

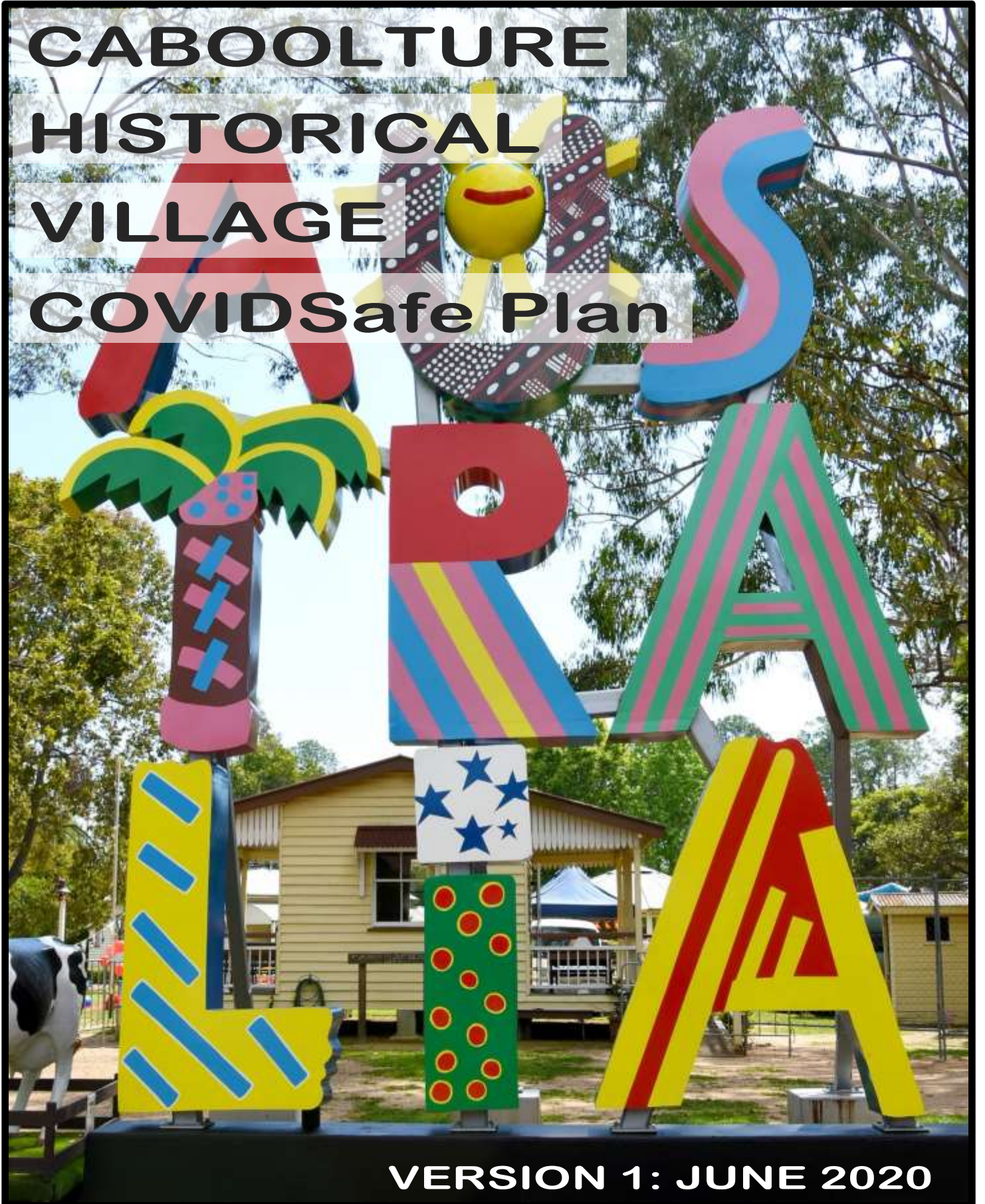
CABOOLTURE

HISTORICAL

VILLAGE

COVIDSafe Plan

VERSION 1: JUNE 2020





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1.0 BACKGROUND

The Caboolture Historical Society (CHS) was formed in 1959 by a group of like-minded people with an interest in preserving Caboolture's history. The Caboolture Shire Council, as it was known then (now Moreton Bay Regional Council) allowed the CHS use of a four hectare parcel of land in 1979 and the 'Village' was born.

Since then, many buildings have been added to the Village and many are historically significant for the region. These buildings were relocated to make way for development at their original sites. The Village is preserving their history by displaying them onsite as they were originally.

The Caboolture Historical Village is the largest tourist attraction in the region, with over 70 buildings, and more than 110,000 museum pieces each telling a story and providing a unique experience for those who visit.

On 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic. On 23 March 2020, the Caboolture Historical Village was closed to the public in accordance with the *Home Confinement, Movement and Gathering Direction*.

Case numbers in Queensland and Australia are flattening, and the focus has moved from emergency management to recovery and reopening.

On 8 May 2020, the Premier released *Queensland's Roadmap to a COVID-safe Recovery*, allowing a staged approach to increased travel, activities and gathering limits.

The CHS Management Committee have developed the **Caboolture Historical Village COVIDSafe Plan** (this document), which establishes a process to safely reopen the Caboolture Historical Village to the general public in accordance with *Restrictions on Businesses, Activities and Undertakings Direction (No. 2)* and other government-issued, publicly-available directives, guidelines and resources.

The Caboolture Historical Village will operate in accordance with this **Caboolture Historical Village COVIDSafe Plan** for the duration of the COVID-19 pandemic.

2.0 PLAN

Caboolture Historical Village (CHV) will conduct business in accordance with the plan detailed in the following pages.

2.1 CONDUCTING BUSINESS

Queensland's Roadmap to a COVID-safe Recovery permits museums, theme parks and cultural attractions (historical villages) to reopen during stage 2, effective 12 noon Monday 1 June 2020.

The condition of equipment and facilities across the site has been checked, and where appropriate, tested, to ensure safety prior to reopening. All maintenance activities have continued as normal during the closure to the public.

Caboolture Historical Village will reopen to the public at 9:00am, on 29 June 2020.

2.1.1 Occupancy and ticketing

Buildings and gathering spaces at Caboolture Historical Village have been analysed to determine the maximum amount of visitors allowed in each defined space, as defined by the *Movement and Gathering Direction and Restrictions on Businesses, Activities and Undertakings Direction (No. 2)*.

Upon opening during stage 2, Caboolture Historical Village will permit the lesser of one person per 15m² or 20 people per defined space. This will increase to one person per 4m² per defined space in stage 3.

Occupancies will be reviewed regularly, in accordance with demand, if operationally feasible.

Walk-up visitors will be permitted entry only if there are spaces available.

Groups of 10 or more (including schools) will be managed via the dedicated Functions volunteers and employees. Groups must adhere to the social distancing requirements (i.e. large groups may be split into smaller groups that rotate throughout the designated spaces). Entry and exit protocols for school groups will be updated in consultation with schools.

Back of house Ghost Tours and non-essential external visits will be paused until further notice. In accordance with Item 13 of the *Restrictions on Businesses, Activities and Undertakings Direction*, all visitors will be required to complete a single-use paper form providing their name, address and mobile number upon entry to Caboolture Historical Village.

This information will be categorised by date and retained securely for 56 days and managed in accordance with the *Restrictions on Business, Activities and Undertakings Direction (No. 2)* and consistent with the relevant provisions of the *Information Privacy Act 2009 (Qld)*.

Visitors who refuse to complete the contact tracing form for Queensland Health will be refused entry, in accordance with the conditions of entry (refer **section 2.2**).

2.1.2 Hygiene

A comprehensive cleaning regime has been developed based on advice from the Office of Industrial Relations (Workplace Health and Safety Queensland). The cleaning regime will be implemented by cleaning contractors and Caboolture Historical Village employees and volunteers.

Frequently touched surfaces such as interactive display controls, EFTPOS equipment, shared equipment/tools, tables and countertops will be cleaned and disinfected after each session.

Toilet door locks, taps, soap dispensers and other frequently touched items in the toilet facilities will be cleaned and disinfected regularly during the day.

Volunteers will clean and sanitise the work area they used along with hand rails and door handles at the end of their shift.

All visitor and employee/volunteer bathrooms are fitted with running water, liquid soap, paper towel, commercial alcohol-based hand sanitiser and COVID-19 hand washing posters.

Cleaning contractors will check and maintain quantities of soap, paper towels and commercial, alcohol-based hand sanitiser across the site.

Automatic commercial alcohol-based hand sanitiser stations, including instructions on 'how to handrub' will be installed at the following entry points:

- Reception (includes Gift Shop)
- Boiling Billy
- Red Hall Café

Visitors will be required to apply commercial alcohol-based hand sanitiser before interacting with high-touch displays.

Self-service water, cutlery and condiment stations have been removed from common areas. Cleaning materials including disinfectant spray, alcohol based wipes and sanitiser are available for Caboolture Historical Village employees and volunteers to clean surfaces in back of house areas.

2.1.3 Social distancing

In accordance with Item 10 of the *Restrictions on Businesses, Activities and Undertakings Direction*, Caboolture Historical Village will ensure that social distancing of no more than one person per 4m² is observed to the extent possible by:

- Establishing designated entry and exit points for the reception and each defined building where possible. These points will be monitored by volunteers to ensure occupancies are not exceeded.
- Directing reception volunteers to practice social distancing, to encourage social distancing and remind visitors to socially distance as appropriate.
- Encouraging one-way direction of foot traffic through defined queues and walkways.
- Restricting use of bathrooms and parent rooms to small numbers. Visitors with special needs will be given priority.
- Replacing bench seating with single, socially distanced seats where practical.
- Placing furniture 1.5m apart and affixing signage to remind people to socially distance.
- Removing or signing drinking fountains to prohibit use.

Signage (digital, printed and floor decals) will be installed across the site, instructing visitors to observe:

- 1.5m social distancing in all locations, at all times
- revised conditions of entry
- queuing requirements (i.e. please queue here, please wait here)
- occupancy restrictions for defined spaces, bathrooms and parents' rooms (i.e. this space is restricted to 10 people)
- entry and exit points (i.e. please enter here, please exit here)

Where possible, pictures and diagrams will be included in signage to accommodate visitors with low literacy or those with limited English.

2.1.4 COVID-19 Outbreak management

All Caboolture Historical Village employees and volunteers are required to report any illness with flu-like symptoms to the operations manager. Employees and volunteers are required to stay home when sick and seek medical treatment and/or COVID-19 testing as necessary (refer **Section 2.7**).

Visitors who are feeling ill are discouraged from visiting the Caboolture Historical Village. Visitors displaying visible symptoms will be refused entry or asked to leave (refer **Section 2.2**).

There is a chance that a Caboolture Historical Village:

- volunteer or employee will present at work with COVID-19 symptoms.
- volunteer or employee will be in direct contact with a person instructed to take a COVID-19 test.
- volunteer or employee will be in direct contact with a person who has tested positive for COVID-19.
- volunteer or employee will test positive for COVID-19.
- visitor will test positive for COVID-19.

COVID-19 Outbreak management processes and controls for each scenario have been developed in accordance with Queensland Health guidelines and *Self-isolation for Diagnosed Cases of COVID-19 Direction (No. 3)*.

Incident management scenarios were conducted by the operations manager, to review and test COVID-19 outbreak management processes (refer **Section 2.1.3**)

2.2 Conditions of entry

Caboolture Historical Village's standard conditions of entry have been updated to include a COVID-19 Addendum, as follows:

- Contact information including name, address and mobile number is required upon entry for all visitors.
- Visitor numbers and entry to Caboolture Historical Village are based on the most current federal and state government guidelines.
- Hygiene and safety signage will be on display.
- Visitors who are feeling unwell are asked not to attend Caboolture Historical Village and those with visible symptoms will be refused entry.
- High-touch areas may be closed. This includes drinking fountains, some interactive screens and hands-on activities.
- Use of bathrooms and parent rooms will be restricted to small numbers. Visitors with needs will be given priority.
- Government health directives, police or relevant authority directions supersede any Caboolture Historical Village policies including these conditions of entry.
- Visitors who do not abide by these conditions of entry will be asked to leave the Caboolture Historical Village.
- These Conditions of Entry, including COVID-19 Health and Safety conditions, are displayed on our venue entrances and on our Facebook page and website.
- We reserve the right to change our conditions of entry at any time.
- By entering the Caboolture Historical Village, you agree to these conditions of entry.

A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms has been developed and disseminated to all reception volunteers and employees. The process tested during incident management scenarios (refer **Section 2.1.4**)

2.3 Customer interaction

Visitor entry will be subject to standard Conditions of Entry and the *COVID-19 Addendum* described in **Section 2.2**.

Designated entry and exit points have been established. These points will be monitored by volunteers to ensure occupancies are not exceeded and to limit gatherings.

Visitor entry will be via walk-in. Groups of 10 or more (including school groups) will be managed via the dedicated Functions volunteers and employees.

Interactive exhibits and equipment (headphones, craft equipment, interactive exhibits etc) have been reviewed and a risk level (1-5) allocated. Items identified as level 5 (high risk) have been removed or replaced.

Remaining risks will be controlled by:

- Limiting visitor numbers (refer **Section 2.1.1**)
- Managing social distancing (refer **Section 2.1.3**)
- Public display of hygiene, safety and social distancing safety signage (refer **Section 2.1.2**)
- Providing commercial alcohol-based hand sanitiser (refer **Section 2.1.2**)
- Increased cleaning as recommended by Safe Work Australia guidelines and Office of Industrial Relations (Workplace Health and Safety Queensland).
- Installing protective sneeze guards at reception counter, Boiling Billy counter and Red Hall Café counter.
- Following the Caboolture Historical Village Customer Complaints Policy including the COVID-19 Complaints

New procedures will be communicated via on-site signage (see **Section 2.1.2**), social media and dedicated stakeholder correspondence. Messaging will have a consistent voice that highlights changes have been implemented for the health, safety and wellbeing of visitors, volunteers and employees.

Volunteers and employees are empowered to request a visitor or another volunteer or employee to leave the site for any reason consistent with the conditions of entry. That said, at no point should an employee or volunteer place themselves in a threatening or potentially unsafe position. If any volunteer or employee feels threatened or vulnerable or has threats or aggressive behaviour displayed by a visitor, the volunteer or employee should immediately remove themselves from the situation and contact the operations manager.

If volunteers or employees encounter visitors, contractors or other volunteers or employees unwilling to comply with the Conditions of Entry, they will follow the complaints escalation process.

2.4 Completing service and payment

Contactless payment is preferred however cash sales will be accepted at the reception counter, Boiling Billy and Red Hall Cafe or the Caboolture Historical Village gift shop.

Retail customers will be discouraged from touching items they do not intend to purchase, and on-counter displays will be removed.

Brochures, maps and other multi-use paper-based items will be removed from public areas.

Paper-based materials (except for those sold in the gift shop) will be single-use and disposed of.

Installation of protective sneeze guards at reception counter, Boiling Billy counter and Red Hall Café counter.

Employees and volunteers are to follow the Caboolture Historical Village Customer Complaints Policy including the COVID-19 Complaints escalation process.

2.5 Communal facilities and spaces

All buildings and gathering spaces at Caboolture Historical Village have been analysed to determine the maximum number of visitors in each defined space.

Reception volunteers and employees will be rostered to monitor entry and exit to the Village to comply with occupancy restrictions and to ensure visitors are maintaining social distancing.

Walk-up visitors will be permitted entry only if there are spaces available.

Queuing signage instructing visitors to queue 1.5m apart has been developed for front reception, Boiling Billy and Red Hall Cafe.

Queues will be managed by volunteers who will collect the completed Contact tracing form for Queensland Health, encourage social distancing, communicate opening and closing times and provide general directions.

Entrance queues will be designated from building exit points and other public egress areas via signage.

All contractors and other visitors will be required to report to the front entrance. Contact free delivery is mandatory, with deliveries placed in designated drop-off points.

Contact details including name, address and mobile number will be collected from all visitors and contractors' onsite for 15 minutes or more. This information will be categorised by date and retained securely for 56 days and managed in accordance with the *Restrictions on Business, Activities and Undertakings Direction (No. 2)* and consistent with the relevant provisions of the *Information Privacy Act 2009 (Qld)*.

2.6 Managing egress and emergency evacuation

The Caboolture Historical Village has a dedicated Emergency Evacuation Plan and Evacuation Procedures that comply with the *Work Health and Safety Act 2011*.

Emergency exits and evacuation points described in the Emergency Evacuation Plan and Evacuation Procedures are not impacted by the **Caboolture Historical Village COVIDSafe Plan**.

Fire Wardens will encourage volunteers, employees and visitors to maintain social distancing when exiting the building and mustering.

Incident management scenarios were conducted with volunteers and employees to review egress, emergency evacuation and COVID-19 Outbreak management processes (refer **Section 2.1.4**) prior to reopening.

2.7 Employee and volunteer practices

Vulnerable and non-essential volunteers and employees and, where possible, non-essential volunteers and employees will continue to work from home during stage 2 and 3.

The operation manager will conduct regular check-ins with volunteers or employees who work from home to ensure their wellbeing and to address any work-related stressors promptly.

Meetings and other non-essential face-to-face gatherings to be attended using e-mail or phone where practical.

Volunteers or employees working on-site, in the workplace, will be required to:

- Sign-in and out each day. Sign-in sheets and correlating rosters will be retained for 56 days, in accordance with the *Restrictions on Business, Activities and Undertakings Direction (No. 2)* and consistent with the relevant provisions of the *Information Privacy Act 2009 (Qld)*.
- Maintain appropriate social distancing on grounds, work stations, meeting rooms, lunch rooms and toilets.
- Use separate entry/exit points and toilets to visitors where possible.
- Stay home when sick and seek medical treatment and/or COVID-19 testing as necessary.
- Stagger break times to comply with occupancy restrictions.
- Bring their own cutlery and plates or use single-use/ disposable options.
- Practice good hygiene by frequently cleaning their hands and practicing cough and sneeze etiquette.

Signage (digital, printed and floor decals) will be installed across the Village, instructing volunteers and employees to observe:

- 1.5m social distancing in all locations, at all times
- occupancy restrictions for offices, bathrooms, meeting rooms and other common areas
- how to wash hands/use hand sanitiser

Handwashing facilities including clean running water, soap, paper towels and sanitiser are available in bathrooms. Cleaning contractors and Caboolture Historical Village volunteers and employees will clean frequently touched surfaces including door handles, bathroom fixtures, toilets and water taps.

Commercial, alcohol-based hand sanitiser will be available in all offices, bathrooms, meeting rooms and common areas.

Cleaning materials to clean surfaces, telephones, keyboards, tools and equipment after each shift will be available to volunteers and employees.

Volunteers and employees returning to work onsite, after overseas or interstate travel, will be required to self-quarantine in accordance with Self-quarantine for *Persons Arriving in Queensland From Overseas Direction (No. 3)* and *Border restrictions Direction (No. 5)*.

Regular communication disseminated to all volunteers and employees via email, in response to COVID-19, are updated regularly.

2.8 Training

Before returning to work on-site, all volunteers and employees will receive a copy of the COVIDSafe Plan and will be individually inducted into new COVID-Safe processes such as compulsory sign in/out, social distancing, use of amenities and common areas and COVID-Safe cleaning procedures by the Caboolture Historical Village Operations Manager.

A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms has been developed and disseminated to all reception volunteers and employees.

Reception volunteers and employees will also receive refresher training in customer service and complaints management, specifically the following scenarios:

- refusing entry to a visitor displaying COVID-19 symptoms
- asking a visitor displaying COVID-19 symptoms to leave the site.

Training records will be retained in volunteer and employee personnel files in accordance with the *Restrictions on Businesses, Activities and Undertakings Direction* and consistent with the relevant provisions of the *Information Privacy Act 2009 (Qld)* and associated policies and standards.

Increased COVID-19 work health and safety information and requirements will be communicated to individual contractors in accordance with routine site induction processes.

3.0 LEGISLATION AND DIRECTIONS

The **Caboolture Historical Village COVIDSafe Plan** is based on [Industry COVID Safe Plan – Guidance for Industry](#) document issued by Queensland Government and:

- Office of Industrial Relations (Workplace Health and Safety Queensland)
- best practice guidelines published from time to time

As a live, iterative document, the **Caboolture Historical Village COVIDSafe Plan** will be updated regularly in response to best practice advice, relevant legislation and directions including but not limited to:

1. Public Health Directions issued under section 362B of the [Public Health Act 2005 \(Qld\)](#) including:

- a) [Border restrictions Direction \(No. 5\)](#)
- b) [COVID-19 cleaning, disinfection and waste recommendations](#)
- c) [Movement and Gathering Direction](#)
- d) [Restrictions on Businesses, Activities and Undertakings Direction \(No. 2\)](#)
- e) [Trading Hours' Notice \(no. 2\)](#)
- f) [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 3\)](#)
- g) [Self-quarantine for Persons Arriving in Queensland From Overseas Direction \(No. 3\)](#)

2. [Public Records Act 2002](#)

3. [Queensland Museum Act 1970 \(Qld\)](#)

4. [Queensland's Roadmap to a COVID-safe Recovery . Safe Work Australia](#)

5. [Work Health and Safety Act 2011](#)

6. and the Office of Industrial Relations (Workplace Health and Safety Queensland)

4.0 RISK MANAGEMENT AND REVIEW

4.1 Risk management

The *Work Health and Safety Act 2011* (Qld) requires safety risks to be eliminated wherever possible.

If safety risks cannot be eliminated, they are to be controlled so far as reasonably practicable.

All Caboolture Historical Village employees, contractors and volunteers are required to undertake work within the parameters of the *CHV Workplace Health and Safety Policy*.

Risks will be managed in accordance with this policy for the duration of the pandemic.

Workplace health, safety and risk management processes will be reviewed by the employees involved to identify and manage any new or changed hazards that arise as a result of the **Caboolture Historical Village COVIDSafe Plan**.

As a live, iterative document, the **Caboolture Historical Village COVIDSafe Plan** will be updated regularly in response to best practice advice, relevant legislation and directions.

Caboolture Historical Village will implement the following review, control and reporting measures.

DAILY	<ul style="list-style-type: none"> • Visitor attendance vs. bookings • Visitor complaints • Visitor refusals/removals including relevant symptoms • Completion of cleaning regime checklists
WEEKLY	<ul style="list-style-type: none"> • Review and completion of the COVID-Safe Checklist by Operations Manager • All-staff email providing a situation report, current measures in place and new strategies to be implemented • Review of Cleaning Regime checklists, volunteer, employees and contractor attendance records to ensure completion, compliance and recourse as necessary
MONTHLY	<ul style="list-style-type: none"> • Report to Caboolture Historical Society
AS REQUIRED	<ul style="list-style-type: none"> • Reception volunteers and employees will review and refine processes, lessons learned and operational improvements (daily in the first week, then as needed/as guidelines change), report to operations manager for decision and dissemination. • Tailored communication to stakeholders (visitors, members, partners etc) advising changes to conditions of entry, processes etc • Public updates on the Caboolture Historical Village website www.historicalvillage.com.au and social media. • Meetings of the Caboolture Historical Village Health and Safety Committee.

5.0 STATEMENT OF COMPLIANCE

BUSINESS NAME	Caboolture Historical Village 280 Beerburrum Road CABOOLTURE QLD 4510
DATE COMPLETED	11 June 2020
DATE OF REVIEW	
AUTHORISING REPRESENTATIVE	Gregory Raedel Operations Manager Caboolture Historical Village
SIGNATURE	
DATE	