



COVID Safe Plan

Enhancing health & safety measures for our team and guests

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Purpose and Scope

The purpose of this document is to outline the additional healthy and safety procedures implemented by Jamberoo Action Park to reduce the risk of a person with COVID-19 entering and infecting others within the facility. The measures outlined in this document will be in place until consultation with NSW Health determines that it is safe return to pre-COVID operations or an easing of restrictions is approved.

This document has been created in consultation with recommendations from the *Australian Amusement, Leisure and Recreation Association (AALARA) – Industry COVID Safe Plan* as well as a facility specific risk assessment which has been completed in consultation with Nexus Risk Management.

It is noted that Jamberoo Action Park and other water based theme parks are unlike many other large gatherings and entertainment venues for the following reasons:

1. Guests move freely in Jamberoo Action Park, reducing exposure time.¹ The Communicable Diseases Network of Australia (CDNA) defined primary close contacts of COVID-19² as face to face contact or shared a closed space (for at least 1 hour) with a confirmed case during their infectious period from 48 hours before onset of symptoms until the case is no longer infectious. Any areas of the park that may result in congregation (for example queue lines and food outlets) will have additional distancing measures in place.
2. A large percentage of attraction attendees are made up of family members and others who live in the same household and thus do not need to be physically distanced from each other.³
3. Chlorine is utilised in all swimming pools to ensure chemicals remain within the guidelines provided by NSW Health. Chlorine is a natural disinfectant and will assist in keeping all team members and guests safe as they interact with the attractions and other high touch surfaces that are covered or immersed in chlorinated pool water.⁴

Weekly spot audits will be conducted and documented by Jamberoo Action Park Management to ensure that the measures outline in this COVID Safe Plan are implemented and effective.

Physical Distancing: Calculating Capacity

Jamberoo Action Park has used the NSW Government online tool, 'six maps' to complete a square metre measurement of accessible areas. It demonstrates that Jamberoo Action Park has over 110 000 square metres of guest accessible space, 36 000 of which is after admission (excluding the carpark) into Jamberoo Action Park. Jamberoo Action Park will operate under the capacity of one person per four square metres with a maximum capacity of 5 000 as required under the NSW Government's reopening plans.⁵

¹ AALARA, Industry COVIDSafe Plan, First Edition, p. 8 (3)

² CDNA, *Coronavirus Disease 2019 – CDNA National Guidelines for Public Health Units, Version 4.7* p. 33

³ AALARA, Industry COVIDSafe Plan, First Edition, p. 8 (4)

⁴ AALARA, Industry COVIDSafe Plan, First Edition, p. 39 (12)

⁵ NSW Government, <https://www.nsw.gov.au/covid-19/freedoms-for-fully-vaccinated-people> and <https://www.nsw.gov.au/covid-19/covid-safe/covid-19-safety-guidance-for-large-events>



Communication of Procedures

The updated procedures in this COVID Safe Plan will be communicated to our guests to view as a document on our website (www.jamberoo.net). This will be promoted through our website, emails and social media channels.⁶

Team Members will have access to this information through our Company intranet.

General In-Park Procedures

Jamberoo Action Park is committed to implementing the following procedures as part of the COVID Safe Plan.

- All guests and contractors, whether purchasing tickets online or at the gate, will be required to provide their personal details including their full name and either email address or contact number so that sufficient contact tracing can take place. For guests that purchase tickets together in one transaction, only one contact person will be required. This information will be stored securely and confidentially, only available to public health officers upon request. Guests will also be required to sign in via the Service NSW QR Code upon entry.⁷
- Guests will also be required to sign in via the Service NSW QR Code upon entry which will be accessible through signage and checked by team members upon entry.
- Pavement signage will be implemented at each queue line encouraging guests to adhere to social distancing and indicating the appropriate 1.5 metre spacing.⁸
- Hand hygiene units containing sanitiser will be available at the following locations:⁹
 - a) Bathrooms
 - b) Entry and exit of each attraction
 - c) Entrances to accessible buildings
 - d) Food and Retail Outlets
 - e) Locker Stations
- The hourly cleaning schedule of all bathrooms will be upgraded to include cleaning of other high touch surface areas including locker screens. This will be documented on a cleaning register and will be the responsibility of the contracted cleaning company, who also ensures adequate stock of cleaning supplies.¹⁰
- Safe Work Australia recommends daily sanitisation¹¹ which will be undertaken by Jamberoo Action Park in other areas including:
 - a) Huts and Shelters
 - b) Fences and railings
 - c) Queuing Barriers
 - d) Ride storage areas for personal belongings
- All accessible buildings will be measured and have capacity limits imposed based on 1 person per 4 square metres. This limit will be conveyed on signage at the entrance to each building.

⁶ AALARA, Industry COVIDSafe Plan, First Edition, p. 14 (3-4)

⁷ AALARA, Industry COVIDSafe Plan, First Edition, p. 22 (10)

⁸ AALARA, Industry COVIDSafe Plan, First Edition, p. 10 (10), 21 (3) & NSW Government <https://www.nsw.gov.au/covid-19/covid-safe/covid-19-safety-guidance-for-large-events>

⁹ AALARA, Industry COVIDSafe Plan, First Edition, p. 8 (2)

¹⁰ AALARA, Industry COVIDSafe Plan, First Edition, p. 22 (9), 25 (1-2)

¹¹ <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning#heading--7--tab-toc-how-often-should-i-disinfect?>



- Ventilation of buildings will be promoted through external maintenance of mechanical ventilation systems and increasing airflow through open doors and windows where practical.
- Face masks must be worn by staff and customer in indoor areas (unless exempt) which is conveyed through signage at the entry to each building.
- Guests will be encouraged to pay via contactless payment methods through the introduction of signage at each point of sale.¹²

Admission and Entry

Jamberoo Action Park is committed to reducing congestion at entry through implementing the following measures:

- Incentivising the purchase of tickets online through discounts that reduce face-to-face purchase transactions.¹³
- Implementing additional ticket scanners that will be utilised as demand requires.
- Staffing to ensure an earlier than advertised opening is achievable should it be required.
- Placing notices on the pavement regarding social distancing and indicating the appropriate 1.5 metre spacing.¹⁴

The risk of someone entering the facility that is ill and may potentially have contracted COVID-19 will be minimised through:

- Ensuring all guests, whether purchasing tickets online or onsite, are aware of Jamberoo Action Park updated Conditions of Entry which states guests are not to enter the facility if they:¹⁵
 - a) Have presented with flu-like symptoms (or a related illness) in the last 72 hours including but not limited to cough, fever, sore throat, fatigue, loss of sense of taste or smell, or shortness of breath;
 - b) Have been in contact with someone who tested positive to COVID-19 virus within the past two weeks;
 - c) Have been directed to self-isolate for a period which includes the day of visit; or
 - d) Have been tested for COVID-19 and are awaiting results.
- Proactively communicating guidelines and expectations for health and hygiene procedures and precautions through additional signage reminding guests to:¹⁶
 - a) Stay home if they are feeling ill
 - b) Maintain social distancing
 - c) Avoid touching surfaces where possible
 - d) Practice good personal hygiene
 - e) Scan in via the Service NSW QR Code
 - f) Face masks must be worn by staff and customer in indoor areas (unless exempt)

¹² AALARA, Industry COVIDSafe Plan, First Edition, p. 9 (3)

¹³ AALARA, Industry COVIDSafe Plan, First Edition, p. 9 (6), 21 (6), 22 (1)

¹⁴ AALARA, Industry COVIDSafe Plan, First Edition, p. 10 (10)

¹⁵ AALARA, Industry COVIDSafe Plan, First Edition, p. 12 (4 & 1), 15 (9)

¹⁶ AALARA, Industry COVIDSafe Plan, First Edition, p. 10 (8), 14 (1-2), 38 (2)



Rides and Attractions

As a predominately water theme park, Jamberoo Action Park rides and attractions utilise chlorinated pool water which provides ongoing disinfection for surfaces which it covers or that are immersed in it.¹⁷ To further promote the health and safety of all guests, Jamberoo Action Park will be communicating the following ride and attractions policy changes:

- Guests will be asked to sanitise their hands before or after using applicable attractions including the Funnel Web, Perfect Storm, Banjo's Billabong, Rapid River, Billabong Beach and the Taipan.¹⁸
- Attractions that have pools for recreational swimming (i.e. Billabong Beach, Outback Bay and Rapid River) will put in place capacity restrictions based on the 1 person per 4 square metre rule. This will be displayed at the entry to each attraction and monitored by Ride Attendants and Lifeguards.
- Guests utilising the same raft or vehicle on a ride must do so with members of the same household or a close contact.¹⁹
- The chairlift chairs will be sanitised every hour by Ride Attendants and will be documented in a cleaning register.²⁰
- Guests will be provided with disinfectant wipes to sanitise their toboggan prior to use.
- Sun Lounges will be adequately spaced to adhere to social distancing.²¹
- Putt Putt clubs and balls will be sanitised between use.
- Pavement signage in all queue lines encouraging guests to adhere to social distancing and indicating the appropriate 1.5 metre spacing.²²

¹⁷ AALARA, Industry COVIDSafe Plan, First Edition, p. 39 (12 & 14)

¹⁸ AALARA, Industry COVIDSafe Plan, First Edition, p. 35 (5a)

¹⁹ Exemption under the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 4) 2020, 23rd September 2020.

²⁰ AALARA, Industry COVIDSafe Plan, First Edition, p. 35 (5b)

²¹ AALARA, Industry COVIDSafe Plan, First Edition, p. 38 (7)

²² AALARA, Industry COVIDSafe Plan, First Edition, p. 38 (4)



Food and Beverage

COVID Safe practices will be implemented in addition to usual food safety and hygiene measures.²³ The following updates to food and beverage operations will assist in reducing overcrowding and queuing while ensuring compliance with health requirements:

- A Hygiene Marshall will be on duty at each Food and Beverage location to ensure the measures in this section of the plan are complied with.
- Guests over 12 years will be asked to wear masks while in an indoor food outlet unless consuming food or exempt
- The introduction of a food and beverage online ordering platform to reduce the need for queueing. This will be promoted and available through Jamberoo Action Park's website to reduce face-to-face purchases.²⁴
- Point of Sale counters will be sanitised on an hourly basis by Food and Beverage Attendants and documented on a register.²⁵
- Queue lines set-up through barriers. Signage in the queue line will include:²⁶
 - a) Pavement signage encouraging guests to adhere to social distancing and indicating the appropriate 1.5 metre spacing.
 - b) Requesting that 1 person per order is present in the queue line.
- Tables will be arranged to observe social distancing.²⁷
- Each table will have disinfectant wipes for guests to utilise before and after each use.²⁸
- Coin operated barbeques will be cleaned prior to use.
- All other health and safety arrangements will remain such as attendants washing their hands between any cash and food handling, as well as daily, after-hours cleaning and disinfecting of the food outlets.

Retail and Merchandise

The following procedure and policy updates will be implemented at Jamberoo Action Park's Surf Shack and Souvenir Shop:

- Guests over 12 years will be asked to wear face masks while in retail outlets unless exempted.
- Hand sanitiser will be sold for guest convenience.²⁹
- Floor markings that encourages social distancing and indicating the appropriate 1.5 metre spacing will be made visible.
- Ensuring hourly cleaning of high touch surfaces including counters, change rooms and handles to be conducted by the Retail Attendants which will be documented on a register.
- Additional signage that outlines:
 - a) Capacity of the store
 - b) Guests should only touch what they intend to purchase³⁰
 - c) All purchases are final until further notice³¹

²³ AALARA, Industry COVIDSafe Plan, First Edition, p. 40 (7)

²⁴ AALARA, Industry COVIDSafe Plan, First Edition, p. 40 (7)

²⁵ AALARA, Industry COVIDSafe Plan, First Edition, p. 40 (3)

²⁶ AALARA, Industry COVIDSafe Plan, First Edition, p. 40 (7)

²⁷ AALARA, Industry COVIDSafe Plan, First Edition, p. 40 (2)

²⁸ AALARA, Industry COVIDSafe Plan, First Edition, p. 41 (8)

²⁹ AALARA, Industry COVIDSafe Plan, First Edition, p. 42 (1)

³⁰ AALARA, Industry COVIDSafe Plan, First Edition, p. 42 (2)

³¹ AALARA, Industry COVIDSafe Plan, First Edition, p. 43 (7)



Human Resources

The safety and wellbeing of all Team Members is of paramount importance. Furthermore, our team has an important role to play in keeping themselves and our guests safe. The nature of roles undertaken by the majority of our team are such that remote-working arrangement would not be effective. In addition, many of these roles may require close contact with members of the public and therefore Jamberoo Action Park encourages all team members to get vaccinated. To protect our team and others, additional measures will include:

- Pre-Opening training and certification³² for employees. Internal training will be conducted to ensure they understand and feel confident in managing physical distancing and hygiene aspects of their roles.³³
- Team Members being directed to wear masks where reasonably practicable in indoor areas.
- Further emphasis of Jamberoo Action Park's pre-existing *Employee Assistance Program*.³⁴
- Scheduling breaks based on capacity limits of staff rooms.³⁵
- Sanitising of shared equipment including Personal Flotation Devices and radios upon each staff rotation.³⁶
- Ensure offices, conference rooms and training facilities adhere to the social distancing requirements and doors and windows are kept open where possible to assist with ventilation.³⁷
- Review of current procedures to ensure tasks completed can adhere to social distancing and additional hygiene requirements, for example:
 - a) Limiting people in a utility vehicle or 2-person buggy to one person
 - b) Using gloves when conducting jobs that require interaction with high touch surfaces or objects such as rubbish pick-up and handling toboggans
- Team Members will be directed not to attend work if they meet any of the below criteria:
 - a) Have presented with flu-like symptoms (or a related illness) in the last 72 hours including but not limited to cough, fever, sore throat, fatigue, loss of sense of taste or smell, or shortness of breath;
 - b) Have been in contact with someone who tested positive to COVID-19 virus within the past two weeks;
 - c) Have been directed to self-isolate for a period which includes the day of visit; or
 - d) Have been tested for COVID-19 and are awaiting results.

This will be confirmed by written acknowledgement at the beginning of each shift.³⁸

³² Infection Prevention and Control Training will be conducted through Sentiont www.sentiont.com.au

³³ AALARA, Industry COVIDSafe Plan, First Edition, p. 17 (2-3)

³⁴ AALARA, Industry COVIDSafe Plan, First Edition, p. 18 (19)

³⁵ AALARA, Industry COVIDSafe Plan, First Edition, p. 18 (10)

³⁶ AALARA, Industry COVIDSafe Plan, First Edition, p. 18 (11), 39 (20)

³⁷ AALARA, Industry COVIDSafe Plan, First Edition, p. 18 (14)

³⁸ AALARA, Industry COVIDSafe Plan, First Edition, p. 12 & 13 (1-4)



COVID Response and First Aid Procedures

Jamberoo Action Park has developed a COVID Response and First Aid Procedure which identifies:³⁹

- Procedures for treatment, isolation and transport should a guest be suspected of having COVID-19
- Seeking health advice
- Information to be obtained
- Cleaning and disinfecting
- Communication with potential close contacts
- Review of Risk Assessment and Control Measures

³⁹ AALARA, Industry COVIDSafe Plan, First Edition, p. 9 (7), 25