



GOLD COAST PERFORMANCE CENTRE: GUEST COVID SAFE PLAN AND INFORMATION

Due to COVID-19 and the current environment, the Gold Coast Performance Centre (GCPC) has implemented numerous measures in regards to cleaning, hygiene, social distancing and pre-screening which align with Queensland Health guidelines, industry approved COVID Safe Plans and Government restrictions. The following document outlines those applicable measures and procedures relevant to group bookings so we can provide a safe and healthy environment for your next booking at the GCPC. Any future updates to industry approved COVID Safe Plans that effect GCPC operations will be communicated to those bookings affected and documentation (procedures) updated accordingly. If you require further information please contact our reservations team on reservations@sportssupercentre.com.au or contact your Group Sales and Operations Officer.

The following information below details measures in place groups need to be aware of when booking at the GCPC:

1. Pre-screening – ‘GCPC – Updated Group Health Screening Questionnaire’

- a. All groups entering the GCPC, also known as Runaway Bay Sport & Leadership Excellence Centre (RBSLEC) are required to distribute the ‘GCPC – Updated Group Health Screening Questionnaire’ form to all attending students, guests (completed by carer on behalf of student) and staff to complete as per the ‘GCPC – COVID Safe Operational Plan (Accommodation and Events)’. The schools or Group Leader must complete the ‘GCPC – Visiting Group Declaration’ to be handed to GCPC staff on arrival and individual records must be maintained at the visiting school or organisation for a period of 56 days. Each day the Group Leader is responsible for completing ‘Daily Health Screening Questionnaire Checklist’ for all guests, signing off daily and notifying GCPC Duty Manager each day prior to 0800am that the check has been completed and if there are any concerns with guests and / or group health and safety.
- o In line with the AIS Framework for Rebooting Sport in a COVID-19 Environment and Queensland Chief Health Officer Directives, an athlete/guest/member/staff member must not enter the site if in the last 14 days they have been unwell or had contact with a known or suspected case of COVID-19.
- o GCPC has displayed signage at entrance points advising guests not to enter if they are unwell or have COVID-19 symptoms including the following questions:
 - are you experiencing cold or flu like symptoms?
 - have you had a temperature?
 - have you been in contact with anyone that is confirmed to have COVID-19?
 - have you returned from overseas in the past 14 days?
- o If the answer is yes to any of the above questions, staff have been trained to request the guests to leave the site and direct the person to return home and seek medical advice.
- o Groups are asked to manage this process internally prior to their visit and if any staff, students, athletes or guests answer ‘yes’ to any of the above questions before their arrival, entry for that staff member, student, athlete or guest to the GCPC site will not be approved.



- GCPC management will direct workers to stay at home if they are sick, and to go home immediately if they become unwell. We require staff to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. These staff must remain in isolation at home till they get the result and it is negative for COVID-19.
- If an accommodation guest shows signs of COVID-19 symptoms GCPC have measures in place to isolate the individual in an ensuite room and the applicable group will be responsible for organising guest to be tested for COVID-19.

2. Social Distancing

- GCPC practices and promotes social distancing in alignment with the Queensland Chief Health Officer Public Health Directives.
- GCPC has assessed the site and activities on the site to ensure appropriate physical distancing measures are in place.
- Current government social distancing apply so please make sure guests keep a 1.5 metre distance (one person per two square metres in indoor spaces) from each other when moving around Centre and when using facilities. If you do not abide by this condition you will be asked to leave the site.

3. Cleaning and Hygiene

- GCPC maintains supply of cleaning products for the site and conducts cleaning in alignment with the Queensland Health's recommendations.
- GCPC has:
 - increased the frequency of cleaning amenities
 - increased frequency of cleaning to high traffic touch points
 - implemented cleaning of any surfaces used by clients to be cleaned between clients
 - promotes cleaning of equipment after use
- GCPC maintains supply of personal hygiene products for the site in alignment with the Queensland Health's guidelines.
- Guests must wash or use alcohol-based hand sanitiser on your hands before entering the Centre and when moving through different areas.

4. Confirmed COVID-19 Diagnosis or Personal contact with a known case

- GCPC promotes the use of the COVIDSafe App to staff and guests
- Site cleaning in a COVID event
 - If a person is identified as having been contagious when on site, GCPC will work with Public Health authorities and the Department of Education to potentially shut or reduce access to centre while contact tracing is undertaken and facilities are cleaned.
- Athletes returning to the site post confirmed positive
 - GCPC promotes the AIS Framework for Rebooting Sport in a COVID-19 Environment to support coaches to assess athletes returning to the sport environment.

5. Vulnerable and 'at-risk' groups

- Please inform GCPC if you have guests booking at GCPC who are classed as vulnerable or 'at-risk' as per [Queensland Tourism and Accommodation Industry COVID-Safe Plan](#)



The following information below details procedures and processes when utilising different GCPC facilities and services, including arrival and departure process.

Prior to Arrival

As part of the Industry COVID Safe Plan group and individual bookings at GCPC guests / groups will be required to keep a clear and accurate attendance record. In the unlikely event of a Centre COVID-19 outbreak GCPC would need to call upon those group and individual attendance records with Queensland Health for tracing purposes. Attendance records for those attending will need to include the below information and provided to GCPC prior to arrival or with GCPC permission, organisations may collect information on day of booking as attendees arrive for day bookings;

- Date
- First and Last Name
- Phone Number
- Current Home Address
- Tour Name/Trip record (transport only)
- Pre-screening records
- Time in
- Time out
- Rooming list complete for those staying in accommodation

GCPC require group COVID-19 Safe Plan and risk assessment sent to GCPC no later than 2 weeks prior to arrival.

GCPC recommend guests download and use the COVIDSafe app (COVIDSafe is a new tool to help speed up how we notify people exposed to COVID-19 so the health system can protect you, your family and friends).

As mentioned under **1. Pre-screening – ‘GCPC – Updated Group Health Screening Questionnaire’** groups must complete the ‘GCPC – Updated Group Health Screening Questionnaire’ form prior to arrival.

Arrivals and Departures

Arrival

As mentioned under **1. Pre-screening – ‘GCPC – Updated Group Health Screening Questionnaire’** the school or Group Leader must complete the ‘**GCPC – Visiting Group Declaration**’ to be handed to GCPC staff on arrival and individual records must be maintained at the visiting school or organisation for a period of 56 days. All group bookings must enter GCPC via the bus drop off gate which leads between lodge 2 and 3 (please see ‘Lodge Entry and Exit Map’). GCPC will escort group to accommodation or group booking area upon arrival via the bus drop off gate. All guests must sanitise on entering and exiting the Centre and when moving between different areas (example; moving from the Athletics Stadium to Accommodation area). Alternative group booking entry and exit maybe organised depending on facilities booked and other bookings onsite. GCPC will communicate with the group directly if there are any changes prior to arrival.



Departure

Group must exit the Centre via the bus drop off gate. Please follow 'Group Welcome Information' received on arrival in regards to checkout process. Alternative group booking exit maybe organised depending on facilities booked and other bookings onsite. GCPC will communicate with the group directly if there are any changes prior to departure.

Group Induction

Group inductions will be performed by the lodges (please refer to 'Lodge Entry and Exit Maps') or in the Trackside Bistro (dining hall) depending on numbers and program. This will include a full induction onsite upon arrival, including providing information to Group Managers / Group Leaders / Teachers in regards to responsibilities onsite and program outline. Guests will be inducted on GCPC COVID-19 Safe Plan procedures relevant to booking and guest expectations and responsibilities while staying at GCPC.

Group Managers / Group Leaders / Teachers / staff of group inducted on specific responsibilities to ensure a COVID-19 safe environment during stay or booking at GCPC.

Accommodation

- Due to current stage 3 Government restrictions a maximum of two adults per accommodation room (20 people per lodge) according to the GCPC room dimensions and [Queensland Tourism and Accommodation Industry COVID-Safe Plan](#)
- As per [Outdoor Education Providers COVID Safe Plan](#)
 - School – aged children from the same client group may exceed the base density of one person per four-square metres, however, school aged children should maintain physical distancing protocols where possible.
- Once guest is allocated to a bed, the guest will only use the allocated bed and room for the duration of the program/stay at the GCPC.
- The number of people allocated to each accommodation room may change as restrictions ease which GCPC will notify affected groups if this occurs and affects booking.
- Groups must keep to own accommodation lodge and are not allowed to share lodges.
- GCPC and Group Leaders will monitor and ensure that social distancing is adhered to between separate groups of guests wherever it is possible and practical to do so.
- Groups who have vulnerable individuals staying at GCPC must notify GCPC and allocate a single room for those individuals, including implementing risk mitigation strategies accordingly.
- When multiple groups are onsite groups will be monitored by GCPC staff and informed to keep social distancing measures when moving around the lodges and Centre.
- GCPC staff will be performing touch point cleans throughout the day.
- Group Leaders and guests are responsible for keeping the lodge and rooms clean and tidy. GCPC can provide groups additional cleaning products to maintain cleanliness when required. Group Leaders are to notify GCPC staff if there are any cleaning issues which require Housekeeping support.
- GCPC will be following accommodation recommendations as per [Queensland Tourism and Accommodation Industry COVID-Safe Plan](#) and [Outdoor Education Providers COVID Safe Plan](#). Please see '**GCPC – COVID Safe Operational Plan (Accommodation and Events)**' for further details.



Trackside Bistro

Groups must abide by the following procedures when booking meals and during meal service:

- Meals must be pre booked at least 4 weeks prior to arrival
- Groups must meet by the basketball courts 10 minutes prior to booked meal service
- Group Leaders are responsible for transitioning group and entering Trackside Bistro via the ramp from the lodges up the stairs past the 50m pool (please see 'Dining Hall Entry and Exit Map'). Group Leaders must ensure group is maintaining social distancing during transition from other users, guests, members and staff.
- The Group Leader must check that know other groups are in the Trackside Bistro before transitioning group to the dining area. If a group is still eating or seated in the dining area the group must wait by the basketball courts until the meal service is finished and group has relocated from the Trackside Bistro. Group Leader to check with the Kitchen chef that it is ok to bring group into the dining area.
- Groups must sanitise hands on entrance into the Trackside Bistro and when exiting after the meal service (sanitiser located back of Trackside Bistro).
- Groups will enter and sit at allocated seating in the dining area.
- Group Leader to check in with the chef while group is seated.
- When the chef has confirmed the Group Leader can organise those with dietary requirements to go up first to collect plated meals.
- Small groups of no more than 8 (per window) to be sent up to collect plated meals, salads and any additional sides. For dinner meal service, deserts will be put out after dinner.
- Social distancing applies when lining up for meal service.
- Group Leader to only send next group of 8 once the group in front have finished grabbing meals/drinks to avoid congestion. Tables are numbered so Group Leader can call the groups up by number.
- Group Leader to rotate tables to collect meals and beverages separately (example; one group of 8 collect meal, other group of 8 collect beverages).
- Group Leader is responsible for organising group to place used plates, cutlery, bowls, cups (etc.) to the washing tray and clean tables used after meal.
- Group Leader to escort group back to lodges or next activity via ramp to Accommodation.
- Please note: plated meals which means there is no seconds.
- Kitchen staff will serve meals (no groups will be able to serve their own food as per Industry COVID Safe Plan)
- Meal services will be extended to 45 minutes for each group meal service (there maybe variations or extensions of time if required) for the following:
 - 30minutes for the group to gather meals, eat and move from the Trackside Bistro
 - 15 minutes for Kitchen to change over food and thoroughly clean tables, chairs, equipment, service area, touch points and any other risk area before next group booking
- Groups will exit via the 50m pool ramp once meal service time is completed.
- Kitchen or GCPC staff will not allow another group to enter until the previous group has exited or until relevant touch point cleaning has been completed.
- Kitchen staff will monitor and supervise every meal service (this staff member will be a point of contact for each group – chef).
- As per [Outdoor Education Providers COVID Safe Plan](#) there is a relaxation to the base density requirements of one person per 2 square metres for school – aged children in the Trackside Bistro dining area. Adult (example; group leaders and teachers) must adhere to the base density requirements of one person per 2 square metres (recent update).
- GCPC Centre wide COVID-19 Safe Plan will be applicable in the Dining Area.



- Trackside Bistro (dining hall) will operate under the [Food Services](#) COVID Safe Industry Plan.
- Group Leaders will be responsible for implementing the aforementioned 'Trackside Bistro'.

Facility Use

- Groups must follow and abide by [Approved Industry COVID Safe Plans](#) listed below when utilising applicable GCPC facilities and keep to the required number of people in allocated spaces (indoor and outdoor) which will be signed at each facility entrance:
 - [Aquatic Sport Sector](#)
 - [Field Sports](#)
 - [Fitness Facilities](#)
 - [Food Services](#)
 - [Indoor Sports](#)
 - [Outdoor Education Providers](#)
 - [Outdoor Recreation Activity Providers](#)
 - [Outdoor Sports](#)
 - [Queensland Tourism and Accommodation](#)
 - [Swimming Pool and Aquatic Centre](#)

Events

Events organised onsite at the GCPC must abide by relevant approved Industry COVID Safe Plans. The GCPC Track, Field and Events Coordinator will send further information on processes and procedures in regards to hosting an event onsite which meet relevant Industry COVID Safe Plans.

As per 'GCPC – COVID Safe Operational Plan (Accommodation and Events)' for any events held by GCPC or any other organisation that are not covered by this plan or another approved COVID Safe Industry Plan, the Centre will plan and hold events in line with the Industry Framework for COVID Safe Events in accordance with the following conditions:

- **Events up to 500 people indoors and 1500 people for outdoor:** can proceed by following [COVID Safe Event Checklist](#).
- **Events between 500 people indoors / 1500 people outdoors and 10,000 people:** develop a COVID Safe Event Plan and submit to COVID-19.Industryplans@health.qld.gov.au for approval by the local Public Health Unit.
- **Events of more than 10,000 people:** develop a COVID Safe Event Plan and submit to COVID-19.Industryplans@health.qld.gov.au for **approval** by the Queensland Chief Health Officer.

Organisers of events larger than 500 people and operating in compliance with an Approved Plan other than a COVID Safe Event Plan must notify the Public Health Unit of the event a minimum of 10 business days before the event by emailing COVID-19.Industryplans@health.qld.gov.au.



Group Activities

- All out and indoor activity programs will be conducted according to the [COVID SAFE PLAN for Outdoor Recreation Activity Providers](#) and [Outdoor Education Providers COVID Safe Plan](#)
- Social distancing enforced for all approved group activities
- Group Activities have been modified to align with stage 3 Government restrictions and industry approved guidelines
- GCPC staff will clean equipment before and after group use
- Any equipment that is potentially shared GCPC will clean equipment prior to another participant utilising
- Activities will be facilitated away from high traffic areas and member locations / public areas
- Group Fitness sessions. GCPC will organise Group Fitness sessions as per [Fitness Facilities COVID Safe Industry Plan](#):
 - Bring your own towel (no towel, no workout)
 - Bring a filled drink bottle (do not share drink bottles)
 - Adhere to spacing in workout areas
 - Wiped down equipment
 - Adhere to class number limits
 - Wash and sanitize hands regularly
 - Sanitise when entering workout areas and after completion of fitness class
 - Limited equipment used. Any equipment used must be cleaned and wiped down after each individual use

References (please click links)

- [Queensland Tourism and Accommodation Industry COVID-Safe Plan](#)
- [Outdoor Education Providers COVID Safe Plan](#)
- [COVID Safe Checklist for Dining](#)
- [COVID Safe Businesses](#)
- [Outdoor Council of Australia Framework for Rebooting Outdoor Activities in a COVID-19 Environment](#)
- [Fitness Industry Australia: Framework for Safely Operating a Fitness Facility Under COVID-19 Restrictions:](#)
- [Approved Industry COVID Safe Plans](#)
- [COVID SAFE PLAN for Outdoor Recreation Activity Providers](#)
- [AIS Framework for Rebooting Sport in a COVID-19 Environment](#)
- [Roadmap to Easing Queensland's Restrictions](#)
- [Return to Play: Guide for Queensland Sport, Recreation and Fitness Industries](#)
- [Australian Health Protection Principal Committee \(AHPPC\) has released an updated statement about risk management for boarding schools and school-based residential colleges.](#)
- [Guidelines for state school operated residential boarding facilities \(updated 18 June 2020\), Operating guidelines for state schools \(effective 19 June 2020\).](#)
- [Retail Food Services Industry COVID Safe Plan](#)

Please contact GCPC if you require any further information – Thank you (GCPC Staff)