

## FAQS DURING COVID PERIOD

Updated 21 December 2020

*Guidance will be updated as it arrives from Queensland Health*

### **How has it been since the Camp resuming operations?**

We successfully re-opening in early July and safely hosted large family groups, schools & church groups, special interest groups and even a wedding. Along with our normal Caravan and Campers.

### **Are you taking bookings?**

Yes, Camp Duckadang is accepting bookings and normal contractual arrangements are being observed for 2021. Our Camp Manager will be happy to discuss with group organisers and school leadership groups our COVID-Safe provisions and does a walk-through of the camp to inspire confidence of our COVID-19-readiness on arrival.

### **Is there a limit on group size?**

No. The updated Outdoor Education Industry Plan (Version 16 – 27/10/2020) now allows that the “total number of people per client group attending may be unlimited (e.g., school-aged children, teachers and support personnel)”. We can also host multiple client groups where “management of client groups to prevent and limit co-mingling/ cross-contamination can be maintained for the duration of the program/stay at the venue. For example, client groups must not share the same facilities/amenities, unless Queensland Health recommended cleaning and hygiene protocols have been implemented between uses.” This is achieved using our proven Zone system.

### **What are your social distancing requirements?**

From 4pm 17th November the maximum density requirements for most of our facilities are increased by the change from one person per four square metres to one person per two square metres, effectively doubling our capacity in most areas, including our dining and meeting rooms. 4sqm per person continues to be observed for adults in our bedrooms. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e., 4sqm per person in an enclosed space) is not necessary for school-aged children. School-aged children may exceed the base occupant density requirements in bedrooms as directed by Queensland Health, however, should maintain physical distancing protocols where possible.

### **Until the Industry Plan is updated, how many adults can you accommodate in your bedrooms at each site observing one person per four square metres?**

Our Camp can operate at full capacity.

### **How is Camp Duckadang Contact tracing?**

Child Safety and Privacy provisions apply to minors. Where schools are attending, Camp Duckadang will confirm that the school is maintaining records of which children have attended via a signed Group Organiser Declaration form but will not collect the contact information of the children attending as part of a school attendance. Camp Duckadang will still collect and securely store applicable contact tracing details for all adults and non-school guests attending our venues for the required 56 days. All visitors and contractors to Camp Duckadang are required to sign in and leave their contact details.

### **What is Camp Duckadang's Cancellation Policy?**

Normal cancellation policies, as per Camp Duckadang's Booking Terms & Conditions, apply.

## What extra provisions have you taken for social distancing in rooms and indoor spaces?

All rooms and common areas have been measured to clarify their capacity to operate within prevailing social distancing ratios.

## What extra provisions have you taken with additional cleaning to prevent the spread of COVID-19?

We have implemented a best-practice, three stage COVID-19-relevant cleaning regime for spot clean, full clean and infectious clean (if required). Hand sanitiser is available throughout the Camp, along with signage to promote hygiene. Contingency plans in place for increased cleaning and sanitation of ablution areas.

## What extra provisions have been taken with your catering?

We continue with commercial-grade cleaning of all utensils after every meal and adding some meals which can be eaten individually by hand to the menu. We encourage all guests to bring their own water bottles to use at the water stations at our sites. Hand sanitiser is available at each food station and throughout the site, along with signage to promote hygiene. Food service arrangements have been altered so all food is plated by staff to avoid cross-contamination from handling food service implements.

Self-service buffet style service has been removed until allowed by Queensland Health authorities. Food will be served by staff at service counters and guests otherwise required to remain seated for the duration of their allotted meal session.

## What extra provisions have you taken with your Outdoor Education activities?

Camp Duckadang has completed a process of review of all Outdoor Education activities. This includes temporarily not offering activities where it is difficult to stop cross-contamination, incorporating sanitising into ones where it can be used, and creating new activities which have a social distancing component inbuilt.

## What about pool at your camp?

Use of the Outdoor Swimming Pool area is guided by the Swimming Pool and Aquatic Centre Industry Plan which advises that for Outdoor Pools and areas:

- capacity to be based on physical distancing requirements (1.5m per person);
- Physical distancing while in the water is not required;
- The above capacity requirements include children accompanying parents as spectators;

To minimise co-mingling between individual groups, access by each group, needs to be negotiated and timetabled, and group coordinators understand they cannot allow people in their group to access the pools if it is not booked, or in the booked time for another group. Where possible the gate entry, which is a high touch point, will be sanitised between uses by different groups.

Signage will indicate capacities and conditions of use and hand sanitiser will be available at the entry gate. Pools will be available for groups to individually book (free of charge) for recreational use.

## What else can you do to prevent the spread of COVID-19?

Camp Duckadang is set on magnificent 1.5-hectare site full of sunshine and fresh country air to use for recreation and outdoor meetings. Our multiple meeting spaces and common areas will all be utilised to spread groups out across the venue as much as possible.

If you have any further questions or specific requests about your booking, or making a booking, please contact staff at each of our sites.