

Wolgan Valley Eco Tours

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**COVID-19**

**MANAGEMENT PLAN**

## **Wolgan Valley Eco Tours**

### **A COVID-19 MANAGEMENT PLAN FOR GROUP BASED OUTDOOR ACTIVITIES**

Used in conjunction with the Outdoor Council of Australia (OCA) Framework for Rebooting Outdoor Activities in a Covid-19 Environment

#### **Introduction to document:**

The purpose of this document is to provide guidance in a structured manner to develop the businesses own analysis of the intended activity and how it plans to manage infection control while conducting this activity.

The document is produced by the Outdoor Council of Australia (OCA) for the purpose of supporting the outdoor sector to rebuild and return to organisations that match the health authority guidelines and relevant.

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**Statement**

Wolgan Valley Eco Tours is pleased to advise that it is operating again and is compliant with the NSW State Governments COVID-19 restrictions.

Wolgan Valley Eco Tours is adhering to the following:

Must:

- Limit the number of guests in the group to 10 guests maximum (including the tour guide).
- Always limit distance between each guest to 1 person per 4 square metres as per the NSW Health density requirement.
- Have a written risk assessment for each tour that must include the COVID - 19 restrictions.
- Have hand sanitizer readily available for each guest throughout the tour.
- Not share any personal items such as towels, drink bottles, food etc.
- Have a record of all guests in case they need to be contacted for any contact tracing.

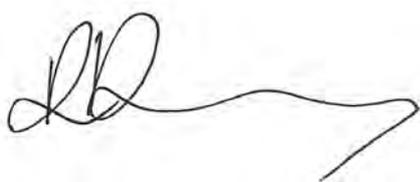
Should:

- Observe, and encourage observing of, social distancing (1.5 metres rule) between guests or other members of public.
- Facilitate good hand and respiratory hygiene, as much as possible.
- Implement signage, where practical, to support compliance with current restrictions and advice at any facilities being used.

A number of additional actions have been taken with immediate effect and are outlined in our COVID-19 Management Plan.

Guests who are feeling unwell, showing signs of COVID-19, have recently returned from overseas travel or think they may have been in close contact with a confirmed case of COVID-19, are not to participate in any activity delivered by Wolgan Valley Eco Tours and should monitor their health and seek medical attention. In these instances, a full refund will be provided.

To find out more information about COVID-19, visit [www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19).



**Kristie Kearney**

Owner & Founder

Wolgan Valley Eco Tours

# WOLGAN VALLEY ECO TOURS COVID-19 MANAGEMENT PLAN

PARTICULARS	RESPONSE
<p>Organisation / person completing plan</p>	<p>Wolgan Valley Eco Tours            Creating sustainable and responsible ecotourism experiences that celebrate and bring to life the unique natural environment and significant cultural heritage of the Greater Lithgow region.</p> <p>Kristie Kearney – Owner &amp; Founder</p>
<p>Summary of service type</p>	<p>Wolgan Valley Eco Tours is an Advanced Ecotourism certified tour company based in the Wolgan Valley within the Greater Blue Mountains Region of NSW. We specialise in small group minimal impact full and half day guided bushwalks and wildlife encounters within protected areas of the Greater Lithgow region.</p> <p>Our industry bodies are Ecotourism Australia and Outdoors NSW &amp; ACT and are guided by the Australian Adventure Activity Standards (AAAS) and Leave No Trace principles in the delivery of our experiences and in the health and safety of our staff and guests.</p>
<p>Activity provision (in order of highest risk to lowest risk in relation to infection control)</p>	<p>Glow Worm Tunnel Hike (HIGHEST)</p> <p>Newnes Ruins Walking Tour</p> <p>Birdwatching Tour</p> <p>Nocturnal Wildlife Spotlighting Tour</p> <p>Donkey Mountain Hike (LOWEST)</p>
<p>User/consumer summary and method to log participants</p>	<p>Families – 35+, have school age children, are well educated and working in professional roles.</p> <p>Social Groups/Close Friends – 35-50+, have school age children, working in professional roles e.g. teachers, speech pathologists, senior public servants.</p> <p>Retiree Couples – (COVID-19 HIGH RISK GROUP) 65+, retired from corporate career e.g. finance, law, academic; most friends are semi-retired or retired.</p>

	<p>Younger Couples – 25-35yo, starting out in their careers or in mid- level professional roles, well educated, no children, saving ‘hard’ for or have purchased their first home.</p> <p>Wolgan Valley Eco Tours will gather information from guests prior to commencement of activities via a system to check and record the COVID-19 exposure and current health status.</p>
<p>Communication and notification to participants / customers</p>	<p>Staff or participants who are feeling unwell, showing signs of COVID-19, have recently returned from overseas travel or think they may have been in close contact with a confirmed case of COVID-19, are not to participate in any activity delivered by Wolgan Valley Eco Tours and should monitor their health and seek medical attention.</p> <p>If staff and/or participants have been identified as a contact of a person with confirmed COVID-19 infection in Australia, the local public health unit will contact that staff member and/or participant with advice. Staff and participants need to isolate themselves at home for 14 days after contact with the infected person, and to monitor their health and report any symptoms.</p> <p>Person to person spread of COVID-19 generally occurs between people who are close contacts with one another. A close contact is typically someone who has been face to face for at least 15 minutes or been in the same closed space for at least 2 hours, with a person that was infectious. The public health unit will keep in touch with staff and participants who are close contacts of patients with COVID-19 infection. If any symptoms develop contacts must call the public health unit to report those symptoms.</p> <p>To assist public health units in contacting staff and/or participants who have been in close contact with an infectious person, staff and participants are encouraged to download the Australian Government COVID Safe App and register.</p> <p>Under WHS law, all employers or businesses are required to manage the risk of COVID-19 to workers and others in the work environment. As a PCBU under WHS law, Wolgan Valley Eco Tours is to report serious illnesses (including COVID-19) arising out of work to NSW SafeWork.</p>

	<p>If Wolgan Valley Eco Tours becomes aware that a driver or passenger has been tested for COVID-19 (regardless of the test results) we are to report these incidences as Notifiable Occurrences via the Point to Point Transport Commissioner Industry Portal.</p> <p>Wolgan Valley Eco Tours is guided by its Privacy Policy and bound by the Australian Privacy Principles (APPs) contained in the <i>Privacy Act 1988 (Cth) (Privacy Act)</i>. The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed, and managed. Some of the information we collect may be 'sensitive information', including information about an individual's health, pre-existing medical conditions, date of birth, special dietary requirements, and credit card details.</p> <p>Wolgan Valley Eco Tours may use and disclose participants sensitive information for the primary purpose of collection, or for reasonably expected secondary purposes which are directly related to the primary purpose, or for purposes to which you have consented and in other circumstances authorised by the <i>Privacy Act</i> (e.g. where required or authorised by law to be disclosed, or where disclosure is necessary to prevent a threat to life, health or safety).</p>
<p>Precautions and guidelines for your user group</p>	<p>Participants most at risk of COVID-19 are people over the age of 70, 65 years or over who have a chronic medical condition, an Aboriginal and Torres Strait Islander person aged 50 years and over who have a chronic medical condition, and those who have a suppressed immune system. Wolgan Valley Eco Tours recommends that participants within this user group to continue to stay at home, avoid contact with others, and to avoid non-essential travel.</p> <p>If participants within the user group wish to participate in an activity delivered by Wolgan Valley Eco Tours, participants must ensure that they are suitably fit to allow full participation in the activity. It is the participants responsibility to ensure that they have obtained proper and detailed medical advice prior to participation in any activity.</p> <p>All participants are required to complete a Medical History Form and read and sign a Waiver and Indemnity Form prior to participation in any activity.</p>

General hygiene protocols that will be implemented

Wolgan Valley Eco Tours requires activity leaders and participant to follow safe hygiene practices to protect themselves and fellow participants. The follow protocols are to be adhered to:

- Staff or participants who are feeling unwell, showing signs of COVID-19, have recently returned from overseas travel or think they may have been in close contact with a confirmed case of COVID-19, are not to participate in any activity delivered by Wolgan Valley Eco Tours and should monitor their health and seek medical attention;
- Ensure all staff and participants follow good hygiene practices, including washing hands frequently with soap and water for at least 20 seconds and/or alcohol based hand sanitizer, covering coughs and sneezes, or coughing into their elbow or shoulder and avoiding touching eyes, nose or mouth. For detailed cleaning advice, see: <https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-COVID-19-environmental-cleaningand-disinfection-principles-for-health-and-residential-care-facilities.pdf>
- Have adequate supplies to support healthy hygiene behaviours, including soap and water (where practical), hand sanitizer with at least 60 percent alcohol (for staff and older children who can safely use hand sanitizer), and tissues.
- Provide hand sanitiser for use at high traffic areas of the site (bathrooms, meal areas, meeting areas etc.). Communicate with staff about hand sanitiser locations and encourage regular use. <https://www.who.int/gpsc/5may/How To HandRub Poster.pdf>

General principles of physical distancing and the key contact points

Staff and participants must maintain distance from others as much as possible, avoid shaking hands, kissing, hugging or touching others, ensure social distancing is maintained as required between staff, participants, and groups of participants.

Wolgan Valley Eco Tours must ensure social distancing guidelines enforced by State Government are adhered to.

Walking in groups on trails where strict physical distancing and hygiene measures can be maintained for everyone taking part in the activity.

Participants are to remain 1.5m apart or 1 person per 4m<sup>2</sup>.

Small groups of no more than 10 people (including activity leader) to ensure not crossing over with other groups, using stand back - give way method.

<p>Entry and exit distancing planning</p>	<p>Activity start and finish times will occur outside of peak visitation of activity locations to minimise community spread by non-participants.</p> <p>Pre-activity brief with participants will be conducted away from entry and exit points to minimise community spread by non-participants.</p> <p>Walking in groups on trails where strict physical distancing and hygiene measures can be maintained for everyone taking part in the activity.</p> <p>Participants are to remain 1.5m apart or 1 person per 4m<sup>2</sup>.</p>
<p>Non-participants and /or leader planning</p>	<p>To minimise community spread by non-participants, participants will be required to book and pay in advance of the activity (see Terms &amp; Conditions). 'Roll-ups' are not permitted. Advanced bookings will allow for information relating to COVID-19 protocols to be disseminated and health and safety information to be collected from participants.</p> <p>Information on Wolgan Valley Eco Tours COVID-19 response and general hygiene protocols will be available on our website <a href="http://www.wolganvalleyecotours.com.au">www.wolganvalleyecotours.com.au</a>.</p>
<p>Transport requirements</p>	<p>Where practical, participants are encouraged to transport themselves to activity locations.</p> <p>Transportation is a component of some activities delivered by Wolgan Valley Eco Tours. The business is an authorised Booking Service Provider through the Point to Point Transport Commissioner meeting the authorisation standards of the <i>Point to Point Transport (taxis and Hire Vehicles) Act 2016</i>.</p> <p>Where transportation is a component of an activity, obligations under the act require that drivers, and passengers, are to follow safe hygiene practices to protect themselves and fellow passengers. The follow protocols are to be adhered to:</p> <ul style="list-style-type: none"> <li>• Drivers and passengers are not to travel if they are feeling unwell;</li> <li>• Strictly following physical distancing norms, passengers are to sit in the backseat of the vehicle;</li> </ul>

- Washing hands often with soap and water;
- The use of alcohol-based hand sanitiser between hand washes and after opening and closing doors, moving baggage, exchanging payment and after personal contact;
- Vehicle air conditioning should be set to fresh air;
- Employing standard cleaning practices at the end of each shift, as part of good hygiene practice by wiping down surfaces with disinfectant as per Standard Operating Procedures.
- In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), clean surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised;
- Safe hygiene practices and a list of disinfection principals for COVID-19 can be found at [health.gov.au](http://health.gov.au).

Drivers of point to point vehicles should carry out good hygiene practices to protect themselves and passengers from the spread of illness. In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting) it is practical for drivers to ask them to use tissues to cover their mouth and reduce the spread of illness. At the end of the trip the driver should follow health and safety precautions and wipe down surfaces with disinfectant.

Vehicle refuelling to be done by staff preferably without participants before or after excursions. If that cannot be avoided, then no one should be allowed to get off the vehicle except for the driver who should follow heightened hand hygiene and disinfection of all contact surfaces at the refuelling station.

People who think they may have been in close contact with a confirmed case of coronavirus, should monitor their health and seek medical attention.

If Wolgan Valley Eco Tours becomes aware that a driver or passenger has been tested for COVID-19 (regardless of the test results) they are strongly encouraged to report these incidences as Notifiable Occurrences via the Point to Point Industry Portal.

Use of the supporting infrastructure such as amenities NB: indoor or outdoor restrictions may vary

Activities will require varying access to supporting infrastructure such as toilets, picnic areas and for some activity's cafes and/or restaurants. Ensure host and/or land manager have clearly defined disinfecting routine in place to disinfect relevant contact surfaces before, after and at pre-set

	<p>intervals as defined in activity risk assessment. If a host and/or land manager does not have clearly defined disinfecting routines in place for supporting infrastructure, access and use of such amenities is to be avoided.</p>
<p>Managing food and eating areas</p>	<p>All food requirements for activities are to be prepared and/or cooked by a NSW Food Authority Licenced business who have the highest standard of food safety controls.</p> <p>Participants will be assigned dedicated utensils and equipment for the entire activity.</p> <p>Participants are discouraged from sharing food and drink.</p> <p>Meal breaks will be taken in areas away from the public. Where park/picnic facilities are used, table surfaces are to be thoroughly cleaned with soap and water. Where soap and water are not practical, table surfaces are to be covered with a clean tablecloth.</p> <p>Hand hygiene practices - washing hands often with soap and water where practical. Where soap and water is not available, participants and activity leaders should use an alcohol-based hand sanitiser.</p>
<p>Accessing Public Facilities NB: indoor or outdoor restrictions may vary</p>	<p>Have clearly defined disinfecting routine in place to disinfect relevant contact surfaces (e.g. picnic facilities) before, after and at pre-set intervals as defined in activity SWMS's (this would include the area in an around the activity site).</p> <p>Access to public facilities will be dependent on the directives of NSW Health, other statutory Authorities e.g. NSW National Parks &amp; Wildlife Service, Lithgow City Council, NSW Forestry Corporation, Energy Australia etc.</p>
<p>Leader – supervision controls</p>	<p>Small groups of no more than 10 people (including activity leader) to ensure not crossing over with other groups and non-participants therefore minimising community spread.</p> <p>Staff to participant ratios to be followed as per Australian Adventure Activity Standards (AAAS) for bushwalking, and the directives of NSW Health and other statutory Authorities.</p>

<p>Personal Protective Equipment (PPE)</p>	<p>Standard PPE will apply as per Safe Work Method Statements (SWMS) and Standard Operation Procedures (SOP).</p> <p>Ready availability of disinfection material and PPE like gloves and masks at activity site and on each transport vehicle.</p> <p>Have adequate supplies to support healthy hygiene behaviours, including soap and water (where practical), hand sanitizer with at least 60 percent alcohol (for staff and older children who can safely use hand sanitizer), and tissues.</p> <p>All activity leaders will have adequate training in first aid and COVID-19 response protocols.</p> <p>Every activity leader should have a fully stocked personal first aid kit along with a group First Aid Kit.</p>
<p>Activity Equipment</p>	<p>Participants will be assigned dedicated equipment for the entire activity.</p> <p>Ready availability of disinfection material and PPE like gloves and masks at activity site and on each transport vehicle. Strict maintenance of hand hygiene using hand sanitiser before, where appropriate and after the handling of activity equipment.</p> <p>Disinfect and clean equipment at end of each session. Have clearly defined disinfecting routine in place to disinfect relevant activity equipment, after and at pre-set intervals as defined in activity SWMS's ( this would include the area in an around the activity site and all transport taken to and from the activity site ).</p>
<p>Access to medical facilities</p>	<p>All activity leaders are to possess appropriate first aid qualifications as per level of remoteness.</p> <p>All activity leaders will have adequate training in first aid and COVID-19 response protocols.</p> <p>Every activity leader should have a fully stocked personal first aid kit along with a group First Aid Kit.</p>

	Medical response as per Emergency Response Procedures.
Readiness to reverse / amend plans	<p>If Level B COVID-19 response protocols for outdoor activities (OCA) are reversed, Wolgan Valley Eco Tours would not be able to legally operate. If this was to occur, participants who have bookings would be notified immediately and given the choice of a full refund or credit for use when restrictions are eased.</p> <p>If Level C COVID-19 response protocols for outdoor activities (OCA) are reversed, Wolgan Valley Eco Tours is well placed and capable to advance to the next level if restrictions ease. Current SWMS's and SOP's align perfectly with Level B COVID-19 response protocols for outdoor activities (OCA).</p>
Readiness to advance to the next level if restrictions ease	Wolgan Valley Eco Tours is well placed and capable to advance to the next level if restrictions ease due to current SWMS's and SOP's aligning perfectly with Level B COVID-19 response protocols for outdoor activities (OCA).