



COVID-19 Management Plan

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Location: 12 Apostles, Great Ocean Road, Princetown

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1. INTRODUCTION

With the easing of restrictions that have been put into place to help slow the spread of coronavirus (COVID-19), we have all been asked to play our part to keep one another safe. 12 Apostles Helicopters has developed this policy to ensure best practice is being used to prevent the spread of the coronavirus within and through our workplace.

This plan includes preparation and prevention measures we are taking to mitigate the spread, response protocols in the case of an infection, and recovery after infection.

As further directions and advice are provided on an ongoing basis, this policy will be reviewed and updated as required to ensure 12 Apostles Helicopters is remaining compliant.

The policy and framework found in this document have been obtained from numerous sources including:

- SafeWork Australia
- National COVID-19 Co-ordination Commission
- WorkSafe Victoria
- Victorian Tourism Guidelines for coronavirus (COVID-19)
- Victorian Department of Health and Human Services (DHHS)

2. PREPARATION AND PREVENTION

Frequent cleaning, hand hygiene, ensuring people do not attend when unwell and physical distancing are the main measures that can protect against coronavirus (COVID-19).

2.1 PRIOR TO ATTENDING 12 APOSTLES HELICOPTERS

2.1.1 STAFF

- This document has been provided to all members of the 12 Apostles Helicopters staff to ensure familiarity and adherence with the current guidance information
- All staff have been encouraged to download the COVIDSafe app
- The staff have been split into 2 teams, working separate days with no crossover
- All staff have been provided with the 'Staff Coronavirus (COVID-19) Health Questionnaire' (Appendix A) and are requested to complete this before each shift
- Staff have been directed to stay at home if they are sick and to go home immediately if they are feeling unwell
- Only allowing 2 staff members at a time to be in the break area

2.1.2 PASSENGERS

All passengers are requested to follow the signage in place, this includes:

- Not attending 12 Apostles Helicopters if feeling unwell
- Maintaining physical distancing in and around the terminal building (see 2.2)
- Downloading the COVIDSafe app
- Providing contact details on entry

Please note: if you are showing signs of illness, you will be refused entry

2.2 SIGNAGE AND PHYSICAL DISTANCING MEASURES

2.2.1 TERMINAL BUILDING

- On the entrance to the terminal building, a sign will indicate the total number of visitors allowed at one time. With the building having an internal space of 37m², the total number of visitors permitted inside is 9.
- Inside the terminal, hand sanitiser stations will be available with signage for everyone to use on entry.
- Floor markings will indicate standing locations to adhere to physical distancing.
- Contactless payment methods are encouraged, with staff using hand sanitisers after handling any cash.
- Personal contact details will be collected and stored as per government guidelines. These details will only be shared with the DHHS for the sole purpose of contact tracing.
 - Signage will be displayed on the counter advising passengers of this requirement.
 - Contact details will be kept digitally for 28 days, then deleted
 - All passenger details will be recorded, along with any other visitor who spends >15 min inside our premises.
 - An example of the document can be found in Appendix 4.2
 - Please note: Passengers and visitors are encouraged to provide these details but cannot be compelled to provide them.
- The seating bench at the rear of the terminal building will have signage placed to remind of physical distancing, as well as markings on where to sit.

2.2.2 12 APOSTLES HELICOPTERS SITE

The total 12 Apostles Helicopters site, including the Terminal building and all adjacent land is limited to a total number of visitors of no more than 20, this includes the number of passengers in the air flying, to ensure numbers are not exceeded upon landing.

2.2.3 PASSENGER BRIEFINGS

Amendments to the way passenger safety briefings are conducted will include:

- Markings on the floor indicating standing locations
- Passengers fitting their own Lifejacket, under staff instruction

2.2.4 IN AIRCRAFT

- Passengers will not share aircraft with people of a different household group. Please note: single passengers will now need to purchase 2 tickets and fly privately
- If passenger numbers allow, the seat next to the pilot will remain free
- There will be no headsets provided for passengers
- Passengers will operate their own seatbelts during embarking and disembarking, under instruction and supervision
- Fresh air will be circulating through the aircraft (weather dependent)

2.3 HAND HYGIENE

2.3.1 STAFF

The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated.

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 can be used where appropriate.

Staff have access to appropriate handwashing facilities in the staff area in the terminal building and must wash and dry their hands:

- On arrival at work
- Before handling food
- After coughing, sneezing, blowing their nose, eating or drinking, and using the toilet.
- After touching hair, scalp, mouth, nose or ear canal
- After handling rubbish and other waste
- After handling money or bank cards
- Before and after cleaning; and
- Before and after removing gloves (if used)

2.3.2 CUSTOMERS

All customers on entry to the terminal building will have access to a hand sanitiser station with a sign requesting them to sanitise their hands.

2.4 CLEANING AND DISINFECTING

2.4.1 HOW TO CLEAN AND DISINFECT

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and disinfection and should not be used for other purposes.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth.

4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

2.4.2 TERMINAL BUILDING

Cleaning and disinfecting should be done on a regular basis for high-touch surfaces. This should be at a minimum 2 times daily, however if passenger numbers dictate, this may be increased to once an hour. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage.

These include:

- Benches and workstations
- Door and cupboard handles
- EFTPOS keypads
- Digital name pads
- Seating benches
- Taps

Staff are encouraged to frequently cleanse and disinfected personal items such as glasses and phones.

2.4.3 AIRCRAFT

Aircraft will be cleaned and disinfected between every flight, key locations include:

- Door handles
- Seatbelts and buckles
- Hand holds
- Seats
- Headrests

At the completion of flying for the day, or if a pilot swap is required throughout the day, a full clean of all instrumentation and control surfaces will be completed in addition to the above.

2.4.4 LIFE JACKETS

Life Jackets will be placed into a separate 'used' container after being worn, to be isolated and then sanitised before being placed back into operation.

3. RESPONSE AND RECOVERY

3.1 STAFF MEMBER TESTS POSITIVE

If notification is received of a staff member having a confirmed case of coronavirus (COVID-19), the Department of Health and Human Services (DHHS) will contact 12 Apostles Helicopters.

Consultation with the DHHS will determine whether the business will be required to close for a short period of time to facilitate cleaning and enable contact tracing. This will be determined if the confirmed case attended the workplace whilst infectious.

3.1.1 DID NOT ATTEND THE WORKPLACE WHILST INFECTIOUS

- Any staff member who tests positive for coronavirus (COVID-19) should remain in home isolation until they have been notified by DHHS that they are no longer required to isolate and have met its criteria for release
- Staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic
- If multiple staff are directed to be quarantined and this affects operational capacity, 12 Apostles Helicopters will consider closing for a short period of time until enough staff are able to return to the workplace.

3.1.2 ATTENDED THE WORKPLACE WHILST INFECTIOUS

In the event a staff member attended the workplace whilst infectious, 12 Apostles Helicopters will close its doors temporarily to undertake the following:

- Open outside doors and windows to increase air circulation and commence a deep clean and disinfection of the whole site, including but not limited to:
 - Terminal building
 - Hangar
 - All aircraft used during the period the staff member was infectious
- Liaising with DHHS to assist with contact tracing of any staff and passengers identified as a close contact of the case.
- As per the above points in para 3.1.1

3.2 PASSENGER TESTED POSITIVE AND IDENTIFIED AS INFECTIOUS ON SITE

In the event 12 Apostles Helicopters is contacted by DHHS and notified of a previous passenger who has tested positive to COVID-19, the following will take place.

- Temporary Closure of the site to undertake the following:
 - Open outside doors and windows to increase air circulation and commence a deep clean and disinfection of the Terminal building and the Aircraft the confirmed case flew in.
- Liaising with DHHS to assist with contact tracing of any staff and passengers identified as a close contact of the case.
- Staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic
- If multiple staff are directed to be quarantined and this affects operational capacity, 12 Apostles Helicopters will consider closing for a short period of time until enough staff are able to return to the workplace.

4. APPENDICES

4.1 STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

We ask each staff member to complete this questionnaire before starting any shift.

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by DHHS as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to either of the above questions you should not attend work until advised by DHHS that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below. Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered NO to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.

