

# Swimming Pool and Aquatic Centre Industry COVIDSafe Plan

This COVID Safe Industry Plan is for swimming Pool and Aquatic Centre operators as required under the Chief Health Officer Public Health Direction *Non-Essential Business, Activity and Undertaking Closure Direction* to have a health management plan. This document outlines the position recommended by the Qld Aquatic Industry Alliance to facilitate a viable reopening of swimming pools and aquatic centres across the state. The group was formed to represent the varying stakeholders associated with the Swimming pool and Aquatic Industry.

The Alliance consists of representatives from

- *Australian Swim Coaches and Teachers Association – Brendon Ward, CEO*
- *Australian Swim Schools Association – Wayne Pollock, President*
- *Swimming QLD – Kevin Hasemann, CEO*
- *Australian Leisure Facilities Association QLD – Dan Kwaczynski, President*
- *Royal Life Saving QLD -Paul Barry, CEO*
- *Venue Operators – represented by Reece Rackley, CVM CEO*
- *Brisbane City Council – Tim Flood- City Venues Manager*

This plan outlines the measures facility operators will put in place to safely manage the risks associated with COVID 19. The checklist and guidelines outline processes and approaches operators can use and meet the one person per four square metre rule are outlined in detail in this plan. These include managing to the one per 4 square metre rule in designated spaces, practicing strict hygiene practices and implementing measures to avoid co-mingling through capacity measurement, patron traffic flow, customer communication and signage, class/session scheduling and patron number monitoring.

Swimming pools and aquatic centres are actively supervised spaces with pool attendants, lifeguards, teachers and coaches in attendance at all times. These staff will be trained, and systems put in place to monitor and ensure safety measure related to COVIDSafe are actively managed

In addition, the industry is requesting eased restrictions in pools for Stage 2 including

- **Venue with Multiple Pools/Spaces** – if a site has more than one pool and/or dedicated space– each pool/space should be defined by the operator and capacity limits and control measures to ensure compliance/risk mitigation for each area. Buffer zones should be in place between dedicated spaces and/or groups of 20.
- **Patrons of school age or younger** which use swimming pools and accompanying facilities for training, education and general use purposes may do so:
  - without a limit on the number of swimmers per lane or per pool.
  - in a class with a teacher delivering instruction based on swimming ability. Swimming lessons require children being in a potentially dangerous environment (water), therefore requires a necessary ‘hands-on’ component of teaching by qualified swim teachers. As such parameters around social distancing will not always be practical for in-water swimming lessons
  - a buffer zone will be enforced between areas with children and adults to avoid contact or mingling between groups whilst swimming.
  - In the case of squads who have a mixture of school age minors and adults. These squads will need to be segregated so that swimmers who are 18 years or older are not swimming in the same squad as school age children.

- **Adults patrons** have the following restrictions:
  - Indoor and Outdoor pools: capacity limited to a maximum of 1 person per 10 square metres of water surface area.
  - Booking/Allocation systems will be in place to record details of patrons
  - All indoor areas: capacity limited to a maximum of 1 person per 4 square metres of indoor space.
  - Outdoor Open Area Space limited to groups of 20 people for outdoor sporting-based activities, with no more than one person per 4 square metres and social distancing.
  - Group Management all groups limited to 20 people, venue capacity limits and social distancing observed between groups.
  - Buffer zones: a buffer zone will be enforced between areas with children and adults to avoid contact or mingling between groups whilst swimming.
  - Capacity limits refer to Patron numbers in each pool or space. Appropriate staffing will be in place to ensure the safety of patrons is in line with [Royal Lifesaving Australia Guidelines for Safe Pool Operations](#)

### **INTERACTION BETWEEN APPROVED INDUSTRY COVID SAFE PLANS**

Several sporting bodies are regular users of pool venues; these include but are not limited to Swimming Clubs, Waterpolo, Underwater Hockey and Rugby, Triathlon groups. This Plan recognises these groups as users and has tried to take into account the needs of these groups in terms of capacity in Pool spaces. Sporting Groups will need to complete and adhere to *their appropriate QLD health approved management plan in regard to* additional restrictions or easing relevant to their specific sports training and events when using the Centre.

If there are multiple activities being undertaken at your venue (for example - swimming, fitness or recreational), several approved industry plans may apply. If this is the case apply the following:

- Where there is clear separation between the activities (e.g. swimming and sport) the relevant plan applies to the relevant area. Operators will need to display the COVID Safe Statement of Compliance for the appropriate plan in each area.
- Where the activities cross over (for example amenities, entry/exits, carparks):
  - o Where possible these areas of cross over need to be minimised. Such as designating a particular entry, exit, amenities and carpark for each activity.
  - o Where the cross over cannot be minimised a decision needs to be made as to which plan takes priority in which common area and will be followed.
    - For instance the entry, exit, carpark and amenities may be common to both activities and will be managed under the Aquatic plan.
    - In this case the entity responsible for the Aquatic plan will need to ensure these areas are appropriately managed and the separate groups from the swimming and fitness activity do not intermingle.

Where a business is operating alongside of a not-for-profit community group, the business would normally take responsibility for managing the shared or common areas. The approved Industry plans are located at [www.COVID19.qld.gov.au](http://www.COVID19.qld.gov.au).

## **Consultative Process**

The plan contents have been developed by the QAIA over the past month. This has involved;

- Forming an Alliance and scheduling regular meetings to discuss a way forward
- Review of the various association COVIDsafe frameworks and guidelines
- Collaboration on industry wide approach to viable pool reopening
- Development of draft recommendations and checklist that are applicable across the industry
- Development of this Plan based on QLD government fact sheets
- Alliance members have circulated the plans content to stakeholders (Industry associations, Council landlords, Swim school operators, Coaches and Teachers and Venue operators) Where provided feedback from these groups has been incorporated

A full list of stakeholder consulted is provided in Appendix 1

## **This Plan includes:**

1. COVIDSafe Industry Checklist
2. Best Practice Guidelines
3. Applicable Public health directions
4. Review and risk management considerations
5. Statement of Compliance
6. Other information: FAQs\* and contact information

\*FAQs are under development and subject to feedback on recommended restrictions

## 1. INDUSTRY CHECKLIST

This Industry COVID Safe Plan includes a checklist for Operator in our industry to follow and inform operators on how to keep their workers and patrons safe and limit the spread of COVID-19

### What you need to do to safely reopen your business:

#### 1. Check your business can reopen

- Check the Queensland Government's COVID-19 website at [www.covid19.qld.gov.au](http://www.covid19.qld.gov.au) to confirm you can reopen your business and whether any specific restrictions apply.

If your business has been closed, check the condition of equipment and facilities are fully functioning, such as gas, electricity, toilets, and hand-washing facilities. Ensure food and beverages stored at your business have not been contaminated or are now out of date.

#### 2. Ensuring a Safe and Healthy Workplace - to properly manage exposure to risks related to COVID-19, employers must:

- Identify workplace hazards (such as potential for transmission on the worksite or hazards resulting from a worker who tests positive for COVID-19 infection)  
Determine who might be harmed, and how (including workers and any other individuals in the workplace)
- Decide on control measures (including ways to prevent the spread of infection) put controls in place and review the controls regularly.
- Consult with workers. Consultation involves sharing of information, including about possible sources of exposure to COVID-19 and associated health risks, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters. A safe workplace is achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about health and safety concerns and works together to find solutions.
- Involve workers in consultations related to health and safety matters relating to COVID-19 in the workplace, including (but not limited to): identifying the tasks and processes that could result in the spread of COVID-19; developing a plan in response to COVID-19; making changes to processes or procedures could result in the spread of COVID-19 ; making changes to controls to protect workers from the spread of COVID-19 ; providing information and training for workers.
- Ensure Staff are trained in COVID safe requirements and ensure their training remains current, COVID Safe training will be made available and mandatory for all Staff.
- Minimise the number of workers attending to deliveries and contractors as much as possible.
- Delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of your requirements while they are on site.
- Ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser, is readily available for workers after physically handling deliveries.
- Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.
- Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.

#### 3. Wellbeing of workers

- Direct workers to stay at home if they are sick, and to go home immediately if they become unwell.
- Require them 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. They must remain in isolation at home till they get the result and it is negative for COVID-19.

- Consider safety risks and manage these according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation, administrative controls then personal protective equipment where required.
- Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers.
- Modify processes behind the counter (including in kitchen or break rooms) to limit workers having to be in close contact, as much as possible. For example: assign workers to specific workstations to minimise the need to go into other spaces,
- limit the number of people in an enclosed area to one person per 4 metre square (for example, in reception or in lunchrooms)
- Implement processes so the front of house workers can collect food without needing to go into food preparation areas.
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Consult with workers on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
- Ensure any psychosocial risks are managed with processes implemented to manage stress from COVID-19 as outlined in the [Workplace Health and Safety Queensland guide](#).
- Put signs and posters up to remind workers and others of the risk of COVID-19.

#### 4. Social distancing

- Place signs at entry points to instruct customers not to enter the facility if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.
- Set up separate exit and entry points and/or clear signage on traffic flow for entering and exiting to minimise contact of patrons.
- Implement measures to restrict, where possible/practical, adult patron numbers on the premises to be in line with:
  - All indoor areas: capacity limited to a maximum of 1 person per 4 Square metres.
  - Indoor and Outdoor pools: capacity limited to a maximum of 1 person per 10 square metres of water surface area.
  - Outdoor Open Area Space Limited to groups of 20 people for outdoor sporting-based activities, with no more than one person per 4 square metres and social distancing.
  - Group Management – all groups limited to 20 people, venue capacity limits and social distancing observed between groups.
- Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- In café areas place tables to ensure that persons seated at those tables are 1.5 metres apart and reduce the number of tables and seating capacity in line with public health directions.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Provide contactless payments or ordering and payment online or through ordering apps.
- In reception areas set up different areas for ordering and collection, and where practical, separate entry and exit paths.

#### 5. Record keeping

- Contact information must be kept for customers (this includes children swimming and parents who are bringing their children for their lessons), workers and any contractors for a period of at least 28 days.

- This must include name, address email and mobile phone number of a person.
- Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

## **6. Hygiene and cleaning**

- Instruct all workers to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.
- Cleaning of hard surfaces (e.g. bench tops) should be done using either: a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution; or a physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores.
- Bleach solutions should be made fresh daily and gloves should be worn when handling and preparing bleach solutions. Protective eyewear should be worn in case of splashing.
- Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of chlorine bleach solution and allowed to dry completely before re-use.
- Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, countertops and sinks). Include frequently touched surfaces in the toilet facilities such as door locks, taps, soap dispensers, etc and surfaces used by clients, such as tables, must also be cleaned between clients.
- Minimise the sharing of equipment and tools with them being effectively cleaned between use by different people. Swimmers at squad level should bring own equipment eg fins, kickboards, buoys and take home each visit.

## **7. Deliveries, contractors and visitors attending the premises**

- Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods on site as proof of delivery.

## **8. In the Case of a confirmed/probable case of COVID-19 Infection**

- If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory.
- Upon being informed, a person in control of the business or undertaking must notify Workplace Health and Safety Queensland that the case has been confirmed.
- Operators should maintain records of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.
- Areas that have been used by a person with suspected or confirmed COVID-19 infection should be cleaned and disinfected. Personal protective equipment (PPE) should be put on before entering the area. This includes disposable gloves; disposable apron or other protective garment; protective eyewear to protect your eyes from the cleaning chemicals
- People should use the following process to safely remove personal protective equipment: Remove and dispose of equipment being careful not to contaminate bare hands during glove removal. Clean

your hands. This can be done with either soap and running water or hand sanitiser. For more information refer to [Queensland Health](#).

#### **9. Review and monitor**

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- This checklist is a key part of your COVID Plan as outlined on the WorkSafe website.
- Publicly display this signed checklist as evidence that you are a COVID Safe business.
- Ensure you have a copy of this signed checklist which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- Keep up to date and find additional guidance at [www.covid19.qld.gov.au](http://www.covid19.qld.gov.au) & [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)
- Employees with a general work-related complaint can call WHS Queensland on 1300 362 128 or their union.
- Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their industry association.
- Customers who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68).

#### **10. Aquatic Centre Specific - General**

- Provision of appropriate sanitisation/disinfection stations in selected/targeted areas throughout the facility
- Adherence to Government specified social distancing provisions during all activities in all areas
- Provision of clear and consistent signage/information through the facility, particularly at entry points
- Use of personal protective equipment (PPE) in line with Safe Work Australia and GSPO recommendations
- Ensure Staff have appropriate PPE to manage aquatic rescue and routine first aid situations
- Adjustments to emergency response (i.e. CPR) to enable the safe implementation if required (See latest GSPO Guidelines)
- Modification of existing safe work method statements to consider and manage the impact of COVID-19 cross-infection
- Delivery of staff and contractor training with regards to COVID-19 and the facilities selected treatment measures
- Open windows, doors and/or increase the flow of air throughout the building, via the building management system
- Provision of an appropriate identification & response procedures to manage the occurrence of staff/patrons with symptoms of COVID-19
- Remove communal water stations for use and encourage patrons to bring their own water/fluids with them to the facility

#### **11. Aquatic Centre Specific – Reception / Foyer**

- Communicate through signage cashless payment methods are preferred
- Transition entry/membership payment options to direct debit where possible and/or contactless payment
- Provide web-based reservation systems where possible for activities with reduced capacities such as classes or fitness Centre access
- Leverage IT systems for enrolment/membership registrations where possible instead of pen and paper
- Implement floor markers for entry, access and queuing areas to support the maintenance of social distancing recommendations

- Where automatic/revolving doors are not provided, leave entry and exit points open to reduce the need to touch handles
- Close parts of the reception/membership areas if they are located within 1.5m of one another and reduce staff numbers
- Ensure communal seating areas are arranged with appropriate separation distances

#### **12. Aquatic Centre Specific – Kiosk**

- Food businesses need to comply with the COVID requirements for food businesses ie. COVID Safe checklist.
- Reduce the number of tables/chairs provided in food and beverage service areas and adjust the configuration
- Mark entry and exit area to ensure social distancing in all queue areas, including ordering and food collection areas
- Ensure staff separation in kitchen and kiosk areas, with marking if practical
- Ensure Staff sanitise hands after each customer contact (actual physical contact, e.g. money exchange)
- Modify seating arrangements to meet the maximum group size requirement and social distancing requirement
- Post informational signage -Update signage in kiosk and retail areas reinforcing risk –minimising behaviour for customers
- Increased monitoring of hygiene effectiveness
- Discontinuing operations that require customers to use common utensils or dispensers (e.g. lids and sugars for hot beverages).
- Clean the inside and the outside of appliances. Pay attention to buttons and handles where cross-contamination to hands can occur.
- Frequently disinfect surfaces repeatedly touched by employees or customers.

#### **13. Aquatic Centre Specific – Toilet Areas**

- Introduce a maximum capacity for toilet areas based on the available space
- Consider closing the changing rooms with signage and tape if alternative toilets are available or easily separated from accessing.
- Increase systematic and deep clean cleaning regime associated with all toilet areas available at the facility
- Introduce/increase the provision of soap dispenser equipment in toilet areas and ensure these are topped up regularly
- Consider discontinuing the use of lockers or ensure safe distancing by staggering the arrangement of available lockers and leaving others closed/locked and ensure this high-touch area is suitably disinfected frequently.

#### **14. Aquatic Centre Specific – Pools General**

- Detail and communicate the number of patrons allowed in a pool space and enforce the provisions
- Introduce pre-usage bookings to support the management of pool/ water space capacities
- Reduce/remove seating from poolside to reduce the number of people unnecessarily on poolside and encourage social distancing
- Reduce the number of spectators able to attend to watch participants in swimming lesson/aquatic activities
- Remove access to play equipment (i.e. noodles, inflatable toys etc.)
- Introduce and maintain a targeted cleaning regime on high touch items such as ramp, stair and step handrails



- Adjust lane allocations were necessary to increase the spread of lap lane swimmers and reduce lane capacities
- A buffer zone will be needed between areas with children and adults to avoid contact or mingling between groups whilst swimming
- Proactively discourage on-deck time for pool users before/after they have completed their intended activity
- Proactively discourage lap swimmers from gathering at the end of lanes for extended periods
- Increase the provision of reach and throw rescue equipment for Pool Lifeguards

**15. Aquatic Centre Specific – Plant Operations**

- Ensure all pools are sanitised in accordance with QLD Health Water Quality Guidelines for public aquatic facilities - December 2019.
- Ensure chemicals are appropriately stocked to allow for additional start up usage and possible delays in delivery of stock.
- Ensure appropriate inspections are carried out on circulation pumps, strainers, dosing pumps, injection points, water chemistry controllers, heaters and all other plantroom equipment for condition and confirm operation.
- Ensure that your plant room is started and running in line with pool cleaners & pool filters site specific operations manual.

Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:    Signature & date:	
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## 2. BEST PRACTICE GUIDELINES

The following list provides examples and suggested practices to apply the COVID safe Checklist. The list is not exhaustive but rather provides examples of how Centres can operate at a higher standard than the minimum requirements under Queensland's public health directions

### A. Conducting Business

Steps	Examples and suggested practices	
General Management	<ul style="list-style-type: none"> <li>• Ensure all pools are sanitised in accordance with QLD Health Water Quality Guidelines for public aquatic facilities - December 2019.</li> <li>• Ensure chemicals are appropriately stocked to allow for additional start up usage and possible delays in delivery of stock.</li> <li>• Ensure appropriate inspections are carried out on circulation pumps, strainers, dosing pumps, injection points, water chemistry controllers, heaters, pool cleaners, pool filters and all other plant room equipment for condition and confirm operation.</li> <li>• Ensure that your plant room is started and running in line with site specific operations manual</li> </ul>	<input type="checkbox"/>
Communication	<ul style="list-style-type: none"> <li>• Signage at all entry or exit points of the pool venue provides patrons and Staff with relevant information and procedures to prevent the spread of COVID-19</li> <li>• Information should be provided to all patrons and staff on pertinent information and procedures to prevent the spread of COVID-19</li> <li>• Direct customer communications, eg Email and Social posts</li> <li>• Website updated with COVID Safe information</li> </ul>	<input type="checkbox"/>
Hygiene	<ul style="list-style-type: none"> <li>• Provide appropriate sanitisation/disinfection stations in selected/targeted areas throughout the facility. Ensure there are stations and signage at entry and exit points</li> <li>• Handwashing facilities are adequately stocked with liquid soap and paper towel, and these are kept clean and in good working order</li> <li>• Good hygiene practices will be promoted Eg Display handwashing 12 step guide signs</li> <li>• Communal facilities will be kept clean and hygienic. Frequently touched surfaces, such as bathrooms, door handles and light switches, will be thoroughly cleaned hourly, in accordance with environmental-cleaning to reduce contamination. Records of cleaning activities, e.g. sign off, will be maintained.</li> </ul>	<input type="checkbox"/>
Managing Visitors	<ul style="list-style-type: none"> <li>• Only persons wishing to utilise facilities for the intended purpose, i.e. swimming, will be permitted. This will be managed by Pool reception staff and lifeguards</li> <li>• Non-essential visitors. e.g. salespeople, excess spectators, are prevented from entering the site</li> </ul>	<input type="checkbox"/>

Steps	Examples and suggested practices	
Social Distancing	<ul style="list-style-type: none"> <li>Staff and patrons will be directed to maintain a minimum distance of 1.5 metres from other patrons</li> <li>Signage and public address system will be utilised to reinforce this messaging as per above</li> </ul>	<input type="checkbox"/>
Record Keeping	<p>The Centre will document and retain records of all patrons <i>by date and time</i> on-site at the venue. To include:</p> <ul style="list-style-type: none"> <li>Full name</li> <li>Telephone number</li> <li>Email</li> </ul>	<input type="checkbox"/>
Staffing	Staffing levels to ensure that capacity restrictions can be monitored and enforced e.g. Additional lifeguards in outdoor pool space	<input type="checkbox"/>

## B. Conditions of Entry:

Steps	Examples and suggested practices	
Patron Information	<p>Patrons will be asked to provide Contact Details – name, email, Phone number upon booking/entering the Centre.</p> <p>If Patrons do not provide details, they will not be permitted to enter the Centre</p>	<input type="checkbox"/>
Patron Screening	<p>Patrons are to confirm they have not, in the last 14 days,</p> <ul style="list-style-type: none"> <li>been in <i>close contact</i> (as defined in the current CDNA guideline (<a href="#">CDNA guideline</a>)) with someone who has COVID-19</li> <li>returned to Australia from overseas</li> </ul> <p>Patrons who answer yes to these will not be permitted to enter the Centre</p>	<input type="checkbox"/>
Patron Health	<ul style="list-style-type: none"> <li>Patrons are to confirm they have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well Patrons who answer yes to these will not be permitted to enter the Centre</li> <li>Patrons who are currently unwell with a fever, cough, sore throat or shortness of breath, or other cold/flu-like symptoms, or report having been unwell in the last 72 hours especially with cold or flu type symptoms will not be permitted to enter and should seek medical advice.</li> </ul>	<input type="checkbox"/>
Waiting areas	<ul style="list-style-type: none"> <li>Remove waiting area seating or space seating at least 1.5 metres apart</li> </ul>	<input type="checkbox"/>
Refusing Entry	<ul style="list-style-type: none"> <li>Keep a log of any people who have been refused entry and communicate to centre management</li> </ul>	

### C. Customer Interaction:

Steps	Examples and suggested practices	
Reception	<ul style="list-style-type: none"> <li>Implement floor markers for entry, access, and queuing areas to support the maintenance of social distancing recommendations</li> <li>Where automatic / revolving doors are not provided, leave entry and exit points open to reduce the need to touch handles</li> <li>In reception areas set up different areas for ordering and collection, and where practical, separate entry and exit paths.</li> <li>Close parts of the reception/membership areas if they are located within 1.5m of one another and reduce staff numbers</li> </ul>	<input type="checkbox"/>
Class and session bookings	<ul style="list-style-type: none"> <li>Where practicable, patrons will be asked to book session times to ensure management of pool capacity limits. Consider staggering session start times to minimise volume of patrons arriving and departing at same time</li> <li>Provide web-based reservation systems for activities with reduced capacities such as classes or fitness Centre access</li> <li>Leverage IT systems for enrolment / membership registrations where possible instead of pen and paper</li> </ul>	<input type="checkbox"/>

### D. Completing Service and Payment:

Steps	Examples and suggested practices	
Payment	<ul style="list-style-type: none"> <li>Transition entry/membership payment options to direct debit where possible and/or contactless payment</li> </ul>	<input type="checkbox"/>
Delivery	<ul style="list-style-type: none"> <li>Wherever possible minimise handling of delivery for example café supplies delivered direct to café area; chlorine direct to plant room.</li> </ul>	<input type="checkbox"/>

### E. Communal facilities and spaces

Steps	Examples and suggested practices	
Communal Area Capacity	<ul style="list-style-type: none"> <li>Only one person per 4 square metres in communal areas e.g. bathrooms, indoor pool spaces.</li> <li>Change rooms will closed and signage to advise patrons clearly displayed</li> <li>Pool attendants will monitor and advise patrons if they need to wait to use toilet facilities based on persons per square metre</li> </ul>	<input type="checkbox"/>
Outdoor Pool Capacity	<ul style="list-style-type: none"> <li>Only one person per 10 Square metres of pool surface area will be permitted in outdoor pools. Lifeguards should monitor patronage and be trained to assess pool visitation numbers based on persons per square metre</li> <li>Detail and communicate the number of patrons allowed in a pool space and enforce the provisions</li> </ul>	<input type="checkbox"/>
Outdoor Open Area Spaces	<ul style="list-style-type: none"> <li>Limited to groups of 20 people for outdoor sporting-based activities, with no more than one person per 4 square metres and social distancing.</li> </ul>	<input type="checkbox"/>

Steps	Examples and suggested practices	
Group Management	<ul style="list-style-type: none"> <li>Groups will be limited to 20 people and social distancing observed between groups.</li> </ul>	<input type="checkbox"/>
Supervision and Traffic	<ul style="list-style-type: none"> <li>Ensure Supervision plans consider COVID Safe measures noting in any normal case all programs are supervised under instruction and all patrons are under lifeguard supervision including general lap swimmers under our site supervision plans</li> <li>Where practicable, one-way entry and exit foot traffic flow will be signed and enforced</li> <li>Entry and exit points clearly signed</li> </ul>	<input type="checkbox"/>
Airflow	<ul style="list-style-type: none"> <li>Open windows, doors and/or increase the flow of air throughout the building, via the building management system</li> </ul>	<input type="checkbox"/>
Water stations	<ul style="list-style-type: none"> <li>Remove communal water stations for use and encourage patrons to bring their own water/fluids with them to the facility</li> </ul>	<input type="checkbox"/>
Spectator management	<ul style="list-style-type: none"> <li>Reduce/remove seating from poolside to reduce the number of people unnecessarily on poolside and encourage social distancing</li> <li>Reduce the number of spectators able to attend to watch participants in swimming lesson/aquatic activities whilst maintaining the <a href="#">RLSS Keepwatch Guide program</a>.</li> </ul>	<input type="checkbox"/>

## F. Managing egress and emergency evacuation

Steps	Examples and suggested practices	
Traffic flow in the venue	Where practical traffic flow will be mapped and signed to minimise cross over of patrons	<input type="checkbox"/>
Arrival and departure	Signage will remind patrons not to congregate in carparks or public spaces in groups of more than 10 and practice social distancing	<input type="checkbox"/>
Communication	<ul style="list-style-type: none"> <li>Create and display signage indicating traffic flow physical site plan(s) of premises layout and capacities</li> <li>Regular communication with all patrons to provide up to date information regarding the procedures adopted for the Centre</li> </ul>	<input type="checkbox"/>
Emergency procedures	Ensure existing emergency action plans have adequate space to gather with Social distancing in place.	<input type="checkbox"/>

## G. Staff Practices

Steps	Examples and suggested practices	
Communication	Regular communication with all workers to provide up to date information for the procedures adopted for the site	<input type="checkbox"/>
Case Management	<ul style="list-style-type: none"> <li>Workers who become ill with respiratory symptoms at work will be isolated immediately and will be supported in accessing medical assistance.</li> <li>Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or fever or history of fever. They must remain in isolation at home till they get the result and it is negative for COVID-19.</li> </ul>	<input type="checkbox"/>

Steps	Examples and suggested practices	
	<ul style="list-style-type: none"> <li>If there is a case all Staff will be contacted, and all information will be provided to health authorities and we will take directions from them.</li> <li>A clinical decision will be made by the local Public Health Unit as to where the ill person should be managed with consideration of reducing risk of geographical spread.</li> </ul>	

## H. Training

Steps	Examples and suggested practices	
Hygiene	Staff should be asked to complete the QLD Gov COVID Safe training requirements for safe business operations - <a href="https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training#who-this-training-is-for">https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training#who-this-training-is-for</a>	
Customer Service	Staff should be trained in any changed or new customer booking procedure Staff should be given guidance and training in handling customer complaints and appropriate escalation processes.	<input type="checkbox"/>
Capacity Limits	Staff should be provided resources and training to enable them to diligently monitor patronage numbers and assess capacity limits based on persons per square metre	<input type="checkbox"/>
Mandatory Training	Where required, mandatory training provided by <a href="#">TAFE Queensland</a> for all staff in industries requiring a COVID Safe checklist must be completed. See the COVID Safe Businesses website for more information <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses</a>	
Additional Training	As required operators should train staff in <ul style="list-style-type: none"> <li>Any training that has been approved or outlined by Queensland Health.</li> <li>Any training as outlined by a Peak Body or State Level Organisation specifically relevant to the activity.</li> <li>Further information and advice is available for organisations, in the Return to Play guide provided on the Return to Play website. The guide will continue to be updated by the Department of Housing and Public Works (Sport and Recreation).</li> </ul> Further industry specific training will be developed and provided by the Active Queenslanders Industry Alliance for the fitness, sport and recreation industries	

## 3. APPLICABLE PUBLIC HEALTH DIRECTIONS

### TO BE INSERTED WHEN AVAILABLE

#### Eg from other plans

As **at INSERT DATE** Queensland Chief Health Officer's public health directions in relation to Operators should continually check and review Government directions this and other helpful information about the directions can be found on the Queensland Government's [COVID-19 website](#).

#### 4. REVIEW AND RISK MANAGEMENT

Operators should revisit existing WHS risk management processes to identify and manage any new or changed hazards that may have arisen as a result of the Industry COVID Safe Plan.

Operators should maintain records of the risk management process and issues. A register of Risk assessments and any identified issues should be maintained including the following details

- a) identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
- b) how and when the control measures were implemented, monitored and reviewed
- c) who you consulted with
- d) relevant training records
- e) any plans for changes.

Operators should ensure they have regular review processes in place to keep abreast of changes to restrictions and guidelines including

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Keep up to date and find additional guidance at [www.covid19.qld.gov.au](http://www.covid19.qld.gov.au) & [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)
- Regularly conduct risk assessments and adjust processes and practices as necessary
- Publicly display a signed statement of compliance COVID Safe business.
- Ensure you have a copy of the signed checklist and Plan which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.

## 5. STATEMENT OF COMPLIANCE

**NEED TEMPLATE FOR COMPLIANCE SIGN EG only**

Pools and Aquatic Centres Industry COVID Safe Plan Compliance statement	
Business name:	ABN
Address of QLD site this Plan applies to:	
Number of workers at site	Date
<i>This business has completed and complies with the swimming pools and aquatic centres Industry COVID Safe Plan Checklist and can demonstrate to the community and relevant government authorities that we are following the Industry specific COVID Safe Plan</i>	
Signature:	
Name:	
Position:	
Date:	



## OTHER INFORMATION

### In Practice Examples

Figure 1: Traffic flow and spaced spectator seating at a centre (floor markings, signage and staff will direct patrons)

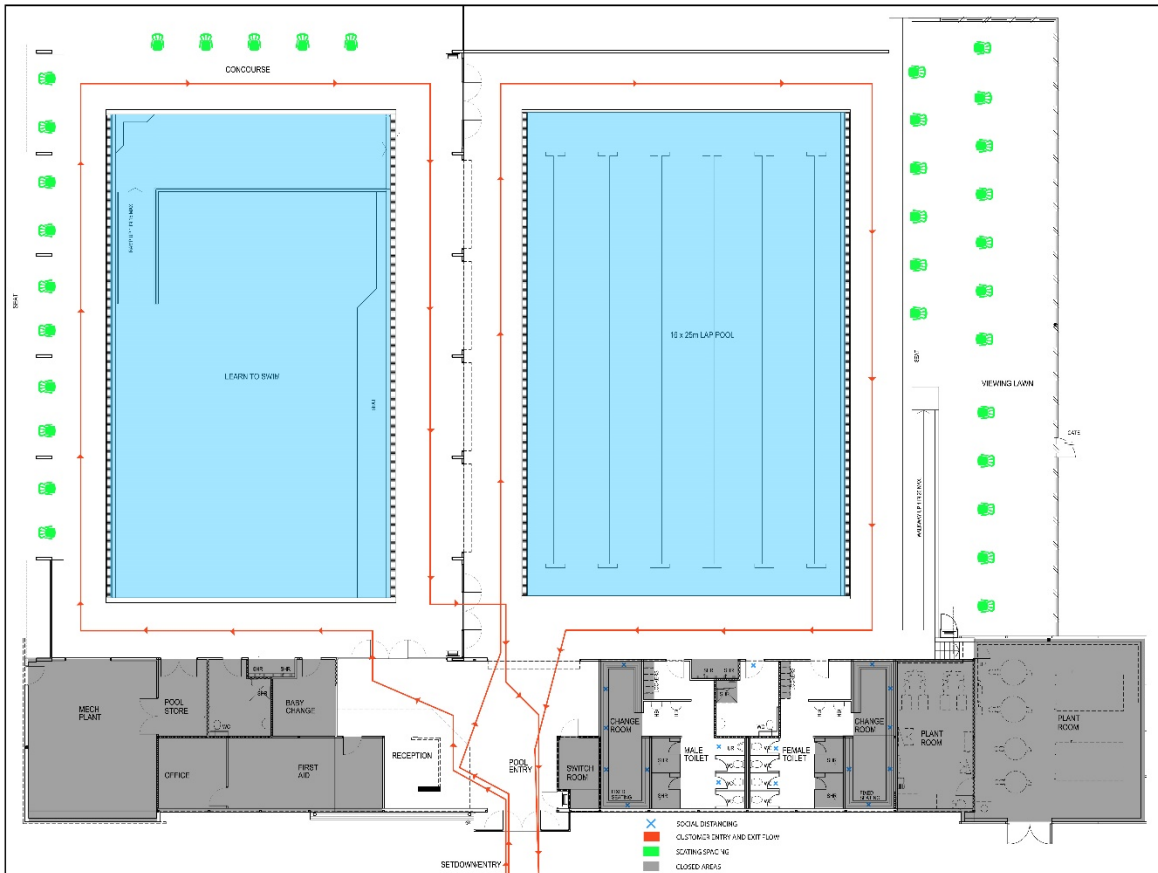
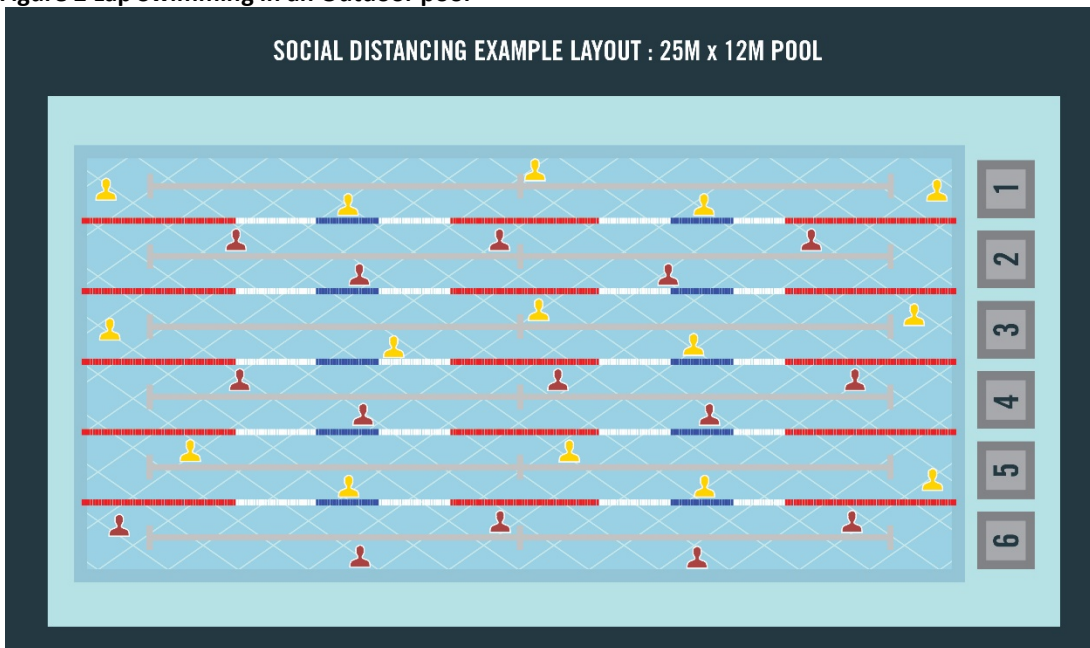


Figure 2 Lap Swimming in an Outdoor pool



## **Frequently Asked Questions:**

Draft for comment/feedback in separate attachment

## **Contact Information**

- Employees with a general work-related complaint can call WHS Queensland on 1300 362 128 or their union.
- Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their industry association.  
*Australian Swim Coaches and Teachers Association* <https://www.ascta.com/>  
*Australian Swim Schools Association* <https://australianswimschools.org.au/>  
*Swimming QLD* <https://qld.swimming.org.au/>  
*Australian Leisure Facilities Association QLD* <http://www.alfaq.org.au/>  
*Royal Life Saving QLD* <https://www.rlssq.com.au/>
- Customers who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68).

## Appendix 1 – Industry Stakeholder consultation

This document outlines the position recommended by the Queensland Aquatic Industry Alliance (QAIA) to facilitate a viable reopening of swimming pools and aquatic centres across the state. The group was formed to represent the varying stakeholders associated with the Swimming pool and Aquatic Industry.

The Alliance consists of representatives from

- *Australian Swim Coaches and Teachers Association – Brendon Ward, CEO*
- *Australian Swim Schools Association – Wayne Pollock, President*
- *Swimming QLD – Kevin Hasemann, CEO*
- *Australian Leisure Facilities Association QLD – Dan Kwaczynski, President*
- *Royal Life Saving QLD -Paul Barry, CEO*
- *Venue Operators – represented by Reece Rackley, CVM CEO*
- *Brisbane City Council – Tim Flood- City Venues Manager*

During the process, Alliance members provided the following individuals and organisations draft plans for review and comment

### **Council Representatives**

*Heath Collie – Coordinator Sports Venues & Development | Sunshine Coast Council*  
*Matthew Howes – Supervisor – Aquatic Facilities, Sport and Community Venues Branch | Sunshine Coast Council*  
*Richard Pascoe – Manager Community Venues and Services, Lifestyle and Community, City of Gold Coast*  
*Tim Goward - Executive Coordinator Aquatic Centres, Community Venues and Services, City of Gold Coast*  
*Sean Kelly – Aquatic and Sports Manager, Brisbane City Council*  
*Cath Sharples – Aquatic and Sports Officer, Brisbane City Council*  
*Dan Padget – Business Operations Manager, Brisbane City Council*

### **Association Representatives**

*Tony Shaw – ASCTA President*  
*Mel Woosnam – Water Polo QLD & QSport Aquatic Sports*  
*Drew McGregor – Swimming QLD*

### **Swim School and Pool Operators**

*Nick Cox – Belgravia Leisure, National CEO*  
*Dan Cullen – Belgravia Leisure, QLD State Manager*  
*Todd McHardy – BlueFit, National CEO*  
*Andrew Baildon – Superfish Swim Schools, Gold Coast*  
*David Lush – Brisbane Grammar, Swim School Owner, Brisbane*  
*Emma Lawrence – Laurie Lawrence Swim School and Kids Alive Do the Five*  
*Darren Lange – Darren Lange Swimming Academy*  
*Brian Stehr – Diamond Swim School Noosa*  
*Shannon Townsend – The Glennie Aquatic Centre, Toowoomba*  
*Justin Lemberg – JUST Swim Brisbane & Ipswich*  
*Grant Belcher – Swim School and Centre Operator Swim Fit QLD*  
*Shelley Douyere –Yeronga Park Memorial Swimming Pool*  
*Sally McKitrick – Swim School Owner – Maryborough*  
*Pete Rosengren – The Swim Academy – Brisbane*  
*Jay Clarke –City Venue Management SE QLD*  
*Anastasia Ellerby- Rackley Swimming SE QLD*