and do a review of your facilities. Don't forget to also check our [COVID-19 website](#) for additional measures for your industry.

Routine cleaning

What do I need?

- ☐ Detergent, either as a solution that can be mixed with water, or as wipes, or
- ☐ A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.

When should I clean?

- ☐ Clean your workplace at the end of the work day using a detergent, or a 2-in-1 detergent and disinfectant solution.

Focus on:

Frequently touched surfaces such as tabletops, door handles, light switches, desks, toilets and toilet doors, taps, TV remotes, kitchen surfaces and cupboard handles

- ☐ Clean objects and surfaces used repeatedly by lots of people frequently throughout the day using a detergent, or 2-in-1 detergent and disinfectant solution.

For example:

Trolleys and baskets, checkouts, EFTPOS machines, handrails, elevator buttons

- ☐ Clean surfaces and fittings that are visibly soiled or after any spillage as soon as possible using a detergent, or a 2-in-1 detergent and disinfectant solution.
- ☐ Instruct workers to clean personal property that has been brought to work and is likely to be handled at work or during breaks with a detergent or 2-in-1 detergent and disinfectant solution, or wipes.

For example:

Sunglasses, mobile phones, ipads, car keys

How to safely clean

- ☐ Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required personal protective equipment (PPE). [Also make sure the product is suitable for use on the surface you are cleaning.](#)
- ☐ Instruct workers to wear gloves when cleaning and ensure they know to wash their hands thoroughly with soap and water, or to use alcohol-based hand sanitiser if they cannot wash their hands, both before and after wearing gloves.
- ☐ If possible, use disposable gloves when cleaning and discard after each use. Otherwise, only use reusable gloves for routine cleaning and do not share gloves between workers.

After cleaning

- ☐ Dispose of any disposable cloths in a rubbish bag, or launder reusable cloths in the usual way.

Cleaning if someone in my workplace is suspected or confirmed to have COVID-19

Preparing to clean

- ☐ Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.
- ☐ Open outside doors and windows if possible to increase air circulation.

What do I need?

- ☐ A detergent, as a solution that can be mixed with water, and



CHECKLIST: Cleaning

- ☐ A disinfectant containing alcohol in a concentration of $\geq 70\%$, chlorine bleach in a concentration of 1000 parts per million (see the [Department of Health website](#) for more information on achieving the correct bleach solution), oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds.
- ☐ A combined detergent and disinfectant solution.
- ☐ Appropriate PPE for cleaning staff, including disposable gloves and safety eyewear.
 - ☐ Provide a disposable apron where there is visible contamination with respiratory secretions or other bodily fluids.
- ☐ A surgical mask if the person suspected to have COVID-19 is in the room.

What should I clean?

- ☐ Thoroughly clean and then disinfect:
- ☐ all areas of suspected or confirmed contamination
- ☐ any common areas (e.g. break rooms, washrooms), and
- ☐ any known or likely touch points in the workplace.

How to safely clean

- ☐ Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required PPE. [Also make sure the product is suitable for use on the surface you are cleaning.](#)
- ☐ Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.
- ☐ Use disposable gloves where possible, and discard after each use. Wash or sanitise hands before and after wearing gloves.

After cleaning

- ☐ Dispose of any single-use PPE, disposable cloths and covers in a rubbish bag and place it inside another rubbish bag and dispose of in general waste.
- ☐ Launder any reusable cleaning equipment including mop heads and disposable cloths and completely dry before re-use.
- ☐ Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.

For more information:

Visit the Cleaning information on the [Safe Work Australia website](#).



Addendum D - Driver Induction Check-List CHT13

Name of Driver:	Type of Training: Introductory / Refresher
Driver Authorisation Licence Number:	
Driver Authorisation Licence Number Expiry Date:	

Topic	Signature of Trainer	Signature of Driver
1. Record Keeping including Refer Information Bulletin PT208 <input type="checkbox"/> Pre-trip vehicle inspection Refer Template CHT01 <input type="checkbox"/> Defect reporting Refer Template CHT03 <input type="checkbox"/> Trips undertaken Refer Vehicle Log Book <input type="checkbox"/> Complaints Refer Template CHT10		
2. Customer Service Skills including: <input type="checkbox"/> Expectations Refer Document Code of Conduct for students travelling on buses <input type="checkbox"/> Company policy including refusing travel <input type="checkbox"/> Handling difficult customers Refer Policy CHT09 <input type="checkbox"/> Use of EFTPOS machine <input type="checkbox"/> Use of REZDY Passenger Manifest		
3. Transporting elderly, children and people with disabilities. Refer Disability Standards for Accessible Public Transport act 2002. Disability Discrimination Act 1992.		
4. Workplace health and safety responsibilities including an Explanation of their duty of care Refer WHS Taxi-drivers document		
5. Pre-departure/end vehicle safety inspection Refer Template CHT01		
6. Applying First-Aid		
7. Driver Responsibilities – Refer Information Bulletin PT 307 (09/18) Driver understands the need to: <ul style="list-style-type: none"> <input type="checkbox"/> Report any loss/change to their licence/ Driver Authority <input type="checkbox"/> Report any injury or illness (including mental illness) that may affect their fitness to drive. <input type="checkbox"/> Renew their licence/Authority periodically to ensure currency. <input type="checkbox"/> Consequences of breaching transport legislation <input type="checkbox"/> Not overloading the vehicle; <input type="checkbox"/> Safe operation of the vehicle 		

Topic	Signature of Trainer	Signature of driver
8. Fatigue Management – Refer Bulletin PT 21 09.18 Provide and read copy of Fatigue Management Brochure Driver understands the need to: <ul style="list-style-type: none"> <input type="checkbox"/> Abide by driver hour limits. <input type="checkbox"/> Manage their own lifestyle activities including sleep patterns, medication and recreational activities to minimize fatigue. <input type="checkbox"/> Advise the operator of any issue including secondary employment that may impact on fatigue levels. 		
9. Food, Drug and Alcohol Refer Policy CHT14 Employee understands: <ul style="list-style-type: none"> <input type="checkbox"/> Limits for drug/alcohol consumption (.0.0% concentration) <input type="checkbox"/> Self-Reporting requirement <input type="checkbox"/> Roles and responsibilities of management/staff including disciplinary action for alcohol/drug consumption. <input type="checkbox"/> Eating & Drinking in Vehicle 		
10. How to Report Hazard and Injuries Refer Template CHT07		
11. Understanding of Incident Management Plan Refer Template CHT12		
12. Location and use of firefighting equipment, vehicle jack and first aid kit.		
13. Knowledge & Geography of the Sunshine Coast & Surrounds		
14. Understanding of COVID-19 Safe Plan & Cleaning Checklist Refer CHT21 & Checklist: Cleaning Safe Work Australia		

Employee' must ask the trainer to repeat instruction if anything is unclear about an issue.

Driver Induction Training Program satisfactory completed. Refer to Bulletin PT209 How to record the training

Trainer Signature: _____

Name: _____

Job title: _____

Date: _____

Driver Declaration: I, _____, confirm that I have completed the above refresher/training.

Signature: _____

Date: _____